

## Corporate transformers

New business in disguise

## Life support

Getting the region back on its feet

## Changing places

A new look for the North-east



# A new wave of living



# Helping business get back on the road

- One of the most diverse and modern haulage fleets in the region
- Recently expanded Hiab fleet with crane capacity up to 85 tonnes
- Continuing to support essential business throughout the Covid-19 pandemic



## COLIN LAWSON Transport

Call us today on **01224 216360**  
for all your haulage requirements

Crawpeel Road Altens Aberdeen AB12 3LG  
[www.colinlawsontransport.co.uk](http://www.colinlawsontransport.co.uk)



## 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](mailto:info@agcc.co.uk)  
[www.agcc.co.uk](http://www.agcc.co.uk)

**Affiliated Chambers**  
Moray

### Bulletin Team



#### Editor

Laura Grant  
T 01224 343926  
E [business.bulletin@agcc.co.uk](mailto:business.bulletin@agcc.co.uk)



#### News features

Graeme Smith Media  
T 01224 275833



#### Advertising

Kathryn Collie  
T 01224 343901  
E [kathryn.collie@agcc.co.uk](mailto:kathryn.collie@agcc.co.uk)



#### Design & production

Andrew Taylor  
T 01224 343934  
E [production@agcc.co.uk](mailto:production@agcc.co.uk)



#### Editorial support

Michelle Walker  
T 01224 343907  
E [michelle.walker@agcc.co.uk](mailto:michelle.walker@agcc.co.uk)



Lewis Walker  
T 01224 343918  
E [lewis.walker@agcc.co.uk](mailto:lewis.walker@agcc.co.uk)

**Cover image**  
Business and leisure

**September's theme**  
Numbers

# Contents

AUGUST 2020

Focus on **Business and leisure**



**Opportunity knocks**



**The time is NOW**



**Ready, steady - go!**

## Regulars

	PAGE
<b>POLICY UPDATE</b> Colette Backwell, Aberdeen & Grampian Chamber of Commerce	<b>31</b>
<b>TRAINING CALENDAR</b> Upcoming courses	<b>34</b>
<b>BUSINESS LESSONS I'VE LEARNED</b> Rachel Willox, Goldstar Services	<b>37</b>
<b>SME SPOTLIGHT</b> A quick look at a dynamic North-east business	<b>40</b>
<b>INTERNATIONAL UPDATE</b> Lorraine Neish, Aberdeen & Grampian Chamber of Commerce	<b>41</b>
<b>EVENTS CALENDAR</b> Dates for your diary	<b>42</b>
<b>ON THE MOVE</b> Who is going places in the region?	<b>44</b>



## 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 membership and events director, Seona Shand

T 01224 343929 E [seona.shand@agcc.co.uk](mailto:seona.shand@agcc.co.uk)

# Back to business but not at your leisure

**OVER the last few weeks it has been reassuring to see slowly but surely the re-opening of some parts of the economy. The unlocking of restrictions has seen May fiscal forecasts exceeded but is this simply down to an initial release of pent-up demand or the sign of a genuine and sustainable recovery?**

We really are at the most significant crossroads of our lifetime.

Decisions taken now by policy makers, companies and our people will determine whether or not we recover quickly from the short sharp shock of CV-19 or whether we end up swapping this for years of different physical and mental health, social and economic challenges that could dwarf those seen over the last few months.

As government support winds down, the willingness of companies to take back the nine million furloughed workers will depend on their expectations about future demand for their goods and services.

chief economist of the Bank of England Andy Haldane observed that the stronger those expectations, the lower the likelihood of job losses, creating a virtuous cycle. Firms will not make workers redundant if they need to rehire them, at a cost, soon afterwards. This lowers unemployment risk, raises household incomes, confidence and spending, thereby boosting the economy and protecting jobs.

A collective willingness to return to previous patterns of behaviour and spending is necessary to back this up. There is lots of talk of a 'new normal' but let's not throw the baby out with the bathwater. There were very many good things about how things worked before all this. Yes, learn from what we have been through but don't force change just for the sake of it.

We all have a role to play in avoiding the creation of self-fulfilling prophecies. If we say things like, 'I'm not going to the shops' or 'we can't return to the office' or 'there will be no live events this year', then the only certainty is those things will come to pass.

The Chamber has been working tirelessly over the last few months to support its business communities and many of the welcome policies we have seen have been down to our lobbying and influence. These life support schemes have been vital in enabling businesses to hold their nerve but now is the time to move the patient into rehabilitation.

We need our governments to provide both the stimulus to kick-start the economy and the messaging to rebuild consumer confidence. Our population needs to hear loud and clear that it's now ok to get back out there and you'll find lots of inspiration to do just that in this issue.

Some of the individual measures announced in the Chancellor's Summer Statement were welcome, none more so than the cut in VAT rate to 5% for the wider hospitality sector; something this Chamber vociferously campaigned for. More is still needed however, including new incentives for business investment and reducing the overall cost of employment through a cut in employer national insurance contributions.

Ultimately though, the strength and pace of our recovery will very much be determined by the private sector. Our business communities, companies large and small, our nation's jobs and wealth creators. History tells us the companies that are brave, innovative and embrace the challenges and plentiful opportunities thrown up in times of economic turmoil are the ones at the vanguard of the recovery.



**Russell Borthwick**  
chief executive





Don Valentine, commercial director, Absoft

## Absoft leads the UK

ABSOFTE has announced a step change in the way it monitors clients' enterprise resource planning (ERP) systems, with the launch of its next generation SAP managed service.

Absoft is the first SAP specialist in the UK to offer this level of business process monitoring and has focused on automated monitoring, incident self-healing and self-service features.

Real-time visibility of all critical business processes, the ability to eradicate repeated incidents and the option for users to request automated process implementation - without the need for human interaction - are set to revolutionise the SAP user experience and the results it can achieve.

Commercial manager Don Valentine said: "Put simply, automated monitoring and self-healing of any technical incident means that a system failure will never be repeated," said Don Valentine, commercial director. "This brings particular value to our clients now more than ever, as global business grapples with the current circumstances. Automated repair of previous technical problems allows Absoft to offer fixed client costs, without the caveat of additional costs and time required for repeated issue resolution."

## Southern North Sea contract for NHV

NHV Group has been awarded a new long-term contract to provide helicopter services for Shell UK and NAM. Under the three-year agreement, daily flights will depart from NHV's bases in Den Helder and Norwich to the Shell UK and NAM assets in the Southern North Sea. The contract facilitates the provision of two dedicated Leonardo AW139 aircraft - one in Norwich and one in Den Helder.

## Scotland a hotbed of technological development

THE latest patent, trademark and design data from the UK Intellectual Property Office shows an impressive performance from Scotland in 2019.

Scotland filed 1,168 registered design applications compared with 757 applications the previous year - a 54.2% rise. In the UK overall there was a decline of 2.4%. The percentage of patents granted to Scottish applicants was up to 6.7% from 4.8% the previous year, while in the UK there was a drop of 8% in the same period.

Trademarks filed in the name of Scottish applicants rose by 7.1% (from 3,494 to 3,744) and across the UK there was a 12.9% increase.

Principal associate David Murray, from intellectual property firm Marks & Clerk, said: "The design figures are a real coup for Scotland, making it the largest growth area for registered design applications in the whole of the UK.

"By contrast the UK as a whole saw its first decline since 2015, although it must be noted the drop was marginal and follows a successful three years which saw a 30.4% increase between 2015 and 2018.

"Looking to the patent figures, Scotland continues to be a hotbed of new technological development remaining robust in the face of a more general downward trend.

"The trademark figures also reflect the rapid development of the Scottish food and drink sector with the rise of independent brewing, craft beer markets and new gin producers. One stand-out name amongst the Top 50 trademark applicants was BrewDog arriving in 24th position - this company is constantly innovating and the volume of trademark filings appears to reflect that."

## Lift off for satellite launch site

A MULTI-MILLION-POUND project to establish a satellite launch site in Scotland has taken a major step forward, with the granting of planning permission by The Highland Council.

The application was submitted by Aberdeen-based Aurora Planning Limited on behalf of Highland and Islands Enterprise (HIE) and represents a significant investment in the UK's growing space sector.

Launch-related infrastructure will include a control centre, 2.5km of road and a launch pad, occupying a total of just over 10 acres of the 740-acre site on the Melness Crofters Estate on the A' Mhòine peninsula, around six miles from Tongue.

The committee's decision will now be referred to Scottish Government ministers for review but the first launch could be as early as 2022. Once the spaceport is fully operational, it could host up to 12 launches a year.



# Opportunity knocks

**IN CHINA, where the global CV-19 pandemic apparently started, the word 'crisis' is composed of two characters, one representing danger and the other, opportunity.**

The danger has been obvious but several North-east companies, in many cases out of necessity, have seized new opportunities which the crisis has created.

Texo Group, for example, has been focusing on developing a range of new markets while CV-19 and low oil and gas prices have affected the North Sea industry.

Texo Group delivers a variety of industrial services across its business divisions which range from accommodation, engineering, fabrication; and aerial survey and data through its sister company, Texo DSI.

Texo Accommodation has been working with partners to support clients across the UK to meet requirements caused by the pandemic. Work is still ongoing to provide modular units to its traditional oil and gas client base through its offshore division. However the business's land-based division has been focusing on the need to provide space to enable distancing and restart business safely.

The group has recently delivered modular office and welfare facilities on a construction site in London, the third commission from the same client. This comes after the completion of a significant modular office upgrade for a major UK port operator. Texo Accommodation is also involved in the development of unique solutions



**“The range of accommodation units we complete at our fabrication facilities in Dundee and Blyth or with partners are ideally suited to rapid deployment. However, the landscape is also rapidly changing. Some businesses will need more space provided through flexible office and welfare solutions while some will need less.”**

**Richard Lamb,**  
Texo accommodation  
managing director

for the education and aviation sectors, which have both also faced dramatic change as a result of measures imposed to stop the spread of the virus.

Richard Lamb, Texo Accommodation managing director, said: “The speed and scale of the impact the pandemic has had on industry across the UK has been breathtaking. Across Texo Group we have been working with oil and gas clients who have used the current challenging environment to undertake work scopes on key national infrastructure. But our clients in the construction and aviation sectors are grappling with multiple challenges of how to operate safely, with sufficient distancing as well as suitable extra facilities for the comfort of staff and clients.

“The range of accommodation units we complete at our fabrication facilities in Dundee and Blyth or with partners are ideally suited to rapid deployment. However, the landscape is also rapidly changing. Some businesses will need more space provided through flexible office and welfare solutions while some will need less. We have also found that the fall off in aviation has had a real impact on cargo volumes. This is why we are supporting solutions which will be key for driving much needed revenues for regional airports.



“What we have to accept is this pandemic is reshaping the way we all do business, probably for the medium to longer term. Change is inevitable and diversification across a range of sectors and industries is key to adaptability.”

Suki Hudson is managing director of long-established catering and events company Hudsons for which a major part of the business, up until March, was weddings and events.

“As soon as lockdown came, we lost all the weddings and several major corporate events, including one as far ahead as December,” she said.

“We decided that to maintain the business and retain as many staff as possible we had to think out of the box – and in our case it was picnic boxes and meal boxes.

“In the early days of lockdown we were in touch with Meals for the NHS, a not for profit company, which was launched to help the staff in hospitals battling CV-19. We ended up making 150 meals, three times a week, which we delivered to Aberdeen Royal Infirmary. It allowed us to help the NHS and keep some of the staff working.

“We were also delivering to a care home in Dyce and people in isolation

and several of our clients wanted food delivered so now we have established a pretty good take-out service and we plan to build on that.

“The next thing we looked at was a virtual wedding but rather than that we have done virtual celebrations and anniversaries when we have delivered the same meal to different locations



**“In the early days of lockdown we were in touch with Meals for the NHS, a not for profit company, which was launched to help the staff in hospitals battling CV-19. We ended up making 150 meals, three times a week, which we delivered to Aberdeen Royal Infirmary. It allowed us to help the NHS and keep some of the staff working.”**

**Suki Hudson,**  
managing director,  
Hudsons

and everyone has enjoyed them at the same time while linked up on social media. That has been getting traction and has brought smiles to the faces of many.

“We are providing meals for sheltered accommodation and delivering picnics, barbecue packs and fancy teas – anything people want.

“Executive chef Annie Milne, my long-term business partner, and her team have done a fantastic job. We are hoping that before too long our core business will be flourishing again but we intend continuing with all the additional services and it will be something which can grow.

“This a new business stream which we discovered by accident and is something we probably would never have started had it not been for CV-19 and there is clearly a need for it.”

Aberdeen’s ‘Doorsteps Catering’ has also found diversification to be a possible saviour to the catastrophe of lockdown by shifting resources from feeding workers to helping workers return to work safely.

The firm rolled out the provision of hand-washing and hand-sanitising stations to local workplaces through a new company ‘Hand Washing &





Hygiene Services (HWHS) to provide a much needed income stream when the catering side was closed.

Managing director Ian Still said: “I received an email from a vending machine company we had dealt with in the past which was supplying hand-washing machines and I thought that might be a way to provide some

revenue. They were mainly for outside so we also offered hand sanitising stations which could also be used inside. They are self-standing and require little maintenance and we offer them for sale or lease.

“While it has been successful there has been considerable competition because so many other companies have had the same idea.

“The catering side is beginning to pick up again but many people are still not back at work. We have diversified there by offering afternoon ‘Tea for two’ boxes which have also proved popular.”

“

**“I received an email from a vending machine company we had dealt with in the past which was supplying hand-washing machines and I thought that might be a way to provide some revenue. They were mainly for outside so we also offered hand sanitising stations which could also be used inside.”**

**Ian Still,**  
managing director,  
Doorsteps Catering

# Standard Real Estate Ltd

Properties are ideally located to benefit from all that Aberdeen city centre has to offer.



Office rents from  
£8.50 per sq ft.



Union Point



Golden Square



Merchant Exchange

Please contact us on the email or telephone numbers below to discuss your occupational requirements.

**Scott Campbell**

scott@standardrealestateltd.com

Tel. 07881 620 180

**Hamish Munro**

hamish@standardrealestateltd.com

Tel. 07951 939 932

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

# The role of aviation in driving the economy

**Roger Hunt,**  
*interim managing director,*  
Aberdeen International Airport



**SINCE taking up the reins at Aberdeen International Airport I have been working alongside many business partners as we begin to plot our recovery from what has been the biggest downturn ever experienced by the aviation industry.**

Our airport is resilient and has overcome many crises including volcanic ash clouds and financial crashes; however the crisis we're all facing today is very different. Usually these events are short lived but I don't think anyone within our industry could have foreseen an event that has been as prolonged or as adversely impactful.

Airports throughout the UK are operating at just a fraction of their capacity demonstrating that aviation was one of the first sectors to feel the full impact of this pandemic and, unfortunately, we will be one of the last to fully recover.

At Aberdeen, we have kept our airport open throughout to support crucial lifeline services to our communities in the Highlands and Islands, for ambulance flights, the distribution of much needed medical supplies and to serve the oil and gas sector. We have also supported the incredible work being done by the NHS and key workers with a testing centre at our facility.

Now is the time to turn our attention

to re-establishing the connectivity that is so vital to the success of the North-east. The success of the airport and the region are intertwined and my focus is on rebuilding the connectivity on which Aberdeen's internationally-focused economy is so dependent.

The team at the Chamber has been leading on some fantastic work on the diversification of the North-east economy and this will help when it comes to developing compelling propositions for airlines.

We recognise airlines will have to take a cautious and measured approach to their restart plans but it's clear they are keen to get back in the sky as soon as possible. Over the course of the past several weeks we have seen the return of a number of domestic and international services, including flights to Gdansk and Malaga as well as double daily flights to Heathrow, all of which are positive steps for Aberdeen. Not only will these routes get the country moving again, they will get the economy moving. Connectivity is the lifeblood for business, however, aviation will require sector specific support from government if we are to recover quickly.

Together with our industry partners we are calling for support in some form with employment costs beyond the October end of the Coronavirus Job Retention Scheme, the abolishment of Air Passenger Duty to stimulate increased airline activity

and the completion of the regional air connectivity review which the UK Government committed to in January.

I have no doubt we will be successful in our plans, that aircraft will soon fly again and that passenger demand, be it for business or leisure, will return. And as they return, our passengers will notice a number of differences. We have introduced a series of enhanced measures to keep our terminal clean and safe. These include the regular use of electrostatic fogging machines proven to disinfect surfaces within two minutes and screening at contact points.

It will be a slow, gradual recovery and the future customer experience may also be different. What won't change is the role of aviation in driving the economy. Now more than ever, it's crucial we provide the connectivity which will drive growth, employment and prosperity. As this crisis starts to abate we are well advanced to play our part.



# The time is NOW

**LOCAL businesses are the backbone of our communities and a great number have suffered a crippling blow as a result of the national shutdown which has had such a huge impact on our economy.**

Many have supported us during these difficult times by adapting and innovating to continue to provide us with vital goods and services.

Now we can all play a part supporting these inspirational local companies which can lead the economic recovery. Aberdeen & Grampian Chamber of Commerce, along with a range of partners, is driving a campaign to champion local firms across Aberdeen and Aberdeenshire.

Research has suggested that almost half of all money spent in local independent stores is recirculated in the local economy compared to around 14% if spent in chain stores. The recirculation of that money in other local shops, pubs, restaurants, hotels and visitor attractions helps communities to thrive by creating employment. There are numerous other benefits from improving health by encouraging people to walk and improving the environment by reducing the number of car journeys to superstores.

The campaign was inspired by the success of Buy North East, a concentrated Chamber initiative in 2016 to encourage businesses to establish long term relationships with

other businesses in the area.

“It was short, sharp and very successful with around 500 companies signing up to help keep business local to protect jobs and create jobs,” said Russell Borthwick, chief executive of Aberdeen & Grampian Chamber of Commerce.

“Suddenly the same issues are back at the top of the agenda and while there is lots of technical guidance available to help businesses understand how to reopen, the view of the Chamber is there is no point in businesses reopening if no one wants to buy anything from them.

“We are trying to rebuild consumer confidence and demand which will really begin to get our economy moving again. Stimulus packages and government support have been necessary to get through the holding pattern the economy is in but the only way the economy can come back is if people want to go places, order stuff, buy things and enjoy experiences. Businesses can then get going again which means buying from other businesses.

“We want to demonstrate that everyone in this region has a role to play and North East Now is an online hub and one-stop-shop which makes it easy for people to support local firms and get pounds back in the tills of these regional businesses.

“Whether you’re looking to pick up local produce during your weekly

supermarket shop or planning a staycation instead of that summer holiday this year - we’ve got your back, so you can have theirs.

“If you are in the supermarket look out for the local brands and as restaurants reopen choose the ones which source local produce. As your business starts to get back to work consider what you need to procure and if can you get it from local providers, because that will help protect jobs here and get the economy moving again.

“There are lots of small cooperatives and similar initiatives underway but

“

**“We want to encourage people to rediscover what’s on the doorstep in Aberdeen and Aberdeenshire. We are targeting local people with a clear call to action as great businesses are reopening whether restaurants, attractions, hotels, or other places to stay.”**

**Chris Foy,**  
chief executive,  
VistAberdeenshire



they might not be able to get their message out as far and wide as they would like. We want to help amplify their voice and give them a platform to engage, promote and talk about what they're doing while making it easy for North-east residents to know what's out there and how they can help.

"Working alongside VisitAberdeenshire we want to make sure we get the message out that rather than try to get away why not make this year's holiday in Aberdeen and Aberdeenshire?"

"We are always telling other people about the great assets we've got as a city and as a region with our coastline and castles and countryside and golf. We have great hotels and stunning visitor attractions like the Art Gallery so have a staycation here in the region."

VistAberdeenshire is spearheading that effort and chief executive Chris Foy said: "We want to encourage people to rediscover what's on the doorstep in Aberdeen and Aberdeenshire. We are targeting local people with a clear call to action as great businesses are reopening whether restaurants, attractions, hotels or other places to stay.

"There is a lot of pent-up demand to get out and do normal things and this campaign is aimed at keeping that momentum going throughout the summer. Keep exploring the local area, upweight what you're doing so if you are having a meal out with friends

or your family why not stay over in a hotel in the city centre or out in Aberdeenshire and make it more of an occasion?"

"One of the priorities at the moment is to help drive revenues into local businesses as quickly as we can. It is quite a different approach for us because our usual marketing activity is aimed mostly at attracting people to come from outside Aberdeen and Aberdeenshire, and we will continue to do so, but obviously targeting local people means there is more chance of revenues flowing into businesses quickly.

"I'd like to think there could be a great longer term legacy to what we are doing here, that people do rediscover, not just the places they know and go for the default day out but other restaurants and other attractions. Perhaps rethink their leisure time and their holiday time and maybe put a bit more bread in the jar of local businesses."

"Rediscover Aberdeen and Aberdeenshire is being promoted through multiple channels and has a dedicated website [yourabdn.com](http://yourabdn.com). We're using tried and tested methods of social media advertising to effectively target local audiences. We currently have a partnership with DC Thomson and a campaign promoted through its platforms including newspapers and local radio."

Chris urged families having a day out during the holidays to think what else

they could do to make it that bit more special.

"Couples meeting friends and reuniting in a restaurant could consider staying overnight to make it even more of an occasion...and then do it again. Don't just do it once - find somewhere different and keep it going through summer and into the autumn as well." To help locals and visitors organise their trips around Aberdeen and Aberdeenshire, VisitAberdeenshire has just added a new permanent planning tool to its website.

It will help you plot your short break, day out or evening out and create a roadmap of your itinerary.

FIND out more about how you can support local by visiting [northeastnow.scot](http://northeastnow.scot) and keep up to date with the latest on what's open in your area by following [northeastnowabz](https://twitter.com/northeastnowabz) on Twitter, Facebook, LinkedIn or Instagram

# How have your working practices changed and will these remain post-lockdown?



“Prior to lockdown our approach to getting work done in the physical office had already developed effective behaviours and an efficient way of working. Since lockdown, we have changed from mainly face to face communication to supporting all clients via Microsoft Teams, Zoom and Google Meet. The biggest change is how we now collaborate to get work done. The simple step was widening our use of Google suite and Microsoft 365 functionality and it would have been easy to just stop there and wait for ‘normal’ to return. However, we pushed through the learning curve and moved our main working sessions onto a smart cloud-based collaboration tool, MURAL, meaning meetings became transparent, visible work sessions.

“I don’t know if we will move back towards the physical office or remain fully virtual but we are comfortable in both environments thanks to the behaviours and operational discipline we instilled in the team before lockdown was imposed.”

**Gary Downs**, *director*, Practical Business Improvements



“Meldrum House Country Hotel and Golf Course has been adapting to the changing times. Last year, we were proud to win Visit Scotland’s highest accolade – a Scottish Thistle for Most Hospitable Hotel. What we don’t want to do is lose our personality and the warmth and hospitality that we are famed for. We have put into place a ‘Time To Shine’ protocol for staff and guests to ensure a safe haven. We have offered a free room service offering and staggered dining times. We have also just launched our new and exciting outdoor Viking dining domes that have been a huge success in the short window since we announced it.

“But one thing that won’t change is the welcome and genuine Scottish charm that makes Meldrum the place that guests flock back to time after time. Without that, it’s not the Meldrum House that we know and love.”

**Jordan Charles**, *general manager*, Meldrum House Country Hotel and Golf Course



“During the coronavirus pandemic the supply chain has been placed in the spotlight. Recognised as essential workers, our employees on the frontline have had to address social distancing measures and PPE protection from the onset. Importantly, our warehouse workers, international freight experts and drivers kept supply chains moving throughout the pandemic. Workflows had to be adapted to manage the incoming requests from our clients. Due to the disruption around the world, our flexible approach and sense of urgency in adapting to new measures was vital to keep our clients’ operations running and we have been successful in managing PPE deliveries and critical parts to keep manufacturing plants functional to many areas in the world.

“For our office workers, we adjusted to online and virtual methods of working from home, relying upon online video conferencing methods. We usually gather our sales teams from around the world at this time of year in a global sales conference to keep updated and connected. This year we hosted the global team of more than 300 employees online. There is no question that there is great benefit from face to face sales and employee interaction but the use of virtual and video conferencing is likely to be a significant component of how we do business moving forward.”

**Chris Lee**, *managing director UK*, Crane Worldwide Logistics

## £4.5m scheme for skills retention

APPRENTICES and graduates working in the oil and gas industry are set to benefit from a new £4.5m scheme to support the retention of essential skills both during and after the CV-19 crisis.

Launched by government skills body the Engineering Construction Industry Training Board (ECITB), the Train to Retain scheme supports the ongoing development of apprentices and graduates whose opportunity to continue in their recognised industry programmes has been suspended or impacted by CV-19.

The ECITB works with a wide range of oil and gas companies in the North-east, including around 20 registered companies in the supply chain: many are currently experiencing great uncertainty as to what the full impact of the downturn might mean for their business and staff and how things will develop in the future.

The launch of the scheme comes as the sector struggles with the loss of some 4,500 jobs in the North Sea in the wake of the CV-19 outbreak and collapse in the oil price. By funding development activities for those in the early stages of their career, the ECITB aims to help the sector retain and develop the talent required to meet its medium- and long-term skills needs.

## New dates for British Art Show

THE new dates and artists for the prestigious British Art Show at Aberdeen Art Gallery have been announced by Hayward Gallery Touring.

The show, held every five years and the biggest touring exhibition of contemporary art in the UK, will be shown in from July 3 to October 3 2021.

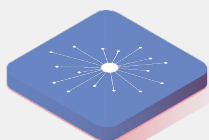
Exploring new tendencies in artistic practice, the British Art Show is widely acknowledged as the most important recurrent exhibition of contemporary art produced in this country. Each edition of the show is hosted in only four UK cities. Aberdeen Art Gallery is the only Scottish venue in next year's tour. As a snapshot of contemporary British art, the exhibition is compared to the annual Turner Prize and biennial exhibitions such as those held by the Whitney Museums of American Art in New York.

Councillor Marie Boulton, Aberdeen City Council's culture spokesperson, said: "Securing the British Art Show for Aberdeen is a real coup for Aberdeen Art Gallery. It will be the largest exhibition of its kind we have ever hosted. It is the international standard and scale of exhibition which the Art Gallery was redeveloped to accommodate."

# REIMAGINE GLOBAL PAYROLL.



Global Payroll



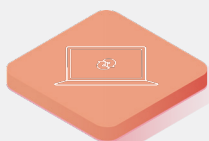
Global Mobility



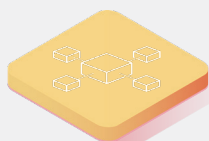
Audit & Compliance



International Payment Solution



activ8



System Integrations

### activTechnology



ePay



eFile



myAccount



ePeople



eHelp



eExpense



eLeave



eTime



eReport



Spectis managing director Brian Storie

## Spectis Robotics Canadian partnership

SPECTIS Robotics, a specialist provider of remotely operated robotic crawlers and camera systems, has announced a partnership agreement with Canadian firm Deep Trekker.

Ontario-based Deep Trekker is a leading designer and manufacturer of underwater ROVs, cameras and submersible crawlers for asset inspection, maintenance and operational support to industries including nuclear, oil and gas, maritime and aquaculture.

The new partnership will provide the Aberdeen firm with direct access to Deep Trekker's experienced engineers to assist in the development of inspection solutions across multiple sectors.

## Add Energy's new technology

ADD Energy's Asset and Integrity Management (AIM) division has developed a new award winning integrated solution which promises to revolutionise the way industries across the world monitor, track and analyse components of their fixed assets in real-time.

Its technology, AssetVoice™, combines features from asset management, change management and real-time location systems - and offers a single source of data for an asset's location, state, and availability.

From oil and gas and pharmaceutical sectors to the police and military, the software and hardware solution can be implemented across multiple industries to help optimise operations. It allows users to digitally monitor, track and produce analytics for the stocked, stored and fitted components of an operating asset throughout its lifecycle and in real-time.

Representing a £300,000 joint investment by Add Energy and the UK Government (Innovate UK), the launch of AssetVoice is the result of a second Knowledge Transfer Partnership, in which Add Energy, the University of Salford and the UK government have collaborated.

## Wind training takes off in Aberdeen

SAFETY training specialist Survivex has launched Global Wind Organisation (GWO) training in Aberdeen to service Scotland's fast-growing wind industry and support the oil and gas sector's energy transition.

More than £100,000 has been invested by Survivex in new facilities and equipment to align the centre to the highest GWO standards. As well as all the mandatory safety courses and refresher training required by the global wind industry, Survivex will offer GWO slinger signaller and enhanced first aid courses.

Survivex's sister company AIS Training is the largest provider of GWO training in the UK and trains one in five of the world's wind trainees at its Renewable Energy Training Centre of Excellence in Newcastle. Survivex will be utilising this knowledge and expertise to deliver its new portfolio of wind courses.

## Remote monitoring contract for Fugro

NEPTUNE Energy has awarded a subsea inspection contract to geo-data specialist Fugro which will employ state-of-the-art remote monitoring technology to survey subsea structures at the Cygnus gas field in the UK's southern North Sea.

Fugro's scope of work includes inspection of subsea infrastructure including pipelines and umbilicals, spools and communication cables, and standard structural surveys of the Neptune-operated Cygnus gas platform jackets.

Fugro will deploy remotely operated vehicles from the Edda Sun vessel to carry out the inspection work. Data processors, who would traditionally review the inspection data from onboard the vessel, will complete the work from Fugro's new remote operations centre in Aberdeen, more than 600 miles away.

## Maersk and Babcock join forces

MAERSK Training, safety and technical training provider for the wind, oil and gas and maritime industries in the UK, has announced an agreement with Babcock Marine Training, part of the Babcock International Group, to develop a custom-built wind energy training facility in Paisley.

The facility which will launch Maersk Training into the central belt of Scotland is the seventh facility which the organisation has opened across the UK, allowing the delivery of its market leading Global Wind Organisation accredited courses for the renewables industry.





Simon Cowie

## Infinity helping clients through lockdown

ACCOUNTANCY firm Infinity Partnership has made claims of more than £5m on behalf of its clients since the start of the coronavirus lockdown.

Aberdeen-based Infinity has successfully claimed more than £2m in government grants and loans, while the rest is made up of fast-tracked research and development tax relief payouts.

On behalf of clients it has secured £1m through the Coronavirus Job Retention Scheme, £650,000 in the Bounce Back Loan Scheme, £400,000 in Scottish Government grants and £100,000 through the Self-Employment Income Support Scheme.

During this period, the firm has also successfully secured £3m in research and development tax credit claims, an HMRC scheme which was available to innovative firms prior to the CV-19 pandemic.

Simon Cowie, managing partner, said: "The grants and loans have put money back into the economy quickly. For the R&D tax relief, we accelerated claims to ensure clients received money due to them as quickly as possible.

"The furlough scheme has saved a huge amount of jobs. Looking at our own clients, I believe there is a good chance most of these jobs will be protected. Our clients in the energy and manufacturing sectors are not losing work – it is more a case of projects being put on hold."

## Survey highlights need for change to apprenticeships

NEW research published by the Engineering and Construction Industry Training Board (ECITB) calls for government, employers and the media to change how we deliver and report on apprenticeships.

The report is based on surveys and interviews with 58 employers in the engineering construction industry - the sector which designs and delivers critical national infrastructure - about their experiences following the introduction of reforms, including the apprenticeship levy, in 2017.

It offers an insight into the industry's perception of apprenticeships in Scotland, England and Wales following these changes, as well as indications that could inform how apprenticeship recruitment might change following the CV-19 crisis.

The research found mixed views towards the apprenticeship levy, with marginally more employers positive (32%) about the levy than negative (19%). Employers also identified a number of challenges facing apprenticeship recruitment, with a lack of suitable work and no current need for apprentices cited by 81%; and a preference to hire graduates or experienced staff over apprentices expressed by 18% of respondents.

Although the field work was carried out before coronavirus hit, the impact of the pandemic is expected to exaggerate the issues identified in the report.

## Remote consultations surge

GLOBAL occupational health services company Iqarus is now carrying out 50% of all consultations remotely to protect the health of energy industry workers.

This has been fuelled by the impact of CV-19, soaring from just 2% usage before the pandemic.

Iqarus, an International SOS company, has been working around the clock with clients to support those with confirmed cases of coronavirus and implement preventative measures. This is alongside providing sickness absent management via video or telephone calls.

The secure telemedicine platform provides video conferencing for return to work and routine occupational health consultations, which are often required by international oil and gas firms.

Saskia Koske, head of onshore operations, said: "We developed this process around five years ago to streamline our service offering and make appointments easier for clients to manage. Remote appointments are cost and time efficient, reducing downtime and travel, but only around 2% of the 60,000 consultations every year were carried out digitally. This has now dramatically accelerated."

# Can't see the wood for the trees?

In an evolving digital landscape, the impact of printed material remains crystal clear.

Print is engaging. Print is tactile, vivid and imaginative.

From brochures to magazines, from leaflets to stationery, Print is unrivalled in its appeal & impact. Using renewable, recyclable & sustainable materials Print embraces the energy transition - enabling us to define a better future together.

To find out more how Print can help your business stand out, excite your clients and provide a unique window for growth contact Compass Print today.



**Embrace The Power of Print.**  
**Stand Out. Excite. Inform.**



**COMPASS**  
PRINT

**T:** 01224 875987

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

[www.compassprint.co.uk](http://www.compassprint.co.uk)



# A word of advice



Stephen Balfour, Granite City Good Food coordinator at CFINE

## Aberdeen trying to hook sustainable fish title

GRANITE City Good Food is asking organisations to participate in the national Sustainable Fish Cities Campaign by committing to buying, serving and promoting only sustainable fish.

The campaign is run UK-wide by Sustain, the alliance for better food and farming. The goal of Granite City Good Food is to win the first Scottish Sustainable Fish City title for Aberdeen.

Cities are awarded the Sustainable Fish City title after recruiting a number of organisations from five sectors to commit to the goal of the campaign. Aberdeen has two stars at the moment, received for signing up six restaurants and iconic businesses, and all Aberdeen hospitals and schools.

Stephen Balfour, Granite City Good Food coordinator at CFINE said: "I am delighted to lead the Sustainable Fish Cities campaign in Aberdeen, which highlights the cardinal issues around the decline in popular fish species and provides sustainable alternatives for organisations and individuals.

"I would like to express my appreciation to those who have recently signed the pledge. I hope further organisations with akin enthusiasm for environmentally-friendliness and sustainability will join us and help Aberdeen become the first Scottish Sustainable Fish City."



**Donna McWilliams,**  
*managing director,*  
Electra Learning Ltd

### Area of expertise:

My background has always been in learning so working at Electra with a team of change management and learning specialists is ideal.

### What should people know:

Learning is crucial for businesses and for individuals. The benefits are evident when it comes to performance, especially in situations like we are in just now. We went from delivering onsite projects one day to working from home without disruption the very next. Our clients who we were working with on O365 Change Management programmes also managed to adapt quickly to the new working environment as they were confident working with the applications that are now critical.

### What's the biggest mistake companies make?

During a crisis or downturn, it is widely known that training is one of the first budgets to get cut but that doesn't mean that all training should be stopped, just invest wisely. We had several enquiries from companies who wanted to switch all their instructor led courses to eLearning. While we deliver highly interactive eLearning modules, eLearning is not a 'one-size fits all' and should be part of a blended approach to ensure value is realised.

### What's your top tip?

Invest in your people. Find out who your champions are within the business and support them to make a difference. Train them to become trainers and coaches and make learning the heart of your business for long-term success.

# Personality reveals how to achieve remote working success

**Amanda McCulloch,**  
*managing director,*  
Thorpe Molloy McCulloch Recruitment Ltd



**CV-19 was the catalyst that accelerated the shift to remote working for the majority of businesses in the North-east. We won't 'bounce back' to pre-coronavirus ways of working. Remote working is here to stay because, under the circumstances, it has worked rather well.**

There's a universal acknowledgement from our clients that remote working reduces the associated costs of expensive office space, saves time and energy as commuting and business travel are reduced; and opens up talent sourcing beyond local geographic limits.

The Perspectives on Working from Home report produced by Space Solutions illustrates that workers have also appreciated this time of working from home to cope better with work/life challenges and to perform focused work without office-based distractions.

While we can appreciate the benefits, we recognise why a complete transition to remote working may be viewed with trepidation. In the Perspectives on Working from Home report individuals also felt disconnected from the wider organisation, missed access to colleagues for collaboration and of course, face to face client meetings were disrupted. This resonates with me too.

On balance, what we'll probably experience is a rise in partial remote working – more time working from home and correspondingly less time in the office. And this transition is going to take a lot of adaptation and learning.

Of course, physical environment and enabling tech are required for productive remote working but the most important thing is actually learning about your people, knowing their personality.

I'm not talking about knowing their likes, dislikes, strengths and weaknesses. I'm talking about understanding their personality deeply enough to know how to get the best from them when they are working alone, without easy access to peers and collaborative office banter.

During lockdown the Canadian government nailed it when their guidance to employees was 'You are not working from home, you are at your home, during a crisis, trying to work'. As we emerge from the crisis, expectations will be different and employers will focus on working smarter – no matter where that work is done.

Learning how to best manage, engage and motivate the individuals in your business isn't just a short-term fix, it's something that will deliver benefits for the longer term. It will develop your managers by enhancing their

communication skills, listening skills, empathy and emotional intelligence. And by communicating and supporting your employees in a way that suits their personality best they will be more engaged, motivated and productive.

We use psychometric assessment as a recruitment tool, to evaluate a candidate's behavioural fit for certain job roles – something you just won't find on a CV. But this assessment is also so valuable because it reveals an individual's preference for communicating with others and the type of support they need when working remotely.

For example, the personality of some employees may mean they will require regular check in calls, while others will enjoy the autonomy of working alone but will gain much from impromptu catch-ups.

Using the information from the psychometric assessment, managers won't act according to their preferred style, or assumptions. They'll know how to act according to what the employee needs and this will minimise feelings of isolation, even loneliness, support good mental health and enhance productivity.

It's time to grab this underutilised information and build a plan for longer term resilience in your team.



## Any Aberdeen Science Centre memorabilia?

ABERDEEN Science Centre (ASC) is inviting members of the public to help create an online memories board as part of the plans for the reopening of the newly transformed centre at The Tramsheds later this year.

The board will feature on a dedicated web page on the centre's new website which is due to be launched just prior to the reopening.

"We are hoping that some of the visitors to the centre over the years will still have memorabilia such as ticket stubs, posters, souvenirs or gifts which we can feature on the page as well as their memories or photographs of visits," said head of operations Elaine Holland.

The centre has just undergone a £6m refurbishment and the revitalised centre will include more than 60 new interactive exhibits. While the focus is very much on the future, the team at ASC says it's important to capture memories of the past to mark the centre's role as the principal provider of Science, Technology, Engineering and Mathematics (STEM) engagement in the North-east Scotland for more than 30 years.

## Biometrics could replace passwords

ROYAL Bank of Scotland is developing behavioural biometrics technology which could replace bank passwords.

Next year an additional form of authentication will be required for some transactions when Strong Customer Authentication comes into force. However the technology, which has been customised in partnership with Visa for the purpose of increased transaction security, could replace passwords and helps to make payments more secure.

Behavioural biometrics works by analysing the unique ways a customer interacts with their device when making an online purchase. The technology uses this information to confirm who is making the purchase and does not access or share any private data held on a device.

Working in the background of a transaction, the technology is able to deliver a seamless experience for customers while ensuring a high level of security.

The development represents a major breakthrough in the application of biometric technology, with Royal Bank of Scotland the first bank to test the technology specifically for the purpose of SCA compliance.

## House builders with pride in their work

SITE managers for CALA Homes and Stewart Milne Homes in the North-east of Scotland are celebrating after receiving industry awards from the National Home Building Council (NHBC).

CALA's Fred Anderson, Ross Black, Marcus Paterson, Rob Swanson and Alan Whitelaw were recognised in the 2020 Pride in the Job Quality Awards for their contributions to creating homes of exceptional quality.

Graham Mann, senior site manager at Stewart Milne Homes North's Abbotswell Road development in Aberdeen,; and Darren Ferguson, senior site manager at the housebuilder's Dunnottar Park development in Stonehaven, were also honoured.

The Pride in the Job Awards, now in their 40th year, are amongst the highest industry accolades a site manager can receive.



## Peterson awarded major logistics contract from Sellafield Limited

INTERNATIONAL energy logistics provider Peterson has been awarded a major logistics contract from Sellafield Limited to support operations in West Cumbria, England.

The four-year contract will see Peterson continue as the operator of the Control Tower and Security and Distribution Centre (S&DC) at Lillyhall on behalf of Sellafield Limited. The scope of work includes managing inbound logistics, warehousing and secure distribution of goods.

Jason Hendry, regional director at Peterson, said: "This contract award reflects our team's hard work over the last four years and demonstrates our commitment to the area and the sector.

"We're proud of what we've accomplished to date working alongside the Sellafield team and look ahead to continue delivering a valuable service and growing our business in line with Peterson's strategy for 2025."

Peterson has been the main operator of the site since March 2016 and has worked closely with Sellafield to develop a number of technologies to improve operational efficiencies in delivering goods including safety and security protocols.



Mac Mackie

## New records for Mackies

UNSEASONABLY sunny weather enabled a solar farm which helps power a Scottish food business set new records for the time of year.

Mackie's of Scotland's solar farm, based on its Aberdeenshire family farm, produced more green energy in April than in any month in 2019 – spiking by more than a quarter against the same month across any of the previous four years.

March was sunny and May followed with more heat to make the total production during spring the highest on record since installation in 2016.

In total across the three months, the 7000 panel system produced over 640 megawatt hours of electricity - enough to boil over 6.4 million kettles – or to power 193 houses for an entire year.

Mac Mackie, managing director and one of three sibling owners, said: "It's nice to be able to talk positively about the weather in Scotland for a change. April really was out the ordinary and the solar farm's spike in energy production shows the extent of that.

"We also had a record in February and if June comes close to the summer of 2018 we could be looking at our best ever year for solar energy."

---

## Bus fares by Apple Pay

FIRST Aberdeen has launched Express Mode for Apple Pay to customers, offering another way to avoid paying by cash

The launch of the innovative technology was accelerated as a result of CV-19 with Aberdeen's largest bus operator advising customers to avoid paying cash wherever possible. The use of cash has fallen by around 5%.

Express Mode for Apple Pay means customers with Apple Pay can access pay for their ticket using their iPhone or Apple Watch.

80% of passengers are currently using cashless payment methods on these buses, meaning a great number of customers in Aberdeen are set to benefit from this latest innovation.

Once the technology is fully operational in Aberdeen, it will be rolled out across First's networks in the UK throughout the remainder of the year.

## RGU best modern university in Scotland

ROBERT Gordon University has been ranked as the top modern (post-1992) university in Scotland in the Complete University Guide 2021.

RGU also achieved a positive performance across a number of areas of the national league table rising 49 places in its UK ranking for student satisfaction and remaining in the top three universities in Scotland for graduate prospects.

The Complete University Guide 2021 features 130 institutions across the UK and is based on 10 measures including student satisfaction, graduate prospects and investment in academic and student facilities.

RGU has also performed well across the subject league tables both in the UK and Scottish ranks, securing top place in Scotland for its food science, librarianship and information management and physiotherapy courses and second in Scotland for occupational therapy and building courses. Its food science, librarianship and information management and physiotherapy courses are also placed in the top five in the UK.



---

## Online bidding continues to transform Thainstone

LEADING auctioneering company Thainstone Specialist Auctions (a division of ANM Group) has seen its second live online-only sale of plant, equipment, machinery and commercial vehicles which took place at Thainstone Centre on July 8.

Access restrictions imposed by government to help prevent the spread of CV-19 meant that no buyers were present on site during the sale however more than 590 registered to take part via TSA's online sales platform. The live auction, split into multiple sections with auctioneers running the sections concurrently, featured an entry of more than 833 lots and resulted in an 81% success rate.

As an addition to the online sale of machinery, equipment, and vehicles the team also hosted a timed auction of builders equipment, in which bidders could bid on items over a period of 4 days via the Thainstone Online platform. The addition proved to be successful and is hoped to feature at forthcoming sales.

# Let's make sure it's 'Build, Build, Build' and not 'Argue, Argue, Argue (Bust)!'



by Robert McDiarmid,  
*head of dispute resolution, Stronachs LLP*

**AT THE end of June, the Prime Minister announced what he described as radical reform and a series of policies to promote a rapid increase in construction activity within the UK, encapsulated under the title 'Build, Build, Build'.**

Whatever one may think of the policies, if they are effective then the construction industry can hope for increased confidence in the medium term. However I am seeing along with clients an all too predictable problem which could seriously undermine efforts to create that rosier future for the construction industry: it is the potential breaking of the supply chain by the highly pressured contract re-negotiations which CV-19 and the lockdown has kicked-off. And it is a problem which is particularly acute due to the contractual and legislative frameworks upon which the industry has long operated.

As those in the industry know, the vast majority of larger projects and many smaller ones are governed by standard form contracts which set out quite prescriptive frameworks regulating all key issues, including how delays are to be dealt with. Although terminology differs, this tends to involve an application by the (sub)contractor to the contract administrator for an extension of time and perhaps compensation.

What follows is often a negotiation to reconfigure the commercial terms to some extent, potentially a more formal dispute to be resolved in an adjudication or even court litigation. This framework in my view is quite sensible and has served the industry relatively well over the years. However, during the unique circumstances of a pandemic and lockdown, what this framework means is that there is a wholesale renegotiation going on between employers, contractors and sub-contractors about delay, suspension, payment, loss and expense, liquidated damages among other things.

Not in living memory will we have seen the entire industry all at the same time enter into, to a greater or lesser extent, a wholesale renegotiation of the principal terms of contracts already agreed. Even worse, all this within the context of severe financial peril which incentivises parties to fight for every penny.

With any luck, in the most part, these negotiations will end up with something both parties can live with, albeit inevitably eating into margins. But there is severe risk that many of these negotiations will descend into more formal contractual disputes as one party pushes the other past negotiating breaking point. What will ensue is a multitude of contractual adjudication processes, incurring

costs on all sides, and thereafter potentially a wave of litigations which burn resource on all fronts.

Inevitably that will cause existential risk to businesses with the shallowest pockets. In turn, a wave of insolvencies would then have a reaction all the way through the chain as businesses are unable to withstand the increase in bad debts.

The word of warning in this article is a straight-forward one. While it may be attractive to drive a hard bargain in the renegotiations, be careful how hard it is pushed as the supply chain may not be able to withstand the pressure at this particularly difficult time. This is perhaps a somewhat counter-intuitive message for a disputes lawyer who regularly represents construction businesses in those disputes, but overall I think it preferable to have an industry remaining intact and functioning rather than a raft of construction insolvencies.

Businesses in the construction sector will need to find the right balance. Robust negotiation is fine, but we should stop short of all-out litigation armageddon if possible.

Let's see if we can ride out the perfect storm and achieve a 'Build, Build, Build' future rather than an 'Argue, Argue, Argue (Bust)' one.

# Stronachs



# Ready, steady – go!

## AS SCOTLAND gently edges towards a 'new normal' there is a distinctly different feel about Aberdeen city and shire.

The streets look different, the shops, restaurants and bars have changed and a visit to a museum or historic property is not the same as it used to be.

What remains unchanged is the huge choice which residents and visitors have on their doorsteps because of the enormous effort which has been made by business owners, local authorities and other organisations to be open for business as soon as any easing in restrictions have been announced.

The imagination and entrepreneurial spirit which is in the North-east DNA has allowed some businesses to survive by finding innovative ways to keep trading and serving the public throughout the lockdown.

Now efforts are focussed on rebuilding the confidence of residents and tourists to draw them back in significant numbers to the shops and attractions which so desperately need them.

Major changes have been made in Aberdeen to ensure people can walk, shop, eat and drink safely and Nicola Johnston, a night time economy consultant with Thriving Cities UK, who has worked with Aberdeen Inspired, believes the temporary measures may shine a light on the potential to

transform the culture in the heart of the city.

She said the social economy undoubtedly faces a huge challenge: "Building confidence is going to be the key to getting people back into the city and if we can achieve that then businesses will begin to prosper again. People want to return to a 'normal' life and visit restaurants, speak with friends, have a pint and watch the football.

"Businesses are doing all sorts of things such social distancing, ordering by phone, installing screens and increasing the space between people in bars to reduce personal contact and increase safety.

"The council has created extended walkways and everything is moving in the direction of more of a cafe culture across Aberdeen. We will keep our fingers crossed that we have sunshine but when you go to places like Berlin in the middle of winter, when it is freezing, the tables are outside, they have heaters on, umbrellas up and people enjoy having a drink outside."

She said that with Aberdeen City Council encouraging cafes, bars and restaurants to use the increased outdoor spaces, the city's ambition of creating a European-type café culture could be accelerated.

"Union Street has been transformed by hospitality venues and I think this is an opportunity to expand that with

several businesses having created lovely seating areas."

She said that last year's Inspired Nights, a street food market with entertainment which ran monthly through the summer, had shown the potential.

"We had around 90,000 visitors across that time and it was a real mix. People were coming along with kids and grandparents and that festival really captured that people are happy to be in the open air and have a drink and socialise and be outside in Aberdeen.

"I think we will see more outdoor festivals and entertainment building on the success of events like the hugely successful NUART festival, and we may see outdoor gigs and cinema."

Councillor Sandra Macdonald stressed that all the measures in the city centre such as timber street benches and pavement widening have been implemented for the health and welfare of those who live, work and visit the city centre.

"We want to lift confidence levels so that people feel that when they do come back into the city centre and use the shops and eateries and services they will have the space in Union Street, Rosemount and George Street to go about their business without having to step into the road. It is about keeping people safe from traffic as well as the virus."





She said they had worked with traders to achieve a sensible and measured approach and said it had been, and continues to be, a challenge to accommodate the varying needs of the different size and types of businesses.

“However, there is no doubt that if the people of Aberdeen like what they see and transport issues can be resolved, elements of the café culture could eventually become permanent - but only after careful planning followed by a comprehensive programme of consultation with traders, the public and transport operators.

“When people see how it works, they might like it and want us to look at it longer term. My personal view is that we should keep buses on Union Street, whatever we do, because we are not set up in a grid pattern which would allow us to remove buses.

“That is in the long-term city centre masterplan but these temporary measures will give us opportunities to look at how some of these things might, or might not, work.”

Throughout Scotland those National Trust for Scotland staff not furloughed worked throughout to ensure that as the lockdown eased as many of its properties as possible were able to open.

In Aberdeenshire the gardens and grounds are open at Castle Fraser, Crathes Castle, Drum Castle, Fyvie

Castle, Haddo House and Leith Hall. The grounds only are open at Craigievar Castle and Pitmedden (where the garden will open in spring next year) and at Mar Lodge Estate only the car parks are open.

The properties at Castle Fraser, Craigievar Castle, Fyvie Castle, Haddo House, House of Dun and Pitmedden Garden will remain closed until Easter next year and Leith Hall will remain closed until season 2022-23.

A spokesman explained that one of the reasons they have deferred the opening of a number of their

“

**“We want to encourage people to rediscover what’s on the doorstep in Aberdeen and Aberdeenshire. We are targeting local people with a clear call to action as great businesses are reopening whether restaurants, attractions, hotels, or other places to stay.”**

**Simon Skinner,**  
former chief executive,  
NTS

properties is that the configuration of some buildings makes the necessary social distancing very difficult.

Those which are already open will operate physically distanced queuing and one-way systems between rooms and exhibition spaces. If guided tours are provided, people must stay the appropriate distance apart and tour guides will be wearing masks.

Hand sanitiser will be provided and if audio-guide machines can be offered they will be cleaned by staff between uses. If properties can allow ‘free flow’ visits systems will be implemented to restrict visitor numbers at any one time. If there are narrow paths, you may find one-way systems and passing places

Simon Skinner, who has just retired as chief executive of the NTS said: “For the Trust to remain a going concern we had to decide which properties we could afford to open, either because they will generate sufficient visitor numbers to help with our recovery, or because we could find ways to re-open them that will be compliant with the new normal of public health restrictions.

“We have already missed the busiest season for some properties and it simply isn’t viable to re-open them in the latter part of the year. So, we will keep them closed until the ‘new’ season begins in Easter of 2021.

Having said that, in some cases where



the historic building or centre is closed, it is still possible to admit visitors to grounds and gardens.

"I appreciate that many people will be disappointed if their favourite property is closed for a time longer. These are not choices we wanted to make but we need to take them to ensure that the Trust gets through this period and emerges from the other side ready to do what it does best."

The Trust has approached the Scottish Government for financial support and, if this is forthcoming, it may allow more properties to open more quickly.

Sport Aberdeen, is the largest sport and leisure provider in the North-east, delivering opportunities for sport and physical activity across the city, on behalf of Aberdeen City Council.

Tony Dawson, Sport Aberdeen chairman, said outdoor sport is now well underway and thriving and they are delighted to have welcomed so many people back, with new measures in place to ensure everyone can safely enjoy participation.

Its four 18-hole courses and nine-hole course reopened in June, with almost 10,000 golfers taking to the greens in the first three weeks.

"With new protocols in place to ensure everyone's safe enjoyment, it has been brilliant to see so many people enjoying what we have to offer on our doorstep. Tennis has also proved

hugely popular and since reopening in June and at Aberdeen Tennis Centre more than 850 players have taken to the courts. The bowling greens at Westburn Outdoor Centre are also open with advance booking and protocols in place.

"A number of changes have been made to our operations and arrangements for booking to ensure our customers comply with return to sport guidelines and these have been shared with our members and on our website and social media channels.

“

**"With new protocols in place to ensure everyone's safe enjoyment, it has been brilliant to see so many people enjoying what we have to offer on our doorstep. Tennis has also proved hugely popular and since reopening in June and at Aberdeen Tennis Centre more than 850 players have taken to the courts."**

**Tony Dawson,**  
chairman,  
Sport Aberdeen

"These are primarily focussed around two areas; ensuring that current physical distancing rules are adhered to, including increased spacing of booking times and allowing a maximum of three households to be represented in any one group; and general hygiene, including the regular use of hand sanitiser and no sharing of equipment."

He said they were waiting for the green light from the Scottish Government for the return to indoor sport and were working to ensure that venues are safe, clean and ready.

"The incredible loyalty and backing we have received from everyone throughout lockdown, and since reactivating, has cemented Sport Aberdeen's place at the heart of community activity in the Granite City and I would like to thank each and every person who has and continues to support the charity."



## Queen Praises Chambers

HER Majesty the Queen has offered support to businesses as they reopen and praised the contribution Chambers of Commerce across the UK and around the world are making to help firms, champion trade and rebuild communities.

A letter from Her Majesty, patron of the British Chambers of Commerce (BCC), reads: "At a time of great difficulty for many, it is heart-warming to see the civic response and generosity of so many businesses, small and large, to the challenges posed, whether supporting the health sector or vulnerable communities.

"As patron of the British Chambers of Commerce, it gives me great pride to see the contribution you and your members are making to help firms, champion trade and rebuild communities."

BCC president Baroness Ruby McGregor-Smith said: "The Queen's personal message of support will be a huge morale boost to our business communities at this complex and sensitive time.

"We are grateful that Her Majesty has recognised the crucial role Chambers of Commerce play supporting businesses and communities through the pandemic and as we restart, rebuild and renew the economy."

## Academics' app makes tractor driving safer

THE University of Aberdeen has developed a new app designed to improve tractor safety for farmers.

Created by the Non-Technical Skills in Agriculture research group within the School of Psychology, this is the first app made to specifically improve situation awareness and safety for farmers who work with tractors.

The SA Go app, converts the tractor situation awareness checklist created by the team in 2019 into a mobile app to improve its usability for farmers. The original checklist has proved hugely successful in the farming community with 1,000 copies distributed to farmers in the UK so far.

## International investment in Wellahead

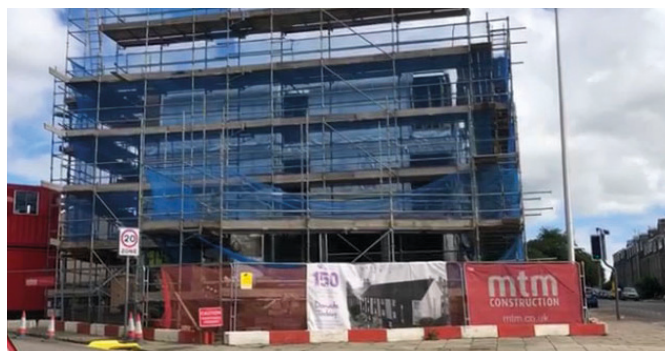
AN INTERNATIONAL energy services group has made a multi-million pound investment in an Aberdeen engineering company in a deal which will give it a foothold in the North Sea market.

Serba Dinamik Group Holdings Bhd (SDGB) plans to leverage on its partnership with Wellahead Engineering as a cornerstone to build its operations and explore new markets in the region.

The deal will also provide Wellahead with new injection for growth trajectory and access to SDGB's existing client base.

Wellahead is one of Aberdeen's leading precision machine shops with clients including multinational oil, gas and renewables operators.

Founder Mike Coutts will retain a stake in the business and as managing director to spearhead its expansion.



## Construction restarts on VSA centre

DUE to the CV-19 pandemic, construction at the new wellbeing centre in Aberdeen had to be delayed, however, charity VSA has announced that construction has now re-commenced.

Kenneth Simpson, VSA's chief executive, said: "This is undoubtedly one of the most challenging periods any of us have had to face but for many people already living with a mental health condition it is starting to have a profound effect. So, we are delighted that we have been able to start construction again on our new mental wellbeing centre, making this facility a reality and changing the lives of people who need our support for the better."

The new 20-bed mental wellbeing residential facility will support adults with a range of mental health illnesses on their journey to recovery. The charity hopes to have the wellbeing centre open later this year but needs the help of the North-east to reach their remaining target of £500,000.

Jennifer Mitchell, director of external relations for VSA, said: "Now more than ever we need your support. It is a really difficult time for many households and businesses across Aberdeen, but if people can step forward to make a donation or fundraise in aid of VSA this would be fantastic and greatly appreciated by the vulnerable people whose lives we help change".



# SCOTTISH INDEPENDENT SECONDARY SCHOOL OF THE YEAR 2020

THE SUNDAY TIMES



**ST MARGARET'S**  
SCHOOL FOR GIRLS

## ADMISSIONS OFFICE OPEN THROUGHOUT THE SUMMER HOLIDAYS

To find your daughter's path to success contact us today on 01224 584466 or [admissions@st-margaret.uk](mailto:admissions@st-margaret.uk)

**ST-MARGARET.ABERDEEN.SCH.UK**

Registered Charity with OSCR (Reg. No. SC016265)



**ST MARGARET'S**  
SCHOOL FOR GIRLS

## ST MARGARET'S TO RE-OPEN 5 DAYS A WEEK TO ALL PUPILS IN THE NEW TERM

WHEN WE WELCOMED PUPILS BACK TO SCHOOL LAST AUGUST, LITTLE DID WE KNOW WE WOULD BE ENTERING ONE OF THE MOST UNUSUAL AND EXTRAORDINARY TIMES IN OUR 175-YEAR HISTORY OF ST MARGARET'S.

Since the end of March staff and pupils have risen to the challenges of the move to a home and digital learning experience. Considerable preparations were made to set up virtual classrooms and to create two new websites, comprising a teachers' hub and a pupil hub, where messages, assemblies and information are shared. Since then, the school community has pulled together to ensure that the girls' education has continued, and we are exceptionally proud of our pupils and very grateful for the support of our parent body.



"We have been delighted with and grateful for the very fine education and high level of pastoral care our daughter receives at St Margaret's School, but our pride in that organisation has never been more keenly felt than now. The continued learning, support and kindness she enjoys through school at these very testing times have gone a long way to ensure not only her academic success but also her happiness and peace of mind.

CURRENT PARENT - JUNE 2020

### HOME AND DIGITAL LEARNING EXPERIENCE

From the start, we felt it important that the girls continue to follow the school's normal daily routine and timetable wherever possible, balancing time spent working on a screen with other activities and project work. Specially designed project days have enabled girls to be creative, get outdoors and explore the world both physically and virtually. Thankful Thursday, Experience the World Day, and an Environment Day are just some of the experiences through which we have sought to enhance learning experiences.

### RE-OPENING PLANS IN AUGUST

The school has been working carefully over recent weeks to apply government guidance on the re-opening of schools to its particular school structure and buildings. Working with health and safety, medical and property professionals in the process, the school is pleased to have secured significant additional space at 3-5 Albyn Place to enable all of its pupils to return to learning five days a week from August. The additional buildings will enable us to maximise the time in which all St Margaret's pupils can safely be educated in school when we re-open in the new term. It offers a minimum of six very large teaching spaces, additional bathrooms and handwashing facilities, an additional staff room and further useful spaces.

Head Teacher Anna Tomlinson explains that "the additional teaching space, located only two minutes' walk from the front door of school, will provide a bright and spacious learning environment for our pupils, who are already used to being taught in small classes".

In order that teaching, learning and pastoral care may continue in all scenarios in the new year, the school has also made a substantial investment in Chromebooks for pupils and staff alike.

### HEALTH AND WELLBEING

It is timely that St Margaret's first school nurse will join the team at the end of July.



"Supporting physical and mental wellbeing is at the heart of our curriculum and to this end also intend to make greater use of outdoor space at our nearby playing fields at Summerhill.

ANNA TOMLINSON

As an experienced paediatric practitioner the nurse will be on hand to provide guidance and advice during the re-opening phase, and the care of pupils going forward. Enhanced hygiene arrangements are already in place, not least through intensified cleaning regimes and the installation of additional handwashing facilities in the school's original buildings.

Anna Tomlinson explains "we very much look forward to welcoming our school community back in person in August and throughout the summer we will continue to make arrangements to ensure that we provide pupils and staff alike with the warm, friendly, safe and supportive environment which our school holds dear."

**To find out more about what St Margaret's can offer your daughter, please contact our admissions office, which is open throughout the summer holidays, on 01224 584466 or [admissions@st-margaret.uk](mailto:admissions@st-margaret.uk)**

## Call to develop marine renewables

A RECENTLY published report has called on industry and government to work together to develop opportunities for the use of marine renewables in the oil and gas sector. The call is backed by a coalition of organisations and individuals who attended a conference held at the University of Aberdeen last year, to discuss how marine renewable technologies could help power offshore oil and gas activities.

The university launched its own Centre for Energy Transition in September, to provide a focus for all areas of energy-related research with an emphasis on supporting industry in the transition to clean energy and renewables. The report, which reflects on the conference discussions, advocates the creation of a 'niche' market where marine renewables including wave power, tidal stream power and floating offshore wind turbines can provide power to offshore operations.

The emergence of such a market would act as a springboard for the development of marine renewables as part of the energy transition, while reducing the industry's carbon footprint.

This approach has been used successfully in places like Denmark, where the development of wind and solar power was accelerated through, for example, the need to supply power to farming cooperatives.



Dave Cormack, chairman, Aberdeen Football Club

## AFC chairman funds scholarship

ROBERT Gordon University (RGU) has received a donation of £100,000 from The Cormack Family Foundation which will allow students from under-represented backgrounds to study at the university.

The pledge will support the development of The Cormack Family Scholarship, which will help widen access to higher education by providing financial support to 10 undergraduate students over the next two years.

The scholarship will be awarded to undergraduate students who have been offered and accepted a place to study at RGU and can demonstrate financial need, academic merit, motivation and ambition.

AFC chairman Dave Cormack said: "Empowering young people through education is one of the pillars of the Cormack Family Foundation and we are thrilled to be able to establish a programme of access scholarships at Robert Gordon University which will support 10 students from diverse backgrounds, who may not otherwise have had this opportunity, through a four-year degree course."

## Legasea is Subsea Company of the Year

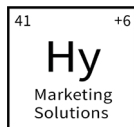
ABERDEENSHIRE start-up Legasea is the winner of Subsea Company of the Year in the UK Enterprise Awards, awarded by SME News magazine.

The award recognises small to medium enterprises and start-up companies which have stood out as being innovators in their field.

Winners are selected based on excellence in their industry, quality of products, dedication to customer service, innovation, online reputation, and customer feedback.

To move successfully from nominee to winner, there must be evidence of extensive expertise and skills, dedication to customer service and client satisfaction with an on-going commitment to excellence and innovation demonstrated by the nominated business.

FLEXIBLE  
MARKETING  
SERVICES



The world is changing on a daily basis, Hy Marketing can help you gain new clients during these evolving times.

✉ [pr@hymarketing.co.uk](mailto:pr@hymarketing.co.uk)

# The coronavirus and North-east charities

by Dr Colette Backwell,  
*chief executive officer,*  
CLAN Cancer Support



**WITH the easing of lockdown restrictions it is inevitable that talk turns to support for the parts of the economy that have been adversely affected by the coronavirus pandemic. Businesses will be facing challenges for some time to come and third sector businesses in the North-east are no less severely impacted, with charities reporting between a 30-90% loss in income.**

CLAN, which receives no public sector funding, faces a loss of over 70% of our annual income as restrictions prevent most of the usual routes of fundraising. Thankfully, easing of lockdown means that our charity shops have reopened but we anticipate a slow burn with less demand. Emergency grants and the Job Retention Scheme (JRS) have provided much needed short-term relief but the end of furlough in October will bring a financial cliff-edge.

While we remain hopeful of a resumption of a level of income generation, CLAN and other North-east charities have never needed the support of local businesses and communities more than at present. One of the consequences of the NHS response to coronavirus is that cancer diagnosis and treatment has been delayed for many cancer patients, augmenting the anxiety and

isolation already experienced because of lockdown. CLAN has worked hard to meet the demand but the future of cancer support services is at risk without further support from government at all levels.

This is a problem faced by many local charities, who support the most needy and vulnerable in society. I am fortunate to be part of a group of 15 local, not-for-profit chief executive officers that meets regularly to discuss common challenges, to share best practice and to provide mutual support. Collectively we have written to the Scottish Government to ask that they actively consider longer-term recovery, sustainability and support mechanisms for the sector. We await a response.

From this group, I have been working with Sophy Green of Instant Neighbour, Leona McDermid from Aberdeen Foyer, Lisa Duthie from CFINE and Sarah Misra of Befriend a Child, to highlight to local and national politicians the immediate and longer-term challenges faced by North-east charities and, more importantly, the people we support.

As well as cancer support demand at food banks is up 300% with families in particular struggling to provide meals for children at home all day; and demand for financial advice and support has also tripled.

There is rising unemployment and the threat of even more job losses and this brings increased fear and anxiety. Coronavirus has exacerbated the fragility and vulnerability of our young people, particularly those with difficult home circumstances.

As leaders of local third sector groups, we are determined that our services will continue to help the most vulnerable in our society. We are asking local and national government for their support and must do the same of you, our business community.

We know times have been difficult for all of us, but it has been much more difficult for some. It is our duty as a local community to support those most in need. I urge you to work with and support your local charities in whatever way you can. Thank you.

# How the print industry can innovate

**Adrian George,**  
*managing director,*  
Eyecandy Graphics & Signs



**WHEN Vietnam closed its borders with China due to the coronavirus threat, local dragon fruit producers had to sell their products at low prices. A local baker invented a recipe that used dragon fruit juice to make pink bread. The product became so successful that KFC created a sandwich with a pink bun especially for the Vietnamese market.**

This is just one of the many stories that show how entrepreneurs can innovate even in the hardest of times and I'm confident we will write similar stories in the print industry.

Pubs, cinemas, theatres, sport, concerts, exhibitions and live events have all suffered as they are unable to open and these industries are among the top clients of many printing and signage companies. However, this doesn't mean the print industry should stop operating as normal due to these challenging times.

Going back to 'business as usual' means using business cards, marketing collateral and signage to connect with potential clients and increase brand awareness. Printing businesses should get ready to support their business partners in reopening after the lockdown

because building relationships, especially local relationships, is the ultimate growth strategy that will enable our industry to survive and thrive.

Print companies fear permanent closure as they lose business or have clients that downsize their requirements and needs. Some will survive on printing social distancing material but that's just a temporary situation that can't guarantee a successful outcome in the long run.

The good news is that we've learned to embrace change. When one logoed door closes, another branded window blind appears. Print companies should focus on building relationships and help their clients with high-quality products and excellent customer service. Also, businesses in our sector should pursue two more directions.

Firstly, we should educate our clients about the benefits of using beautiful, tangible things to create connections with potential buyers. Multi-sensory marketing can help reconnect with audiences after months of social distancing. We can help clients rebuild and grow their networks and therefore their businesses, using design and products that your customers and their potential clients

can touch or see when they finally turn off their mobile phones and tablets.

We need to add value by helping our clients to communicate with their audiences. No company should wait until 2021 or 2023 to invest in marketing because there are some UK businesses who have budget available and are willing to spend now. They're practicing ethical shopping, buying more from local companies and independent businesses. Local firms can benefit from this switch in buying habits and print advertising can contribute by helping companies personalise their marketing communications.

The second direction is all about sustainability. Printing companies should embrace green strategies to help their clients implement eco-friendly marketing techniques. Technology has given us eco-friendly printing solutions, plant-based ink and recycled materials to reduce waste and paper consumption.





Murray Ross, general manager and director, Cortez Subsea in Malaysia

## Malaysian contract for Cortez Subsea

SUBSEA technology and services company, Cortez Subsea, has clinched a five-year deal to provide a subsea inspection management system (SIMS) offshore Malaysia. The contract with Repsol Oil and Gas in Malaysia is worth a six-figure sum and will be delivered from the company's office in Kuala Lumpur in close partnership with its sister company MCS.

General manager of Cortez Subsea in Malaysia, Murray Ross, will lead on the project. He said: "Despite the current conditions the energy sector is facing we are making great strides in the global inspection market and celebrating successes. Our NuWave services bring inspection into the digital age and we utilise the most advanced technology and software to ensure we are bucking the trend in an industry adjusting to a lower oil price."

"The hope is that the industry will continue to adapt and use new technology as the key to unlock the world's energy resources and keep the subsea industry at the forefront of innovation."

## Balmoral's Dubai contract

BALMORAL Tanks has received approval from the Dubai Electricity and Water Authority (DEWA) to provide fire water storage tanks for the emirate's transmission power projects.

Working in conjunction with regional partner, Align Electromechanical Works LLC, the award is the result of a detailed audit and engineering exercise based on financial, facility and product assessments and allows Balmoral to bid for fire water storage projects related to substations, power plants and other DEWA projects.

Simon Scott, export sales director with Balmoral, said: "As a company with a long and proud association with Dubai we were delighted to receive this award from DEWA which will undoubtedly aid our export drive. Our local partners at Align played a pivotal role in the achievement helping us achieve an 89% rating which, I understand, is considered 'passing with flying colours.'"

## Loganair and Blue Islands partnership

LOGANAIR and Blue Islands, the growing Channel-Islands based airline, have formed an extensive partnership to offer their customers a broad new range of regional air connections across the UK, the Channel Islands and the Isle of Man.

The airlines will provide seamless connections between their flights, enabling customers to buy a single ticket to benefit from lower fares and guaranteed connections on a wide range of links between Scotland, the North-east of England and the Isle of Man to the south coast and the Channel Islands.

Loganair operates 43 aircraft, predominantly on routes to, from and within Scotland, and is the UK's largest regional airline.



## Service 35 makes final for Scottish Transport Awards

STAGECOACH Bluebird has made the final in two categories at the Scottish Transport Awards following their £3.5m investment in 15 brand new vehicles for Service 35 in March 2019.

Stagecoach Bluebird's Service 35 fleet of electric hybrids have been recognised in the 'Best Bus Service' category as well as 'Contribution to Sustainable Transport'.

This is the fifth consecutive year for Stagecoach Bluebird at the Scottish Transport Awards, last winning a title in 2017 for the Jet 727 service. The Jet 727 picked up the Best Bus Service title following impressive period of growth in passenger numbers of 21.6% since 2014.

Managing director Peter Knight said: "I'm really proud our Service 35 has gained this recognition for the improvements we've delivered over the last 18 months. The service operates out of our depot in Macduff and the service making it to the final is testament to the commitment of the team in Macduff providing a quality service keeping the communities connected."

# August

- 27 Thu**  
1/2 Day  
**Social Media Advanced – Using Mixed Media in your Digital Communications**  
Learn a range of media types and form the outline of an overall digital communication plan
- 27 Thu**  
1/2 Day  
**Social Media for the Uninitiated**  
Reduce marketing risk by understanding how powerful social media is and how to utilise it effectively
- 28 Fri**  
1 Day  
**Assertiveness at Work**  
Learn to communicate your point of view without causing conflict

# September



- 1 Tue**  
1 Day  
**Continuous Improvement**  
Essential tools to maximise workplace efficiency and achieve excellence
- 2 Wed**  
1 Day  
**Time Management**  
Identify time wasting activities and make your day more effective
- 3 Thu**  
1 Day  
**Investigations in the Workplace**  
Plan and manage investigations effectively
- 3 Thu**  
1 Day  
**Talent Management**  
Get on top of your talent agenda and maximise potential
- 8 Tue**  
½ Day  
**INCO Terms 2020**  
Understand benefits of International Commercial Terms for buyers and sellers
- 8 - 9**  
2 Days  
**Finance for Non-Finance Managers**  
Gain an understanding of many aspects of finance and how it impacts business
- 9 Wed**  
1 Day  
**Improve your Professional Confidence**  
Promote a positive and confident self-image in a professional manner
- 10 Thu**  
1 Day  
**Interview Skills**  
Establish how to conduct effective interviews and hire the right candidate
- 10 Thu**  
1 Day  
**Presentation Skills**  
Deliver a dynamic and motivational presentation confidently
- 15 Tue**  
1 Day  
**The Effective Director**  
Learn how to become an effective director and address responsibilities
- 16 Wed**  
1 Day  
**Negotiating and Influencing Skills**  
Learn tactics and skills of persuasion that lead to success
- 17 Thu**  
1 Day  
**Coaching Conversations**  
Learn how to coach others to improve and be their best
- 17 Thu**  
1 Day  
**Essential Supervisory Skills**  
Bridge the gap between doing and supervising and become confident in delegating
- 22 Tue**  
1 Day  
**Export Documentation Explained**  
Understand what is involved in documentation to save time and money
- 23 Wed**  
1 Day  
**Customs Procedures and Documentation**  
Explore the various customs systems, procedures and documentation
- 24 Thu**  
1 Day  
**Performance Management**  
Establish processes to improve employee performance in line with organisational objectives
- 29 Tue**  
1/2 Day  
**Cash Flow Management**  
Maximise company stability with effective cash flow techniques
- 29 Tue**  
1 Day  
**Winning More Bids**  
Creating successful bids and tenders
- 30 Wed**  
1 Day  
**HR for Non-HR Managers**  
Understand responsibilities and techniques in relation to HR requirements

Understand how you currently use your time, identify time wasting activities so you manage your time more effectively and see your job satisfaction, productivity and profitability increase.

# We're here to support you

THE CHAMBER provides an extensive training programme to cater for your company's every need. We have over 50 public courses running throughout the year from a range of subjects:

- Critical skills for business
- Management and leadership
- Finance
- Business development
- International trade

In addition, we can tailor a training programme to your requirements, incorporating any topics you wish to include as well as the ethos and culture of the organisation. As well as subject choices there are very many formats, we can utilise to adapt around your organisational needs with different formats such as:

- Virtual instructor led training via Zoom
- High intensity training courses
- Twilight training (evenings/weekends)
- Hybrid virtual/ face to face courses
- Modular programmes to suit your needs

There is a learning experience to satisfy every type of learner and requirement. We pride ourselves on our services quality and adaptability.

For more information on our range of courses and services please get in touch at [training@agcc.co.uk](mailto:training@agcc.co.uk)



# The science of surviving a pandemic

**Bryan Snelling,**  
*chief executive,*  
Aberdeen Science Centre



**EVENTS of the past few months have highlighted, perhaps more than we might ever have imagined, the crucial role that the sciences hold in helping the world navigate its way through the coronavirus pandemic.**

All branches of science have played their part. Without their ability to adapt, to develop new ways of working, to accelerate vital research, to respond to the enormous challenges we faced on a global scale, the new normal would look very different and be much less palatable.

We have seen scientists around the world working collaboratively to share research and information in the race to achieve the common global goal of developing a treatment or vaccine for the virus.

Data systems which track and trace the movement of the virus, how it spreads, how it may spread in the future and the impact that might have on health and social care services, have been developed to provide decision makers with comprehensive, real-time information to help them 'follow the science' and make informed decisions.

Prominent scientists and medical professionals have been the voice of

authority on our televisions, working with government to share their advice and expertise.

Technology helped us educate our children at home, entertained us, introduced us to online socialising, instilled a reborn love of quizzing in many, tuned us into virtual concerts and, vitally, provided ways to keep in touch with family and friends.

Here in the North-east, our entrepreneurial spirit came to the fore. Businesses diversified and changed their focus to supply essential equipment for our frontline workers, developed apps to support the work of the NHS, found new ways of working to continue to provide services and goods to clients and customers.

STEM enabled many businesses to diversify, to adapt, to survive against the backdrop of what have been, and still are, unprecedented times of economic uncertainty. It has enabled us to find new ways of working. New companies have been launched to meet our changing needs.

There can be little doubt that science matters.

When it opened as Satrosphere in 1988, Aberdeen Science Centre was

Scotland's first science and discovery centre. Its goal, to take a lead as the principal provider of science, technology, engineering and maths (STEM) engagement in the region.

It's never lost sight of that goal and since then it has inspired thousands of people to develop a passion for the sciences.

If the events of this year have shown nothing else, they have confirmed the importance of STEM. It's crucial that we show the next generation why science matters, what can be achieved and how they can be part of that.

When Aberdeen Science Centre reopens after its £6m transformation, it will have more than 60 interactive exhibits in six new zones. One of these is dedicated to life sciences. The first MRI scanner was developed in Aberdeen and we want to continue to play our part in supporting that legacy of world-leading research and development by inspiring our scientists of the future.



**Rachel Willox,**  
*senior contracts manager, Goldstar Services*

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

Goldstar always go the extra mile from booking to completion of work. Our main focus is for clients to feel comfortable with who they are dealing with and that their requirements are being understood and dealt with throughout the process.

Goldstar utilise a host of cutting-edge technologies from software to equipment, this ensures we can supply consistent performance and give the customer the very best in service.

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

Due to CV-19 we are now facing new challenges to offer the same quality service and continue our dedication and focus on customer care at lower prices.

At a time like this it's more important than ever to keep premises in tip top condition so employees feel safe when entering the workplace.

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

It doesn't matter how hard you work and go out of your way for clients some treat you with no respect, this is by far the hardest thing to try and deal with.

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

Always take on work and adapt to new surroundings as you never know when businesses and markets will change.

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

After many years working in all departments of the company and learning how the business really operates, I became partner in 2016 and Goldstar were honoured the award for best business at the Trades Awards 2018, this was a pat on the back for all staff for all their hard work.

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

To use more local trade companies than multinational power companies working in this sector.



# Quick fire round

**What was your first job?**

Waitressing at the Marcliffe at Pitfodels

**When would you like to retire?**

When I'm 55

**What did you have for breakfast?**

Tea or coffee

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

Catherine Middleton, the ultimate in working mums

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

Gemini



Will Farquhar, Conor Gault and James Galbraith.

## Carefully thought out Snap decision

ABERDEEN-BASED creative studio Snap Digital has rebranded to Snap.

The business, which was set up two years ago by three RGU digital marketing students, provides a range of services throughout the North-east and beyond, including film production, animation and photography. The rebrand was undertaken by local design agency FortyTwo Studio.

Creative director Will Farquhar said the business had already changed considerably since its inception: "We started out as a full-service digital agency but quickly realised that there was a particular demand for high quality content production. As filmmakers and photographers first and foremost we all have a real passion for creating high quality and engaging content and so it felt right that that was where we should focus our efforts.

"This is a really exciting time for us, with the North-east of Scotland still providing us with a huge amount of opportunity in terms of both growth and interesting projects."

## Two Mexico contracts for TEMS

OIL and gas service company TEMS International has secured two new contracts for work in the deepwater Gulf of Mexico.

The Aberdeen-headquartered company, which has offices in Houston and Kuala Lumpur, has been awarded the separate contracts by two Houston-based exploration and production companies. Combined, the two contracts are worth in excess of £1m.

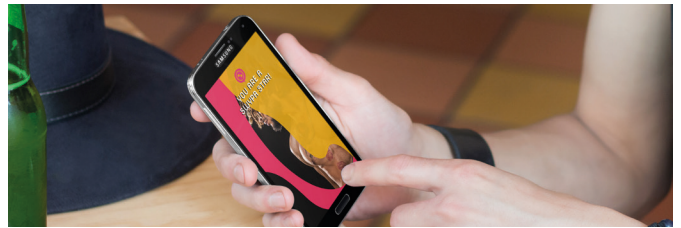
## Golf Aberdeen swings back

IN THE first three weeks of golf receiving the green light to restart in Scotland, Golf Aberdeen welcomed almost 10,000 golfers back to its courses, with 6,200 tee times booked in that period.

This is the busiest the courses have been in the last 40 years, with every course almost at capacity, each day. Golf Aberdeen, part of award-winning charity Sport Aberdeen, manages five of the North-east's best public golf courses.

Tony Dawson, Sport Aberdeen chairman, said: "The current situation has proven that golf is incredibly important to the people of Aberdeen and we want to continue to provide them with a fantastic, high quality, accessible offering across all of our courses.

"Public golf courses have, at times, been considered a poor relation to private clubs. However, thanks to the significant hard work and investment into Sport Aberdeen's venues, the city now has five high quality courses of a standard that can confidently compete with private clubs in the North-east."



## Innovative music app has got the talent

A NEW music competition app grown through the entrepreneurial ecosystem at Robert Gordon University (RGU) is set to democratise the way we find new musical talent with the launch of its first UK-wide competition.

Swypatune is designed to provide and increase equal opportunities for undiscovered artists in a transparent, accessible and fair manner. It utilises state-of-the-art immersive technology to promote talented contestants through its incentivised Tinder-like voting system, which also builds an audience for the artist as they gain votes.

Leading the Swypatune project, the first fully digital talent competition of its kind, is Dr Peter Atorough, a lecturer at RGU and founder at Swype Global.

The pilot competition is named Swypatune Aberdeen 2020 in recognition of its origins in the city of Aberdeen. It has a prize of £4,000 and asks contestants to perform their version of This Little Light of Mine. Contest entries will be accepted until August 9.



## YES, YOU HEARD RIGHT!

FREE & SAFE local home (or work) collection and delivery for your vehicle's service, MOT or repair. All you have to do is call us on 01467 634000, and we'll do the rest. We even return your car completely sanitised!



vehicle sales & service

The experience is everything

T: 01467 634000 W: jimreidvehiclesales.co.uk

# Looking at growth in new ways

**Bob Christie,**  
*managing director,*  
Concept Promotional Merchandise



## **GROWTH. It's probably one of the most important words in business, especially when it comes to summing up trade aspirations.**

Like many people, when I think of growing my business it is the financial side of things which usually springs to mind but, in recent months, I have learned to look at growth in new ways.

There is no doubt that the exceptional circumstances created by the CV-19 pandemic have triggered a white-knuckle rollercoaster ride for many companies, including ours. But as well as the huge dips, there has also been cause for adrenalin fuelled euphoria for those of us who have opted to be creative, think outside of the box and find ways of growing against the odds.

On March 23 it truly felt as if the world as we knew it ceased to exist. Almost immediately, uncertainty and anxiety began to pervade throughout our personal and professional lives. Every day, we saw more and more orders vanish from our books - within the first two weeks of lockdown I became acutely aware of just how serious things were when sales dropped by a staggering 90%. Orders for non-essential corporate merchandise and

branded clothing were cancelled left, right and centre as the summer calendar crumbled.

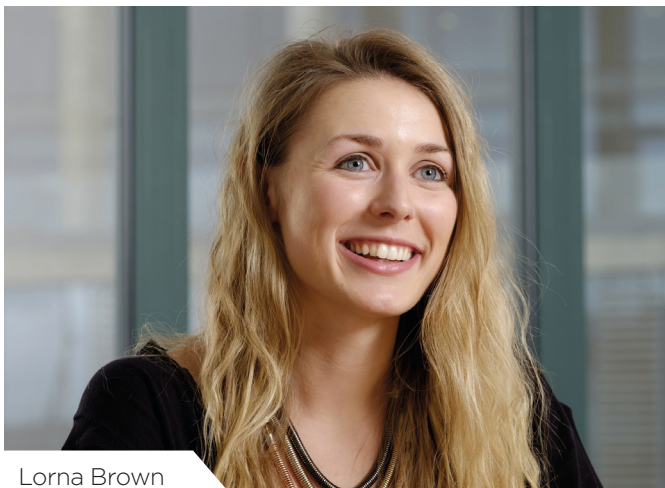
So how do you go about growing in the middle of an unprecedented perfect storm? Well, during the first two or three weeks we - like many companies - were inspired to assist and support the NHS by playing a small part in boosting morale and offering my personal thanks for everyone who looked after me during a recent bout of shingles. Working with Oteac, we created and distributed NHS Superhero clothing and 850 bags within Aberdeen, a rewarding project which earned us a finalist's place in the New Day Awards held by Prospect 13. By finding a way of helping those around us, giving back and collaborating, our growth was well and truly underway.

As government guidance began to emerge, I started to consider what new and different things our clients might need from us. Many don't need branded items to give clients, but they do have a duty of care to kit out their staff safely. Working strategically and carefully with our global supply chain, I created a shortlist of practical products that offer real solutions, such as antibacterial and bio-free products to repel germs. That range is adapting - and growing - as we

begin to move through the phases of 'unlocking' and we are working with our clients to examine how their budgets can be used wisely as they get back on their feet.

Although restrictions are easing gradually, trade is picking up and businesses are accessing grants and loans, some using this to boost their marketing, helping the supply chain regain momentum. That, in turn, gives us scope to tap into these budgets and we are encouraged by the growth in recent trading. There is still a long way to go but those fellow businesses who are adjusting and re-assessing are the ones who are moving forward, cracking on - and growing.

To date, we have secured a two-figure number of new clients and that's unheard of in so-called 'normal' trading conditions for the same period. It's a clear demonstration that we're doing what the market needs us to do and, after dusting ourselves down, we are getting there. We have come this far through the days and weeks of doubt and are meeting our clients' needs. We are strong and resilient as we come out the other side but most of all we are growing.



Lorna Brown

## Excellent achievement by Lorna

LORNA Brown, a solicitor in Shepherd and Wedderburn's private client team, has received an Excellence Award from the Society of Trust and Estate Practitioners (STEP) after achieving the highest mark in Scotland to obtain an Advanced Certificate in Wills and Executries.

The Excellence Awards – held twice a year by STEP, the global professional association for practitioners who specialise in family inheritance and succession planning – celebrate the highest achievements in STEP qualifications globally.

Lorna, who advises individuals and families on all matters relating to asset protection, tax and succession planning, received the award after sitting the examination for the STEP Advanced Certificate in Wills and Executries: Law & Practice (Scotland), which forms part of the STEP Diploma in Trusts and Estates. The award recognises her achievement as the highest scoring student in Scotland in this particular exam.

## Three new services from Aberdeen Cyrenians

AN ABERDEEN charity has pressed ahead with expansion plans to deliver more crucial services for vulnerable people despite the impact of CV-19.

Aberdeen Cyrenians, which works with people who are homeless, fleeing abuse or battling alcohol, drugs and mental health issues, has designed and launched three new services and recruited 13 new staff members since the outbreak began.

The new services include specialist support for survivors of historic abuse, run in partnership with Penumbra, a digital skills and hardware gifting programme for people who are homeless, and a redesign of the Summer Street food hub, giving people in poverty more choice and dignity.

In response to CV-19 the charity also launched AC2U with partner charities to ensure vulnerable people can access food and other essential items throughout the pandemic and exit strategy, recruiting two new practitioners in April for this service.

# SME Spotlight



**Louise Jenkins-Lang,**  
*director,*  
Lindsay & Lang

**When was your business established?**  
May 1 2019

### What does your business do?

We are a people focused consultancy concentrating on whole person management. We support businesses to deliver a positive culture in the workplace. We create this by looking at development, wellbeing and communication within the organisation. This includes resilience, self-awareness, mental health and behaviours to improve the employee experience and the organisation's productivity and profitability.

### What sort of companies do you do business with?

Small to large organisations across all sectors. The principles, the needs of a business and the wellbeing of a workforce are the same wherever you go.

### What is the biggest challenge facing your business at the moment?

Like all businesses we are adapting to current challenges. Our biggest challenge is stigma. Whole person management is centred around wellbeing and mental health where unfortunately stigma stops most conversations taking place. With the financial and physical health of the nation impacted, particularly in oil and gas, unfortunately we are seeing this conversation dropping off the agenda, or deferred, as organisations try and navigate through the unknown. We must all look to break down the barriers, particularly of social stigma, so we can start to talk.

### And the biggest opportunity?

We had client commitments scheduled throughout this year to deliver wellbeing in the workplace/mental health engagement sessions, so we had to adapt our online service very quickly. These sessions are required more than ever, our analytics are telling us that mental, emotional, physical and behavioural changes due to the pandemic are being impacted. This subject can be difficult to discuss during 'normal' times, however we have been delighted with the feedback we have received over the last three months whilst delivering these online. We see this as an extension to creating conversations.

### Sponsored by

**GOLDSTAR**  
cleaning services

email: [sales@gold-star.co.uk](mailto:sales@gold-star.co.uk)  
web: [www.gold-star.co.uk](http://www.gold-star.co.uk)  
tel: 01224 897 063



# Our exit from the EU is happening

by **Lorraine Neish**,  
*export documentation team leader,*  
Aberdeen & Grampian Chamber of Commerce



**THE UK has left the European Union and the transition period comes to an end in December this year. With this in mind it is increasingly vital that businesses take action now to get ready for a new operating environment from January 2021.**

One of the difficulties has been that until fairly recently the details of the tangible impact of Brexit have been relatively unknown, operating largely at a macro level. It is only in the last month or two that guidance has started to be made available and this is bringing into stark reality some of the changes that businesses need to be prepared for.

For example, following a consultation period, the UK Government has published guidelines on the new a UK-specific tariff on imported goods which will come into effect in the new year. The UK Global Tariff (UKGT) will replace the EU's Common External Tariff and will apply to all goods imported into the UK unless an exception applies, such as a relief or tariff suspension, the goods come from countries that are part of the Generalised Scheme of Preferences; or the country you're importing from has a trade agreement with the UK.

From January all exports will require a full declaration at time of export. New border procedures for imports will also be required. Traders importing standard goods - covering everything from clothes to electronics - have the option to use a simplified declaration for six months. They will only need to prepare for basic customs requirements, and keep sufficient records of imported goods, until a full customs declaration is made. This will allow tariffs and VAT to be deferred until the full declaration is made. This does not cover controlled goods like alcohol and tobacco as full border checks will apply.

Businesses will need to consider how they account for VAT on imported goods from January as well, and be able to account for it on their three monthly VAT return. There will also be physical checks at the point of destination or other approved premises on all high risk live animals and plants. From April 2021 all products of animal origin (POAO) - for example meat, pet food, honey, milk or egg products - and all regulated plants and plant products - will also require pre-notification and the relevant health documentation.

From July 2021 traders moving all goods will have to make declarations at the point of importation and pay

relevant tariffs. Full safety and security declarations will be required, while for sanitary and phytosanitary (SPS) commodities there will be an increase in physical checks and the taking of samples. These include checks for animals, plants and their products which will take place at UK border control posts.

But what does all this really mean for businesses? It is good that we are seeing movement and clarity is beginning to emerge but challenges for companies still remain. For example, with the new procedures for imports businesses will need to keep accurate records and ensure the full declaration is made on time. If they are exporting to rest of the world they will have to run two separate systems as full declaration required for imports from rest of world are already in place.

Our expert team, our Chamber Customs service, our international training provision and our overseas business development opportunities make us a one-stop trade shop as we get ready to enter the new post-EU era.




Whether here in the North-east or across the UK, the Chamber network is here to support you so you can keep doing business.



**Specialist Resource Solutions**  
Bespoke Complex Care

*Offering  
efficient and  
caring support  
services in  
North East  
Scotland*

**For further information about what we can offer you:**

Tel: 01224 467 897 | Email: [enquiries@specialist-resource-solutions.co.uk](mailto:enquiries@specialist-resource-solutions.co.uk)  
[www.specialist-resource-solutions.co.uk](http://www.specialist-resource-solutions.co.uk)     
WATERTON GRANGE, STONEYWOOD, ABERDEEN AB21 9HX

# August



Book your free place at [www.agcc.co.uk](http://www.agcc.co.uk)

Free to attend, our maximise events are also a great opportunity for anyone considering membership to find out more.

21 Aug

11:45 - 13:00  
AGCC/Online

## Maximise Your Membership

Do you know how to take full advantage of being a Chamber member in the new business environment? It can be a little overwhelming knowing where to start so we've developed our 'maximise your membership' events to help enlighten members about key information and ensure that their organisation and its employees are fully briefed on the benefits it can provide from the free 27/7 legal helpline to raising your company's profile.

# September



2 Sep

9:00 - 10.30  
Online

## Explore the Market: Norway - Scotland

With a record number of oil and gas fields producing in Norway last year, Norway is open for business. Explore the markets in Scotland and Norway's energy, technology and engineering and advanced manufacturing sectors. Following the overview, companies can apply for B2B meetings as part of our virtual trade mission to Norway.

2 Sep

16:00 - 18:00  
AGCC

## Annual General Meeting

Join us for our 165th AGM where you'll hear from our president Dr Colette Backwell, vote on the new additions to our board and policy council and hear from chief executive Russell Borthwick about our priorities for the future. A free event for members only, it will also include presentations from a range of guest speakers.

### Sponsored by

ledingham|chalmers<sup>LLP</sup>  
SOLICITORS

10 Sep

Online

## Explore the Market: Guyana - Scotland

The 2015 discovery of oil in Guyana confirmed the existence of huge recoverable reserves in this part of the world and has since transformed the country's economy. The oil industry is now calling for the skills, technology and infrastructure found in Scotland to form partnerships and joint-ventures. Join us for an overview of the Guyana market and discover opportunities for your business to partner and grow into a new market. Following the overview, companies can apply for B2B meetings as part of our virtual trade mission.

TBC

UNIVERSITY OF  
**ABERDEEN**  
BUSINESS SCHOOL

Online

## International Business Breakfast

Navigating international markets can be difficult, even in the best of times. Join us as we consider the impact the coronavirus and the Brexit transition will have on importing and exporting as we move into the new year.

Opportunities abound for oil and gas firms. Sign up to our newsletter to stay informed about forthcoming events.



**NORTHERN  
STAR 2021**  
BUSINESS  
AWARDS



Principal sponsor



# Get ready to shine!

## BOOK your place at the Northern Star Business Awards 2021 today.

The Chamber believes marking the achievements of local businesses is more important than ever as the local community comes to terms with the impact of CV-19.

With an audience of around 600 guests, the Awards recognise the exceptional accomplishments of organisations across the North-east.

We offer a variety of options for attending. Full tables seat 10 people and are priced at £1,475 +VAT for members, £1,330 for our premier partners and £1,100 for third sector organisations. We also offer individual seats at networking tables priced at £147.50 if desired.

Looking for extra brand exposure? A limited number of sponsorship opportunities are still available. For more information contact [seona.shand@agcc.co.uk](mailto:seona.shand@agcc.co.uk)

The winners of the 17th annual awards, held in association with our principal sponsor Nucore Group, will be unveiled during a glittering black-tie ceremony at P&J Live on March 11, 2021.

Secure your place at [agcc.co.uk/events](https://agcc.co.uk/events)

### Don't want to miss out?

Sign up to the Chamber's monthly e-newsletter by emailing [info@agcc.co.uk](mailto:info@agcc.co.uk) and we'll make sure you are always across the latest news and events.



**Embrace The Power of Print.  
Stand Out. Excite. Inform.**

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



**Rob Potter**

Aberdeen and Edinburgh based strategy consultancy Genoa Black has appointed Rob Potter as client strategy director to spearhead the company's leadership team. Rob has worked in Europe, the Middle East, Asia and the US in both business development and brand and marketing strategy from a corporate to SME level.



**Kelly McKimmie and Mike Christie**

Fulkrum Technical Resources (FTR), a global provider of technical personnel specialising in QA/QC, inspection and vendor surveillance services to the energy industry, has taken in Oceaneering's third party inspection division - including two key members of staff. Joining Fulkrum's team in Aberdeen are industry veterans, Kelly McKimmie and Mike Christie. Kelly joins FTR as a senior inspection coordinator, with Mike joining as senior inspector/technical advisor. The pair bring nearly 65 years of experience between them to the company.



**Rosanne Moreland**

Openreach has appointed Rosanne Moreland to lead its large-scale commercial build of ultra-reliable full fibre broadband in Scotland. Rosanne, who lives outside Ellon, will be programme director for the multi-million pound infrastructure build to replace the nation's copper network with new gigabit-capable full fibre.



**Gillian King**

Tendeka's VP for Europe, Russia, CIS & Africa, Gillian King, has joined the Board of The Oil & Gas Technology Centre (OGTC). Having worked in the oil and gas industry for almost 20 years Gillian is passionate about new technology. She will help shape the overall strategic direction and long-term success of the OGTC.



**Andrew Conway**

Xergy, the company behind a new digital platform, has appointed an award-winning digital head. Andrew Conway joins as chief technical officer, leading the Proteus development team in Karachi, Pakistan. He will also be responsible for planning and implementing a range of tech strategies to enhance the profit-boosting operating system.



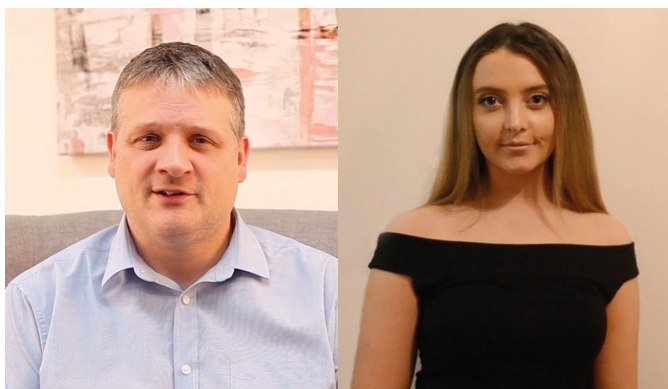
**Graeme Reid**

Marine consulting and safety specialists AMS Global Group has announced the appointment of a new board director as it focuses on growth markets and record revenues. Graeme Reid brings with him a wealth of management and board experience in the marine consulting market. Previous roles include director-level positions at a number of well-known organisations.



**Kevin Maclver**

Aberdeen Football Club's finance director Kevin Maclver has been appointed to the board of directors. A qualified accountant with 30 years' experience, he joined the club as finance director in 2018 and has been involved in the Cormack Park project, the change of status from a public to private company and the US investment in the club.



### Gordon Charlton and Steph Stark

Aberdeen-based marketing agency Moment, which has achieved a more than 40% increase in revenue since the pandemic took hold has made a number of internal promotions and new hires. The increase has been as a result of a suite of services which empower brands to deliver their products and services online. Gordon Charlton, previously held client partnership manager, has joined the agency's board as commercial director. Steph Stark, who joined Moment on a student placement from her communication design course at Robert Gordon University has cemented her place as a fully-fledged content executive.



### Ian Marshall

Anderson Anderson & Brown LLP has appointed Ian Marshall as director. As well as having worked with a diverse range of tech businesses, from start-ups to high-growth and turnaround, Ian also has significant experience in working with SMEs to provide senior finance support and business strategy advice.



### Jonathan Fair

Jonathan Fair has been appointed managing director of Stewart Milne Homes Central Scotland, following James Crawford's decision to retire after 24 years with the business. Mr Fair returns to Stewart Milne Homes after three years as regional managing director Scotland with McCarthy and Stone plc.

## Other recent appointments

Scottish firm IT Hotdesk has signalled further growth during this challenging climate with the appointment of three key personnel and the opening of a new office in Inverness. The company is strengthening its presence in Scotland, as it has identified an increased demand from businesses to utilise new technology to enhance operations and drive efficiencies. Joining the team is **AJ Johnstone**, formerly technical director of an IT company in Aberdeen, who will be heading up the company's growing cyber security division, as well as **Leigh Reid** and **Clark Milton**, who have been appointed as business development executives to assist with IT Hotdesk's growth plans.

**Stephen Bird** has joined the board of directors of Standard Life Aberdeen plc as chief executive-designate. The combination of Standard Life with Aberdeen Asset Management and the disposal of the Life business to Phoenix Group created an asset management business with scale, reach and potential, complemented by attractive opportunities in UK platforms and wealth businesses. Following a handover period, and subject to regulatory approvals, Stephen will succeed Keith Skeoch as group chief executive.

## Want to raise your profile?

If you have new appointments or promotions in your business, we want to hear about them. Send the details, along with a high resolution image, to [bulletin@agcc.co.uk](mailto:bulletin@agcc.co.uk) and your business could be in a future issue.

# Welcome to the Chamber

## **AMOS Europe UK Limited**

Marine and lifting equipment supply company - products and services.

**T** 01464 670010  
**W** [www.amosgroup.com](http://www.amosgroup.com)  
**E** [garry.nicol@amosgroup.com](mailto:garry.nicol@amosgroup.com)  
**C** Garry Nicol, general manager

## **Cafe2U Aberdeen South**

Cafe2U Aberdeen South is an award winning, gourmet espresso coffee and snacks van. Providing daily delivery to all types of businesses.

**T** 07751 959474  
**W** [www.cafe2u.co.uk/mobile-coffee-van/aberdeen-south](http://www.cafe2u.co.uk/mobile-coffee-van/aberdeen-south)  
**E** [aberdeensouth@uk.cafe2u.biz](mailto:aberdeensouth@uk.cafe2u.biz)  
**C** Alan Fulton, owner

## **Clear Water Hygiene**

We are a UK based hand sanitizer company that was set up in response of the CV-19 crisis.

**T** 03338 008232  
**W** [www.clearwaterhygiene.com](http://www.clearwaterhygiene.com)  
**E** [craig@clearwaterhygiene.com](mailto:craig@clearwaterhygiene.com)  
**C** Craig Cameron, sales and marketing consultant

## **Country Ways (Horse & Hound Ltd)**

Country, lifestyle and equestrian wear

**T** 01224 585150  
**W** [www.countryways.com](http://www.countryways.com)  
**E** [info@countryways.com](mailto:info@countryways.com)  
**C** Rosemary Michie, manager

## **Healthoutfit Ltd**

Healthoutfit is the leader in Workplace Wellbeing and one of the largest and most experienced providers in Europe. Our team has every professional you need to deliver an efficient and effective workplace health education programme including day to day operational management of your onsite fitness facility.

**T** 01975 641312  
**W** [www.healthoutfit.co.uk](http://www.healthoutfit.co.uk)  
**E** [info@healthoutfit.co.uk](mailto:info@healthoutfit.co.uk)  
**C** Steve McIntosh, managing director

## **Hydratight Ltd**

Hydratight is a global provider of on-site services and specialised solutions that deliver unrivalled levels of safety, reliability and performance. For over 35 years we have maintained an unbeatable track record as the industry leader in joint integrity assurance, training and competency and integrity asset assurance.

**T** 01224 215930  
**W** [www.hydratight.com](http://www.hydratight.com)  
**E** [helen.stuart@enerpac.com](mailto:helen.stuart@enerpac.com)  
**C** Helen Stuart, I/O stock control

## **Mini First Aid Aberdeen & Aberdeenshire**

A multi-award winning first aid training provider. Delivering a wide spectrum of classes and courses to suit you and your business needs.

**T** 01358 511107 / 07908 400345  
**W** [www.aberdeen.minifirstaid.co.uk](http://www.aberdeen.minifirstaid.co.uk)  
**E** [sarah.phillips@minifirstaid.co.uk](mailto:sarah.phillips@minifirstaid.co.uk)  
**C** Sarah Phillips, owner/trainer

## **Rosemount Beauty Ltd**

Thai massage beauty therapy

**T** 07795 418792  
**E** [johnmilne1951@live.co.uk](mailto:johnmilne1951@live.co.uk)  
**C** John Milne, director

## **Vigilant Chauffeur Services Ltd**

Vchauffeur brings you vigilance, safety and discretion which are values at the heart of our luxury chauffeur service. As trained advanced drivers with 60 years public service experience, which includes security escorts, VIP, royalty and close protection work. Our directors take pride in providing a Covid secure, high standard, professional, discreet and informative chauffeur service with safety at its core.

**T** 07309 667805  
**W** [www.vchauffeur.com](http://www.vchauffeur.com)  
**E** [mark@vchauffeur.com](mailto:mark@vchauffeur.com)  
**C** Mark Cochrane, director

# North-East

# NOW

Are you a business based in the North East of Scotland? Would you like us to spread the message that you are open for business?

Or are you a local community initiative, action group or blogger seeking to promote what's happening in your area?

We can help amplify your voice.

Visit [northeastnow.scot](http://northeastnow.scot) to find out how



@NorthEastNowAbz  
# NorthEastNowAbz



# PATEK PHILIPPE

## GENEVE

BEGIN YOUR OWN TRADITION



YOU NEVER ACTUALLY OWN A PATEK PHILIPPE.  
YOU MERELY LOOK AFTER IT FOR THE NEXT GENERATION.

ANNUAL CALENDAR CHRONOGRAPH REF. 5905R

*Jamieson & Carry*

142 Union Street, Aberdeen  
Tel: 01224 641219