

London

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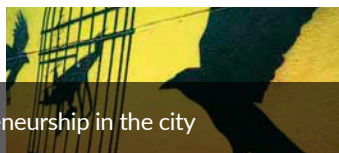
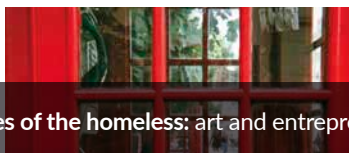
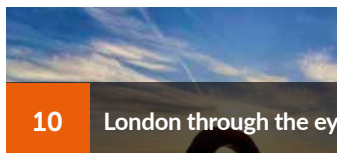
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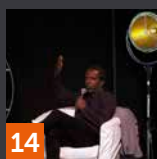
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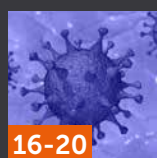
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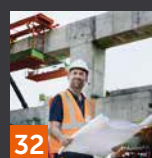
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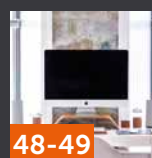
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More measures needed for London to drive UK economy

Responding to the business support measures announced at the end of September by the Chancellor, LCCI chief executive Richard Burge commented: "Whilst businesses welcome government financial support during these tough times, they are also looking for government to not exacerbate the need for help due to untargeted or uneven Covid-19 restrictions."

"Many companies have diligently kept operating during these last six months, or have reopened and tried to recover, but their trade and revenue isn't where it needs to be right now. At face value they will welcome the continuation of wage subsidy. But they will study the required employer contribution levels carefully in making a decision about staffing level viability."

Ball and chain

"Loan repayment and VAT de-



ferral measures, including the lower rate VAT extension of those in hospitality and tourism, will be welcomed. But many London

businesses will be acutely aware that high business rate payments are soon to be a ball and chain on their recovery. This challenge

"The Prime Minister will know better than most that central London is the economic engine of the UK."

is particularly acute for those in central London – where footfall is over 50 per cent lower than normal.

"The Prime Minister will know better than most that central London is the economic engine of the UK. I hope his government will now be looking at further, specific, measures to help the capital drive the UK recovery faster."

See pages 6-7 for the launch of the Central London Alliance

Clarity needed



Following last month's announcement by the Prime Minister on increased Covid-19 restrictions LCCI chief executive Richard Burge commented: "Because we have been presented with no specific evidence regarding this risk, many London businesses remain unclear as to why their Covid-secure workplace is now considered to be less safe. Or why allowing flexible commuting on a network that currently has space is an increased risk."

Detrimental

"Many businesses will feel their economic recovery continues to

require a certain safe percentage of their staff in the office on any given day. Equally many hospitality businesses will remain unclear what difference a 10pm closure makes, other than being detrimental to their business."

"Of course, public health must come first, but we need to be driven by published and explained evidence, not fear or untargeted measures. And we also need to keep in mind the balance of trying to manage one health crisis but causing another via economic ruin."

See pages 16-20 for LBM's comprehensive Covid-19 Q&A

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London businesses urged to prepare for end of transition

Last month, with 100 days left until the end of the post-EU exit transition period, LCCI joined with London's local chambers, deputy mayor Rajesh Agrawal, London Councils and the City of London Corporation to urge business across the capital to prepare for the implications of departure.

Focus

In an open letter to all London businesses, the point was made that focus wasn't just required for companies that trade or do business in the EU – all businesses need to assess the impact on their: staff employment, business travel, exporting, importing, international trade paperwork, costs, logistics, data protection, e-commerce, accounting and auditing, public procurement, intellectual property and taxation. Firms also need to consider impacts on their immediate supply chain.



Richard Burge, LCCI chief executive said: "Of course Covid-19 is the clear and present risk for business, but we are increasingly worried that business leaders are not sufficiently focused on the fundamental change when we finally break with the EU – probably without a trade deal – on the 31 December.

"It's why LCCI has created an EU Exit Hub – to make it clear what sub-

ject matters need immediate focus, with an easy reference point to the official guidance and advice around those matters. The clock is ticking ever faster, all London businesses need to give EU exit their attention, despite the other challenges."

Investigate

Steve Nelson, chair of London's Local Chambers, was particu-

larly concerned that many small businesses in the capital would be thinking that if they didn't export to Europe then it's someone else's worry. "This couldn't be further from the truth. Supply chains, employment law and transport affect any business.

"London's Local Chambers fully supports the LCCI and strongly recommends that you investigate their EU Exit Hub to find out what you should be focusing on to ensure your business continues to prosper."

Unprecedented

Catherine McGuinness, policy chair at the City of London Corporation, said: "Businesses across the capital have had to focus their efforts on dealing with the unprecedented challenges posed by the Covid-19 pandemic for much of this year. Alongside this critical focus, however, it is vital that firms



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also prepare for the end of the transition period and what it means for them.

“There are a number of resources available to help businesses understand the potential impacts and provide advice. We urge firms to act now so that they are ready as possible on day one after the transition period ends.”

Uncertain

Cllr. Clare Coghill, executive member for Business, Europe and Good Growth at London Councils, said: “With the EU exit transition period ending in 100 days we support the calls for businesses across the capital to prepare for the implications and are ready to help them ensure their resilience, although recognise

London's Local Chambers fully supports the LCCI and strongly recommends that you investigate their EU Exit Hub

the problems of planning for an uncertain future”

To help London businesses in their preparations London Chamber of Commerce and Industry has launched an EU Exit Hub www.londonchamber.co.uk/eu-exit-hub/eu-exit-hub

Call to action for business leaders – the letter in full

“Businesses across the capital are grappling with competing pressures at present, so it is understandable that for many the end of the EU exit transition period may not be top of mind. But with only 100 days left until the transition period ends, it is critical that action is taken from now to start preparing for its impacts.

Changes introduced from 1 January 2021 will affect much more than our trading relationship with the bloc. Buyers and sellers need to be ready for the potential impacts of logistical and financial changes to other businesses across their supply chains. Employers need to ensure employees and recruitment plans are ready for the UK's new immigration system. Contracts will need to be checked in case references to the EU need reviewing. For those businesses that trade with the EU in goods and services, it is essential that preparations are underway to deal with logistical, administrative, regulatory and legal changes.

That is why we are urging London business leaders to act now to ensure that the necessary steps are being taken to assess how your business and employees will be affected, and start putting plans in place to prepare as best as possible.

The challenges that many businesses face with current capacity, coupled with the uncertainty of what the pandemic may hold for us over the coming months and the pressures of the fast-approaching festive season, make it all the more important that businesses are ready to deal with change. And while some official preparation details remain to be finalised, it is important to anticipate possible scenarios and seek the right advice and guidance on getting as ready as possible. ”

See pages 26-27 for the EU exit Q&A



Customs declarations

From 1 January 2021 the UK will no longer be in the EU single market or customs union. This means that goods moving between the UK and EU – both imports and exports – will be treated differently from now. Customs declarations will need to be completed for UK exports to the EU with immediate effect at the beginning of the year.

The requirement for individual customs declarations for imports from the EU has been put back for six months i.e. until 1 July 2021 though traders will need to keep specific records to then complete a summary declaration. Duty and VAT as appropriate will also need to be paid or accounted for.

LCCI has joined with ChamberCustoms to provide a Customs declaration service to help exporters and importers comply with this new requirement for trading with the EU, and indeed with the rest of the world where such declarations will continue to be needed. The service will be available in good time for the 31 December deadline and will be publicised here and on the LCCI website.

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Unique Central London needs recovery plan



by Ros Morgan

“Central London is unique – as the nation’s capital city, in the value it brings to the whole country, and as the leading global city of talent, culture, commerce and infrastructure.

It is also unique in the challenges it faces and the role it must play in the recovery of the national economy. When London does well, so does the rest of the UK. The centre of London generates £211 billion in GVA, employs 1.9 million people and generates a substantial tax surplus which funds the delivery of public services across the country – crucial to levelling up the regions of the UK.



Making a case

Logic, therefore, dictates that Central London should receive the unique attention, solutions and investment it deserves. We must not wait for government to come to us.

We know Central London better than anyone else, we know how it is suffering and we know what it needs now and into the future. It is time to make ourselves heard. This is one of the core reasons the Central London Alliance has been established – to unite us in making a case to government with one, unique Central London voice.

We have put together a *Manifesto for Recovery*, which sets out our proposals to get Central London back firing on all cylinders. We have three asks of government.

1. To provide specific support and investment for Central London business namely, for the hardest-hit sectors, we are calling for:

- an extension of the business rates holiday beyond next April – for at least another 12 months
- an extension of furlough (or similar) beyond October for at least the next six months
- help with tax liabilities
- increasing the threshold for hospitality grants so that more central London businesses qualify.

2. To deliver coherent and specific communications and messaging for Central London, we are calling for:

- advanced, timely messaging to avoid panic and knee-jerk reactions costing people their businesses and livelihoods
- information on what we can do, not what we can't
- The last few months have seen mixed messaging, which created confusion and kept people away. These are challenging times, of course but government can and should do better.

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Heart of the city

Heart of London Business Alliance represents 500 businesses and 100 property owners in the Piccadilly, St James's, Leicester Square, Piccadilly Circus and St Martin's areas.

Heart of LONDON Business Alliance

As a Business Improvement District (BID), they provide a robust voice on behalf of the business community, ensuring issues affecting them are placed onto the wider agenda and in partnership with others, act as a catalyst for positive change.

Commercial wellbeing

Heart of London's purpose is to support the cultural and commercial wellbeing of the businesses and organisations they represent. In 2020, the BID secured another five-year mandate with 96 per cent of businesses voting in support and making Heart of London the first BID to achieve four simultaneous ballot wins.

Having provided leadership and direction for businesses and property owners for almost 20 years, as the COVID-19 pandemic brings a new set of challenges, Heart of London is solely focused on driving the reopening and recovery of the West End.

www.heartoflondonbid.london



3. To give London the public transport and access it deserves.

We cannot lurch from crisis to crisis on TfL funding. We are calling for government and City Hall to work together to agree a five-year settlement that puts sustainability at its centre.

We are calling for:

- removal of the extended congestion charge
- all the levers pushed to get Crossrail open on time, making sure that business does not bear the burden of it going over budget
- incentives for green travel.

And, when it is safe to do so we want:

- incentives to nudge people back onto public transport. We had *Eat Out to Help Out*. Why not *Ride Out to Help Out*?
- flexible ticketing that mirrors the new commuter.

4. To help and allow London to be globally competitive.

Tourism is critical to our success. To allow us to compete at a global level we are calling for:

- comparable marketing budgets to our competitor cities
- tax free shopping
- extended Sunday trading
- Visa reforms for global visitors.

One of Central London's greatest draws for tourists is its culture and heritage. But it is collapsing before our very eyes and before the affects become irreversible it needs help now. So we are calling for specific support for the sector including:

- tax incentives for cultural productions
- relief for suppliers.

One of Central London's greatest draws for tourists is its culture and heritage. But it is collapsing before our very eyes

Come back stronger

We have stated our engagement with government. But we need your help!

The full manifesto is on the Central London website and needs to be read, shared and quoted to move the campaign on and get the asks from government we need. Central London has so much to offer. But for it to be there for us in the good times, we need to be there for it in the bad. Let's work together to make sure we come back even stronger. ”

Ros Morgan is chief executive of the Heart of London Business Alliance. This is an edited version of her address at last month's launch of the Central London Alliance (CLA) whose objective is to support a sustainable, economic recovery of London's business, hospitality, cultural, tourism, and retail sectors, helping both employers and workers to thrive through the epidemic. CLA was set up by Tony Matharu, founder and chairman of Integrity International Group, and is supported by LCCI. centrallondonalliance.com

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The rise of communications for resilient business



Rachel Royall Chart. PR FCIPR Director, Healthcare, Wellbeing and Life Sciences at markettiers Chair of CIPR Health

In recent months communication, both the art and the practice, has been propelled front and centre by business, government, and society, putting pressure on the professionals who provide communication advice and services. Faced with a global pandemic we have all hungered for factual, trusted information from trusted sources. Businesses and the public sector have grappled with how to disseminate information effectively and at scale, with an almost apocalyptic ramping up of digital channels. Business survival has depended on the ability of companies to continue to communicate effectively and empathetically with customers and employees alike.

The rise and importance of public relations has been felt across all sectors. In broadcast, for example, a Havas Media Group survey found during lockdown 64% of people were watching more live TV than before the pandemic and some commercial radio stations have seen daily listenership rise by almost 50%. The public turned to traditional and trusted forms of media like the BBC, rather than social media. For internal communications businesses ramped up daily briefings, online content, audio and video content, live streamed events, launched podcasts and other channels to effectively engage with their employees and customers.

But what about the people behind the communication? The challenge is that this rise in the importance

of, and affirmation of the positive value of communication in business has had consequences for the mental health of those individuals who are critical to delivering it.

A survey by the CIPR's Health Group explored the impact of the coronavirus pandemic on communications professionals. It found that over half of respondents reported their organisation placed 'a lot' of value on communications during the pandemic. However, 82% of respondents answered 'yes' to feeling a mental health impact. The collision of life and work, the increase in volume of communication needed, the diversification of channels, additional hours, health and safety fears, employment fears, home-schooling, anxiety over loved ones whose treatments may have been delayed - and all other eventualities - have understandably had an impact.

Whilst these anxieties are not unique to the communication industry, world-class communication is critical to post-pandemic business recovery. There is no doubt that the best businesses will be investing in communication channels and resource. However, they also need to put in place the right mental health support for teams to build resilience around the people who lead and deliver the communication strategy and process for organisations.

Great organisations that do great communication value and invest in their people as advocates for their business and their brands. We must understand the impact of the last few months on individuals' mental health in order to put in place expert support where it's needed to build the resilience of communications teams to lead and support business recovery.

For more information visit www.cipr.co.uk

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**Jon Sharp, Consultant Solicitor,
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The commonly held view is that insurers very often cause difficulties whenever a claim is made. Not, to be fair, always without cause – insurance policies are policies of indemnity, designed to put insureds back into the position they were before the incident – not better, not worse. Further, the policy wording is the contract between insureds and insurers – regrettably, many of us do not read this carefully to make sure the policy covers the risks that we want it to cover.

However, the recent almost blanket denial by insurers of business interruption cover caused by COVID19 brought this issue to the attention of the Financial Conduct Authority – the FCA regulates the financial sector, and unlike many regulators in this country, has real teeth. It can, and does, impose massive fines, can order banks and insurers to change their policies and procedures, and can even bring it's own Proceeds of Crime Act applications without the need to involve the Police. This Regulator abhors uncertainty in any of its regulated markets, and it's overriding mantra is that customers must be treated fairly.

So, the FCA took insurers to court. It did so under an agreed framework with 7 insurers regarding some 74 policies. Whilst the framework for bringing the matter to court was agreed, that's all that was. The FCA have firmly stood in the shoes of policy holders and argued vociferously that the

claims for business interruption caused by COVID19 and the government action consequent upon it, should be paid. They have also asked the court to give guidance on quantum – so how much should be paid.

The Judgement is due tomorrow – 15th September – and there will be Appeals without any doubt. However, what is refreshing about the FCA's action is that it has been entirely transparent – all the pleadings, and full transcripts of the hearing are on the FCA's website for all to see. Rightly, as some 390,000-00 policy holders are affected, and considerable hardship has been caused to businesses, many of whom paid extra for business interruption cover.

Now I am not brave enough to predict the decision. But the FCA's actions have ensured that, if nothing else, affected policy holders who cannot afford to take insurers to court, have had their day in court in a tough battle between regulator and regulated.

Jon Sharp is a Consultant Solicitor at Silver Shemmings Ash, has practiced in the City for nearly 30 years with a wealth of experience in the insurance industry & a number of reported cases that demonstrate his abilities in the areas of dispute resolution, insurance, marine, aviation, general commercial matters and social media. Jonathan regularly presents seminars and lectures to the public, insurers, banks and other lawyers

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Celebrating black business



October is Black History Month writes Justine Pernice.

The idea of earmarking a month for celebrating the contributions, cultures and achievements of people of African and Caribbean origin started in the US in the 1920s.

It was adopted by the UK in the 1980s following London's Brixton

and Tottenham riots and now embraces black people in general rather than specific cultures. Among a wide range of activities to commemorate black history, enterprise is not forgotten.

This month in London events include Black Business Networking Expo and the UK Black Business Show as well as lectures on inclusivity and empowerment in working life.

Inspirational business leaders



Madam C J Walker (1867-1919)

Madam Walker was the first female millionaire, an astonishing feat in the early 1900s. She accumulated her wealth by developing and marketing a line of cosmetic and haircare products for black women, achieved while enduring segregation and The Great Migration.

Personal hygiene was challenging at the beginning of the 20th century and problems with hair and skin were common. Enter Madam Walker and her products. Her success enabled her to buy a house next door to the vastly wealthy banker John D Rockefeller. Her story is told on Netflix's *Self Made* and her products can still be brought in Sephora stores.

John H. Johnson (1918-2005)



The founder of Johnson Publishing, renowned for its *Ebony* and *Jet* magazines, was, in 1982, the first African-American to appear on the Forbes 400. Previously, in 1951, he had a similar accolade when selected as Young Man of the Year by the United States Chamber of Commerce.

Johnson Publishing diversified into book publishing, radio broadcasting, insurance and cosmetics manufacturing, including Fashion Fair Cosmetics, once the largest black-owned cosmetics company in the world. In 1996, Johnson was awarded the Presidential Medal of Freedom, the highest civilian honour in the USA.



Levi Roots (1958 -)

Born Keith Valentine Graham in Jamaica, Levi Roots learnt from his grandma how to combine the spices of Jamaica to make sauces. In the UK, he started by producing sauces in his kitchen with his children to sell from his backpack. Equally well known as a reggae artist he performed at the Notting Hill Carnival and served food from his popular 'Rast'raunt'.

In 2007 he appeared on *Dragon's Den*, the TV show for entrepreneurs, where Peter Jones and Richard Farleigh invested £50,000. Selling his sauces through Sainsbury's, his portfolio includes best-selling cookery books, restaurants, and celebrity appearances, as well as music. Brixton-based Roots is reportedly worth £45 million.

Profiles supplied by Chellsie Brooks, Gwen Laryea, and Keith Bedford

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London through the eyes of the homeless



Seven years of handing out 100 cameras to people who have experienced homelessness have resulted in a beautiful fundraising calendar being launched in London last month

The 2021 *MyLondon* calendar, and a sister publication the 2021 *MyWorld* calendar, will support local homeless initiatives, but it will employ dozens of photographers whose photographs and narratives feature in them.

Inspired

Run by a small London social enterprise called Cafe Art, (the first project was framing and hanging art by homeless people in cafes, and giving the earnings from sales to the artists), their *MyLondon* calendar has inspired similar projects in many other cities. The 2021 *MyWorld* calendar will be a joint effort and raise money for those projects in Budapest, New Orleans, London, Sao Paulo, Sydney and Toronto.

The calendars, cards and photographs will be sold exclusively online



this year. Paul Ryan (left), co-founder of Cafe Art says: "Because of the risk of a second spike in Covid-19 we can't risk the health of the regular vendors, but we are giving them codes to give to their regular customers for the online shop. If the customers use the code they will give the usual 50 per cent commission to the vendor."

Art and entrepreneurship

Images in the calendar come

from photographers affected by homelessness participating in photography contests using Fujifilm Quicksnap one-time-use film cameras. Since the first contest in London in 2013, more than 700 participants have taken photographs of the city. The goals of the project are to empower people through art, photography and entrepreneurship. It is not a calendar of what homelessness looks like but one of images of what the photographers love about Lon-

don taken by people who are or have been homeless.

The calendars sell for £10.99 each, the greeting cards for £9.99 for a set of four and the photograph enlargements are £19.99 each. All proceeds will go to the photographers affected by homelessness and Covid-19 support services.

www.myworldphotographers.org



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Lord Mayor pays virtual visit to Queensland



Alderman William Russell talked green finance and fintech partnerships when he paid his first – albeit virtual – visit to Queensland earlier this summer.

The Lord Mayor's visit was part of a wider tour to enhance engagement between the City of London and Australia, despite international travel disruptions caused by Covid-19. His Queensland agenda included a webinar hosted by the Australian British Chamber of Commerce and the City of London Corporation, and a meeting with representatives from major superannuation firm QSuper.

Alderman Russell said he relished the opportunity to connect with Queensland – the Australian east coast state was featured



in last month's *LBM*. "This was a particularly great opportunity to strengthen collaboration in green finance and fintech – areas of our industry which will be key catalysts for post-pandemic global economic growth."

Queensland Agent-General and Trade and Investment Commissioner for Europe Linda Alpert said that her office was engaged with the City of London Corporation on a regular and increasing basis "to unlock high-value trade and

This was a particularly great opportunity to strengthen collaboration in green finance and fintech

investment opportunities across green finance, pension funds, and the institutional investment, environmental, fintech, and social and governance sectors."

www.tiq.qld.gov.au

See page 52 for virtual tour of Mansion House as part of Lord Mayor's charitable activities

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Understanding China - spotlight on Yintong Betser



Regular readers of this magazine will know that Yintong

Betser has been a frequent contributor on China and Chinese affairs since 2009 so it feels only right to turn the spotlight for once on this creative and entrepreneurial lady writes *Theresa Booth*

I have known Yintong for over 20 years, since she first became a member of the Chopsticks Club, and must have discussed with her almost every subject relating to China. But it is only by doing this interview that I have properly discovered the extent of her pioneering and creative career.

Yintong was born in Beijing and moved with her British husband to London in 1993 where she worked for a travel company followed by three years with Tottenham Hotspur Football Club as a marketing executive. Whilst working at the club, she met her first client and became the company's Chinese consultant. It was in this role that she realised the need for bilingual, Mandarin and English, professionals to help UK businesses thrive in China. Consequently she set up her own enterprise, ACTIVE Anglo Chinese Communications, a business and PR consultancy helping UK and Chinese businesses develop in each other's country.

Collaboration

In 2005 she completed a master's degree in marketing to ensure she was speaking the same language as many of her British clients and be better able to support her Chinese clients. As ACTIVE grew, organising events and accompanying British companies on missions to China, she saw the need for handy simple business guidebooks. The result was *Active Business Travel - Great Britain* (in Chinese) and *Active Business Travel - China* (in English), both of which have since been reprinted as a result of a successful collaboration with London Chamber of Commerce and Industry and China Telecom Europe. On republication, both guides were endorsed by the then Trade Minister, Lord Stephen Green.



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Yintong talks with...

Kevin Sui, chief executive of China Hour



British government's ambition to have 5,000 British people speaking fluent Chinese by 2020, and the rise to third of Chinese in the table of most studied languages at A-level, overtook Corinna Kevin explains: "The general programmes relating to China were produced in line with the business and diplomatic audience in mind. Those programmes had a great deal of depth but they were not in sufficient quantity and coverage to be informative enough to the general public, so China Hour was born."

"It is in English with the core target audience being the British middle-class population. To achieve that, we don't just buy programmes and put them on our channel. Instead, we repurpose them and dub the narrative in English." As an example he gave a programme called *Ten - the story of a 100 billion*. The

initial goal was to achieve 300,000 new monthly in the first year but in the first month it had already reached over 600,000 and gathered a viewing of 9-10 million in 2018, with only four hours of daily broadcasting. To achieve this result, Kevin and his team cover the whole process, from the selection of a programme, to importing, editing, promotion and sales. With the time difference Kevin says late at night he ensure it is ready for his Chinese counterpart to proceed first thing in the morning, then he gets up early to catch up with his colleagues in China before they go home. This efficiency has benefited Kevin greatly as he now can enjoy a successful work-life balance, a quality time to look after his daughter and be there for his family.

Change
Kevin's parents had high hopes for him to become a respected doctor but he says: "I'm not the good, I'm not the career went off on a completely different track. What would they make of it now if they were alive?" "I still have a long way to go to change the world for the better but I feel I am on track in contributing to the promotion of the understanding between different cultures and people. The direction hasn't changed. I know they would be happy to see I am doing something I enjoy - and that, I certainly do."

CHINA DAILY
His natural curiosity and love of exploration dictated that he was ready to move on. A spell with China Daily reinforced his understanding of the strong demand for Chinese programming in the West, with far less for such programmes to satisfy western appetite. Putting his newly found business realisation into practice along with his comprehensive skills and knowledge, China Hour was born in November 2016.

Learning
Kevin recounts his experience at the 'Boji' with fond memories and gratitude: "I was involved with almost every aspect of the broadcasting world and witnessed the world's

Depth
The interest in China within British society is there for all to see - the

Success
Audience rating is obviously key to success in broadcasting. Kevin's

www.chineseopen.com

Yintong Betser is the author of a series of books on doing business in China and the UK and managing director of ACTIVE Anglo Chinese Communications.

www.activeukchina.com

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Yintong talks with...

Patrik Schumacher, principal of Zaha Hadid Architects



Zaha Hadid Architects (ZHA) was founded in 1980 by the then graduate Iraqi-British architect Zaha Hadid, crowned 'The Queen of the Curve' by *The Guardian* for her distinctive style representing "biomimetic architectural geometry, giving it a whole new expressive identity". Sadly, Zaha passed away four years ago, and Patrik Schumacher took over, championing the company's cutting-edge, biomimetic architecture throughout the world.

Schumacher has degree in mathematics and philosophy, as well as a PhD in architecture, and joined the firm when it was in its infancy. He was not, he tells me, driven by financial gain but by ideas and the company vision. "I believed in her and her firm."

Zaha Hadid's creativity and tremendous drive was tempered by an intense and occasionally abrasive character. Schumacher was able to survive and indeed thrive. With only four in the company, everyone had to pull their weight and get the ground to keep the business alive.

Complementary skills
During their business partnership of almost 30 years, Schumacher and Hadid worked through thick and thin, giving clients together and bidding for projects all over the world from Australia to Mexico, from the Middle East to China. Their projects ranged from an opera house to retail, from culture centres to mega cities. At the point of Hadid's untimely death in 2016, ZHA had 30 projects on-site in 21 countries. They were undeniably a tight project team with complementary skills - Hadid's genius of innovation and creativity; Schumacher, pragmatic-like, weaving ideas and creativity into finished products through systematic thinking, backed up by theory.

Inspiration
He misses her as a friend of course but also her inspiration, her drive to succeed and dedication to architecture. "Despite the huge loss, the company has maintained its success, continuing to win bids with an average 30 per cent success rate. How did he manage to continue with Hadid's legacy with such apparent ease?"

"The company had matured in the couple of years before her sudden death. Especially after the previous global financial crisis, we had purposely started to build a sound infrastructure headed by a solid management team. For example, we formed Zaha Architects circle of the 40 best design brains within the company, responsible for much of the front-end design work going out. I also have the support of the board of directors, financial professionals and others on hand to help. I am not underestimating anything here."

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Fabulous buildings
Soon after they met the client-entrepreneur couple Pan Shiyi and Zhang Yan of the Sino Club in Beijing. Their varied backgrounds and cultures - Pan was originally from Hong Kong and brought up in Britain - and strong desire to create fabulous buildings in China combined to make them a potent and multiple award-winning force in architecture in the decades to come.

Despite the challenges of lengthy decision-making processes, fast delivery expectations, Schumacher enjoys working in China, finding its political and financial stability reassuring. Having worked there since launching his first project of Guangzhou Opera House, 2003 - 2010, ZHA has now developed a comprehensive project management system.

with permanent local offices based in Beijing and Hong Kong.

Thrilling
Liable in Hong Kong, several buildings go up together, a community is built, while others are created on a big scale at the same time - a thrilling experience and a great challenge for any architect. UK government support has been welcome and helped secure ZHA's recently completed Beijing Daxing International Airport, the largest airport in the world. This was necessary as the French and American competitors had mobilised support from their governments. In respect of the diplomatic efforts, ultimately the best scheme won.

What advice could Schumacher share with other Western business owners working with China? "Having capable Chinese colleagues and gathering a reliable and trusted circle of support is crucial. We regularly give lectures and share our knowledge in China. Basically, we make ourselves available, develop friendships and build trust. I still need to be involved in PR at the most senior level but we rely on our local staff to maintain the good relationship we have with related partners on a daily basis on the ground."

Vibrant
Riding on the wave of the global architectural boom, ZHA has grown in the last two decades with astonishing speed. The number of permanent staff has increased from 60 to 400, and it has 950 projects in 44 countries.

With only three projects built in England though, I hope that Zaha Hadid Architects will bring more of its modern, innovative buildings to our shores. After all, London, as Schumacher's opinion, is the most exciting city in the world with a vibrant and versatile architectural environment, and where he and Zaha Hadid developed their craft and prepared themselves for ZHA's global success.

Yintong Betser is managing director of ACTIVE Anglo Chinese Communications connecting business culture with PR and marketing. She has published a series of books on doing business in China.

www.activeukchina.com

www.zaha.com

Celebrated

Milestones during her twenty plus year journey running her own consultancy have included a pioneering photographic exhibition called *Ebb & Flow* at the Saatchi Gallery in 2014, where Lord Heseltine was a keynote speaker. He praised the bringing of the best of Chinese cul-

ture to the UK for its ability to build better country-to-country relations and people-to-people understanding. This photography exhibition gave rise to a new business shift for Yintong, from previously supporting mostly British companies doing business in China, she started helping Chinese companies connect

with the international market, particularly in the culture sector.

Her curated events have included a high-profile fashion forum for the Shanghai Fashion Week, the Guanxi in the Western Context book launch for Professor Barbara Wang as well as her popular annual Chinese New Year receptions



where musical talents and prominent speakers from the Anglo Chinese community are showcased. As a sideline to support her cross culture PR events, Yintong has commissioned a hugely popular range of *yin-yang* and national flags, designed cufflinks and lapel badges. These are worn with pride by countless business executives wanting to display their UK-China credentials, including many on China Britain Business Council trade missions.

Creativity

Wishing to develop her new interest in photography with business projects, Yintong has wasted no time during Covid-19 lockdown to consolidate her photographic knowledge. She has completed online photography courses with New York's MoMA and Beijing's Central Fine Art Academy as well as building up an audience through her photography blogs via a Chinese social media platform WeChat. With her sense of creativity and entrepreneurial flare, she has just launched the *Global SinoPhoto Awards* with her co-founder Lynne Bryant, the founder of the renowned Architectural Photography Awards. Once again, the awards will be a first and are open now for submissions until 5 January 2021. Covid-19 restrictions apart, the intention is that prizes will be awarded at her annual Chinese New Year reception. This photography competition is open to anyone interested in Chinese culture, amateur or professional.

Understanding

Yintong tells me that she wants to "bring people together through photography by inviting photographers from all over the world to participate with images of values shared by everyone; a love of life, family and environment while reflecting on an underlying Chinese culture". She would like to build a better understanding of Chinese culture and society today, a culture which has been transported around the world and with a history of over 5,000 years, which goes far beyond Chinese food, styles of architecture and Chinese New Year, and create a legacy of photographs that bear witness to this culture in a world that has become increasingly culturally



With her sense of creativity and entrepreneurial flair, she has just launched the Global SinoPhoto Awards

homogenized. Whatever one thinks of Chinese politics today, its culture is undisputedly rich, fascinating and global.

By extending the award to examples of China culture outside mainland China, the photographs will reveal how Chinese culture has been interpreted by not only the worldwide Chinese diaspora, (for which there are around 45 million first generation Chinese living outside mainland China), but also second and third generation Chinese, not forgetting how other nations and cultures have absorbed Chinese culture into their own cultural heritage. Overall, she hopes that the awards will "connect humanity, strengthen understanding and build communities through competition and exhibitions."

Legacy

Yintong says that she will deem the project a success if the quantity and quality of the submissions are such that she can make these annual awards and establish them as part of the international photographic awards calendar. She adds, with a wry smile, "we are also keen to find enthusiastic sponsors and supporters for this legacy project".

At a time when the West needs to understand China better, this will be a valuable study of the many hidden aspects of Chinese culture and society.

www.sinophoto-awards.com

Theresa Booth is joint chief executive of the Chopsticks Club and founding director of Engage with China Limited
<http://chopsticksclub.com>

SPONSORED COLUMN

Pensions are changing (again!)

By Görkem Gökyiğit, Chartered Financial Planner at Lubbock Fine Wealth Management



From 2028, the age at which individuals can access their pension is set to rise from 55 to 57.

The Government has confirmed its intention to increase the age at which people can access their private pensions. The aim is to set the minimum retirement age to 10 years below the state pension age. This could help reflect trends in longevity, encourage individuals to remain in work longer, and help to ensure that pension savings are used for later life.

What does this mean for you?

The full details are pending. However, depending on your age, you might be forced to wait two years to access benefits if your birthday falls on the 'wrong side' of the cut-off date. This would also give you two more years of pension contributions and investment growth, which could change the size of your pension pot.

A 45-year-old today, with pension savings of £200,000 and making pension contributions of £1,000 per month would have a pension pot of £480,991 by the time they are 55 (assuming a 5% growth per annum). If they continued saving at the same rate for another two years, the pension pot would grow to £555,839 – a staggering difference of £74,848.

What if you would still like to retire at 55?

You still can! It is worth considering adding money into other tax wrappers, such as Individual Savings Accounts (ISAs) and General Investment Accounts. These are accessible from any age and can be part of your 'retirement fund'.

What 7 things should you ask yourself about retirement?

It is important that every individual considers the following questions:

1. What does comfortable retirement look like?
2. Am I making enough provisions?
3. When would I like to retire?
4. Is it possible to improve the investment returns of my pension?
5. Is my pension flexible enough to provide me with a range of retirement options (lump sums, regular income, a guaranteed annuity payment or a combination of all)?
6. What are the charges being applied to my pension?
7. Have I nominated a beneficiary who would receive my pension in the event of my death?

How can we help?

If you require any assistance with your retirement planning and pensions, please contact Görkem Gökyiğit (gorkemgokyigit@lfwm.co.uk).

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Literature in the open air



Wimbledon Bookfest's abridged version took account of rules on social gatherings to great effect and showed that such events can be held safely and enjoyably writes Daniel Peters.

The weather helped as mid-September was positively balmy. And the line-up of authors was wide, varied and topical – featuring former PM David Cameron (for the record I wouldn't bother with his autobiography *For the Record*), former table tennis player and black box thinker Matthew Syed, and local comedian Andy Hamilton.



Barnstorming

Most entertaining of them all for me was poet Lemn Sissay. He was due to read from his remarkable memoir *My Name is Why* and latest poetry collection *Gold from the Stone*. He didn't get round to either and instead gave a serious, hilarious, moving, barnstorming performance of a man who has survived an emotionally scarring (you would have thought) upbringing and has developed into something approaching a national treasure.

www.wimbledonbookfest.org

Photos by Jed Allen

Free London business network to help with Covid-19 recovery

A new, free, community network for the capital's businesses has been launched by LCCI providing vital support and assistance.

The Chamber is offering all businesses who are non-members complimentary access to the London Chamber Community Network. During challenging time for business, the network is designed to help companies recover and rebuild.

Joining the community provides London businesses with access to:

- Business and policy news, digests and information resources, including EU Exit
- LCCI's business resilience webinar programme
- Chamber *Finance Finder* – an online platform enabling a business to see available funding opportunities



- *Chamber Connect – Ask the Expert* – 20 minutes of complimentary advice from LCCI member experts
- Complimentary token for one future LCCI networking event hosted

ed in LCCI's Members' Lounge

- 40 per cent discount on Experian marketing lists and five per cent discount on London Chamber of Arbitration and Mediation services
- *London Business Matters* magazine

- A 'Proud to be part of the London Chamber Community Network' email footer.

Note that joining the Community Network does not give companies access to LCCI member-only benefits. These benefits include account management support, discounts on export documentation, facilitated introductions to members, member-only events, profile-raising opportunities, enhanced access to Chamber Connect, HR and legal advice and use of the city-based members' lounge.

The community is free to join and the registration process is simple. Complete a short online form on the LCCI website:

www.londonchamber.co.uk/membership/london-chamber-community-network

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Alert level raised and Chancellor introduces new measures to support business

On 21 September 2020, the government announced that it is increasing the UK's Covid-19 alert level from 3 (epidemic is in general circulation) to 4 (epidemic is in general circulation but with high transmission and cases rising rapidly) with immediate effect. The move was recommended by the Joint Biosecurity Centre after the Chief Medical Officer for England Chris Whitty and Britain's Chief Scientific Adviser Patrick Vallance warned that the country was facing a second wave of the pandemic following an increase in the number of infections. Whitty stated that Britain could see 50,000 new Covid-19 cases daily by mid-October and 200 Covid-19 deaths each day by November if action was not taken now to curb the spread of the virus.

Chris Whitty and Patrick Vallance to issue start warning to the public over coronavirus second wave

■ www.independent.co.uk/news/uk/politics/coronavirus-second-wave-uk-chris-whitty-patrick-vallance-b508469.html

UK coronavirus: alert level to be raised from 3 to 4; Northern Ireland bans mixing indoors

■ www.theguardian.com/politics/live/2020/sep/21/uk-coronavirus-news-latest-whitty-and-vallance-to-present-data-showing-how-trend-in-uk-heading-in-wrong-direction

UK could face 50,000 Covid cases and 200 deaths a day if surge in infections continues, Sir Patrick Vallance warns

■ www.standard.co.uk/news/politics/uk-coronavirus-update-chris-whitty-patrick-vallance-50000-cases-a4552171.html

How far had lockdown been eased?

Hotels, restaurants, pubs and bars re-opened on 4 July and the hospitality trade was permitted to operate with a spacing distance of one metre if the preferred two metre rule was not feasible. Chancellor Rishi Sunak announced Eat Out to



Photo: Number 10/Flickr.com (CC BY-NC-ND 2.0)

Help Out to assist the beleaguered hospitality industry by offering publicly subsidised discounts of up to 50 per cent or £10 per diner at participating venues on Mondays, Tuesdays and Wednesdays in August. (Some establishments, in particular chain restaurants, voluntarily continued the scheme into September at their own expense). Hairdressers, cinemas and museums also reopened their doors to the public; gyms, leisure centres and indoor pools followed suit on 25 July.

Gatherings of up to 30 people could take place anywhere in England (except Leicester which was then facing a local lockdown) although Matt Hancock, the Health Secretary, was granted the hitherto unheard-of power to ban access to any public outdoor space. Weddings and funerals could go ahead with up to 30 guests.

Office-based employees were encouraged to return to their workplaces from 1 August providing that management had made their offices 'Covid-secure' beforehand.

Who Is Still Doing Eat Out to Help Out Scheme? A Complete List Of Restaurants

■ www.capitalfm.com/news/who-still-doing-eat-out-to-help-out-scheme/

Boris 'to tell workers to go back to the office from August'

■ metro.co.uk/2020/07/16/boris-tell-workers-go-back-office-august-12996192/

Government announces gyms and pools to reopen safely

■ www.gov.uk/government/news/government-announces-gyms-and-pools-to-reopen-safely

How far have Covid-19 infections and deaths increased?

The ten days to Sunday 20 September saw a clear upward curve in the number of new Covid-19 cases. There were 4,926 confirmed cases of the virus on 22 September, the highest since 1 May. The greatest increases in infection were in the younger age groups, particularly in the 17 to 24 and 25 to 34-year-old age groups. It

remains true that younger people are unlikely to suffer serious harm from Covid-19. However, government scientists warned that other countries have witnessed a trend where young people contract Covid-19 and pass it on to older age groups.

On 22 September, Office for National Statistics (ONS) data showed that the weekly number of people dying from Covid-19 had risen for the first time in five months. ONS data showed 99 Covid-19 deaths were recorded in the week ending 11 September, an increase of 21 on the 78 deaths registered in the previous week. The government introduced fines of up to £10,000 for people who fail to self-isolate if they test positive for Covid-19 or return from a country where they must quarantine for 14 days.

Across many parts of the UK, local restrictions, such as preventing people from mixing with other households, had already been implemented. The affected areas include Bolton, Greater Manchester, Leicester, the North East, the North West, the West Midlands, West Yorkshire and South Wales.



On 14 September, the government introduced new measures to reduce the number of people meeting in large numbers

However, Covid-19 infections are not rising uniformly across the UK. In London, it was reported on 22 September that all but five of the 32 boroughs are reporting a drop in the previous week's Covid-19 cases.

UK Covid cases: What's changed in the coronavirus infection rate and hospitalisations over the past week?

■ [inews.co.uk/news/politics/uk-covid-cases-coronavirus-infection-rate-hospitalisations-latest-figures-654783](https://www.inews.co.uk/news/politics/uk-covid-cases-coronavirus-infection-rate-hospitalisations-latest-figures-654783)

Weekly coronavirus deaths rise for the first time in five months

■ metro.co.uk/2020/09/22/weekly-coronavirus-deaths-rise-for-first-time-in-five-months-13306817/

UK coronavirus cases increase by 4,926 and death toll rises by 37

■ www.itv.com/news/2020-09-22/uk-coronavirus-cases-increase-by-4926-and-death-toll-rises-by-37

London coronavirus cases: Latest weekly infection rates as confirmed cases 'drop' across 28 boroughs amid concerns about test and trace

■ www.standard.co.uk/news/london/london-boroughs-coronavirus-cases-drop-a4551956.html

What is 'the rule of six'?

On 14 September, the government introduced new measures to reduce the number of people meeting in large numbers, both indoors and outside. This was in response to the rising number of Covid-19 cases – the R (reproduction) number was said to have reached between 1 and 1.2, the highest level since March. Under the former rules, up to 30 people could meet indoors with one other household but only six people out of doors. The new rules stipulate that just six people can meet either inside or outside i.e. private homes, parks and hospitality venues such as pubs and restaurants. (Those in large families and support bubbles are exempt). The six people can be from any number of households and include children of all ages i.e. if there is a household with two parents and three children, they will only be able to meet with one other person.

The rule of six does not apply to gyms, schools, places of worship, weddings and funerals, providing that social distancing measures are in place. Education and work settings are not subject to the rule of six.

Rule of six comes into effect to tackle coronavirus

■ www.gov.uk/government/news/rule-of-six-comes-into-effect-to-tackle-coronavirus

Coronavirus: Report 'rule of six' breaches, minister urges

■ www.bbc.co.uk/news/uk-54142699

The 'rule of six': what are the new UK coronavirus restrictions?

■ www.theguardian.com/world/2020/sep/11/the-rule-of-six-what-are-the-new-uk-coronavirus-rules

SPONSORED COLUMN

Goodbye Furlough. Hello Job Support Scheme

by Jonathan Mansfield



The introduction of the Furlough Scheme in March drew a lifeline to businesses on the verge of making mass redundancies across the country. As at 20 September there were 9.6 million jobs furloughed at a cumulative cost to the Exchequer of just over £39 billion. The scheme will come to an end on 1 November 20A20.

Fearful of a cliff edge leading to a spectacular rise in unemployment Rishi Sunak has brought in the Job Support Scheme.

Rishi Sunak has indicated that the aim of the new scheme will be to "support only viable jobs" rather than keeping alive jobs only in existence because of the Furlough Scheme. The degree of government support will be significantly less, at 22% of workers pay as opposed to 80% up to £2,500 per month at the start of the Furlough Scheme.

The idea of the scheme will be top up salaries in firms who cannot take their employees back on a full-time basis.

Employees must work for at least one third of their normal hours. For the hours the employee does not work the employer will pay one third and the government the other. The effect of this is that the employee will get 77% of their pay.

It should be mentioned that 33% is just a minimum and it would be possible to work a higher proportion. For example, if an employee was kept on at 70% of normal hours they would get 90% of their pay but 10% would be paid by the government.

Rishi Sunak has indicated that the aim of the new scheme will be to "support only viable jobs".

The payment made will be based on the employee's normal salary and the government total contribution will be capped at £697.92 per month.

All employers with a UK bank account and UK PAYE Schemes will be able to claim the grant. There is no requirement to have previously used the Furlough Scheme.

Large businesses will have to meet a financial assessment test and be able to show that their turnover is lower now than before the Covid-19 crisis. However, SME's will be able to use the scheme without any financial assessment.

Employees must have been on the payroll on or before 23 September 2020.

While the scheme is far less generous than the Furlough Scheme to employers, at least the "tsunami" of job losses expected with the Furlough Scheme may be less catastrophic. The Institute of Fiscal Studies believes that many jobs will be lost over the next few months since the scheme requires employers to pay 55% of short term worker's wages. Paul Johnson, IFS Director, said that the scheme showed the Chancellor "trying to plot a difficult path between supporting viable jobs while not keeping people in jobs that will not be there once we emerge from the crisis".

For advice on these difficult issues please contact Jonathan Mansfield at Thomas Mansfield Solicitors jonathan.mansfield@thomasmansfield.com or 07947598148.

Thomas Mansfield
The Employment Law Solicitors

Continued on page 18

What changes were announced on 22 September?

The government announced a tightening of restrictions which stipulated that all hospitality and leisure venues (e.g. bars, pubs and restaurants, casinos, amusement arcades, etc.) must close at 10pm (not call for last orders at that time) and remain shut until 5am as from 24 September. All hospitality venues must offer table service only i.e. no crowding at the bar. Takeaways and non-licensed premises such as coffee shops are exempt from this rule but customers must wear a mask to queue and place an order. Hospitality and retail staff were also told to wear masks when working. Anybody using a taxi or private hire vehicle will also have to wear a face mask. This is in addition to wearing a face mask on public transport, shops, cinemas and museums.

In a policy U-turn, the government announced that office-based staff should work from home if possible. However, employees who cannot work from home, such as construction, retail and hospitality staff, are encouraged to travel to work. Businesses that are not Covid-secure will be closed down. Schools, colleges and universities will remain open.

The rule of six will remain in England but indoor sports such as five-a-side football will no longer be exempt from the rule other than for disabled people. However, the maximum number of people allowed to attend wedding ceremonies and receptions will be reduced from 30 to 15. Up to 30 people can still attend a funeral.



Photo: European Parliament/Flickr.com (CC BY-NC-ND 2.0)

The devolved administrations have set their own rules about people being able to meet others outside of their homes. In Scotland, indoor social visits to other households are now banned. A maximum of six people from two households can meet outdoors and in indoor hospitality venues. Under-12s are not included in this limit. In Wales, more than six people from multiple households are not permitted to meet in private homes. Children aged 11 and under are exempted from the rule. Up to 30 people can still meet outdoors. Northern Ireland has extended a ban on more than one household meeting indoors.

It had been planned that spectators could attend sports venues as from 1 October. This will now not go ahead. In addition, business con-

ferences and exhibitions will not be able to take place yet.

The penalty for not wearing a face mask or breaking the rule of six will be doubled to £200 for a first offence as from 24 September.

Addressing the nation on TV on 22 September, the Prime Minister, said that the new restrictions could last for as long as six months. He warned the nation that more stringent rules might have to be introduced if the measures did not succeed in bringing down the rate of Covid-19 infections and that the government reserved the right to use "greater firepower" if need be.

Coronavirus (COVID-19): What has changed – 22 September

■ www.gov.uk/government/news/coronavirus-covid-19-what-has-changed-22-september

Coronavirus: Boris Johnson reveals new COVID-19 rules on face masks, fines, pubs and working from home

■ news.sky.com/story/coronavirus-boris-johnson-reveals-new-covid-rules-on-face-masks-fines-pubs-and-working-from-home-12078624

Coronavirus rules: What can do you under new restrictions?

■ www.msn.com/en-gb/news/uknews/coronavirus-rules-what-can-do-you-under-new-restrictions/ar-BB19lbhk?ocid=spartan-dhp-feeds

'We've been served a death sentence': London hospitality venues react to 10pm curfew

■ www.timeout.com/london/news/weve-been-served-a-death-sentence-london-hospitality-venues-react-to-10pm-curfew-092220

What measures has Mayor Sadiq Khan proposed for London?

London Mayor Sadiq Khan (above) met London Council leaders on 21 September to discuss Covid-19 restriction measures for the capital. A total of 1,000 new Covid-19 cases had been recorded across the 32 London Boroughs in the past week. Mayor Khan said it was better to move "too early than too late" regarding Covid-19.

Mayor Khan supported the government's measures to close all hospitality and leisure venues by 10pm and the advice to office workers to work from home if possible. He also wanted those working in hospitality to wear face masks. In



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The logo for ACA International consists of a blue square containing a white stylized 'A' shape formed by two triangles meeting at the top. Below the square, the text 'ACA' is written in a bold, blue, sans-serif font, followed by a trademark symbol. Underneath, the words 'INTERNATIONAL' and 'The Association of Credit and Collection Professionals' are written in a smaller, blue, sans-serif font.

24 Hours in a Security Operations Centre (SOC)

Kieran Fowler

Senior Information Security Consultant



It's early as I head into work at Waterstons' SOC. Not knowing what the day holds is one of the best bits of my job! Settled in and logged on, within seconds a new alert is generated which catches my eye...

At the other end of the country, the FD of one of Waterstons' clients receives an email. Their business has had many staff on furlough during the Coronavirus pandemic; and an email from 'HMRC' has important information about the end of the scheme attached. Opening the link, they're asked to enter their username and password. The authenticator on their smartphone buzzes, prompting the usual scramble to get it out of their pocket and accept the notification before it expires.



The FD of AcmeCorp doesn't usually log on to their network from China. I don't think they've even been to China; I know them pretty well from having worked with them. Better play it safe. The SIEM tool has identified the phishing email, so I'm sure it's not a false alarm! I quickly disable the FD's account. They wouldn't be happy if they really *were* in China, but I think I'm safe. I log on to the client's network and kill all open connections from that account too. Better force a password reset whilst I'm about it and tell my colleague, their security manager, what's happened.



Can't get connected? Don't know why, but now the system wants me to change my password. The phone's ringing and that's a welcome distraction. It's Waterstons... What do they want?



The FD was understanding of our actions; they suspected something was wrong, but without flashing red lights on their system didn't do anything and quickly forgot about it. The security manager explained what had happened, and that the email they received wasn't from HMRC at all.



That could have been embarrassing! Luckily no significant damage and no loss to the business. This year has been hard work on cybersecurity. We started with the NCSC '10 Steps to Cyber Security'. Lots of questions about our technology and how we manage users and data... instrumental guidance for us all. The training we had was fantastic, making it clear to everyone they had a part to play in keeping AcmeCorp secure. I had to take it seriously, it's my job to make sure the business is thriving and profitable, so I'm glad I had Waterstons' SOC to support me today. Just goes to show, the 'Human Firewall' still makes mistakes no matter how good the technology is... but it proved the effort was worthwhile.

To read more on how Waterstons' SOC and Cyber specialists help businesses combat evolving threats just like this one, see: www.waterstons.com/security

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Business & IT Consultancy

Covid-19 Q&A

addition, he wants Londoners to wear face masks in the capital's open spaces where social distancing is difficult. The Mayor called on the Prime Minister to introduce emergency financial support for businesses affected by the new 10pm curfew. However, he stopped short of calling for households to be banned from mixing with other households.

Sadiq Khan says he wants facemasks worn in ALL

London's public spaces as part of 15-point Covid crackdown - as it's revealed infection rates in 20 boroughs are HIGHER than areas of England already hit by restrictions

■ <https://www.dailymail.co.uk/news/article-8754989/>

[sadiq-khan-meeting-council-leaders-new-lockdown-restrictions-capital.html](https://www.dailymail.co.uk/news/article-8754989/sadiq-khan-meeting-council-leaders-new-lockdown-restrictions-capital.html)

Sadiq Khan's 15-point plan for curbing Covid hike in London

■ www.theweek.co.uk/108151/sadiq-khan-plan-curbing-coronavirus-infections-london

Sadiq Khan calls for emergency business support as London restrictions loom

■ www.cityam.com/sadiq-khan-calls-for-emergency-business-support-as-he-warns-of-extra-london-lockdown-measures/

What is the government doing to support businesses?

As of the end of August, unemployment reached 1.4m, despite the government's Coronavirus Job Retention Scheme to support people unable to work because of the pandemic. On 24 September, the Chancellor, Rishi Sunak, unveiled a package of measures to help businesses and employees struggling because of the pandemic. He announced a new Job Support Scheme, to start in November to replace the existing furlough scheme which finishes at the end of this month.

Under the Job Support Scheme, the government will pay part of the wages of employees who have lost some of their working hours for the next six months. The employee must work for at least one third of his or her normal working hours to be eligible for the scheme. The government and the employer will pay one-third each of the lost hours. In practice, somebody

The Mayor called on the Prime Minister to introduce emergency financial support for businesses affected by the new 10pm curfew.

working a third of their hours will receive 77 per cent of their pay. The government will pay a maximum of 22 per cent of an employee's wages, compared with 80 per cent at the start of furlough policy. The intention is to prevent mass redundancies after the government introduced new restrictions to curb the number of Covid-19 infections.

The cut in VAT to five per cent for the hospitality and tourism sectors will be extended until 31 March 2021. Any company that deferred its VAT bill will not have to pay a lump sum in March 2021.

In addition, businesses that took advantage of government loans earlier in 2020 will no longer have to pay them back.

Job Support Scheme

■ www.gov.uk/government/publications/job-support-scheme

Rishi Sunak unveils emergency jobs scheme

■ www.bbc.co.uk/news/business-54280966

Coronavirus: Chancellor's 'winter plan' will support wages of people in work from November

■ news.sky.com/story/coronavirus-chancellors-winter-plan-will-support-wages-of-people-in-work-from-november-12080039

Coronavirus Job Support Scheme: How does it work, who is eligible and when does it start?

■ www.itv.com/news/2020-09-24/coronavirus-job-support-scheme-how-does-it-work-who-is-eligible-and-when-does-it-start

Covid-19 Q&A was compiled by Alexa Michael, member research executive at LCCI
amichael@londonchamber.co.uk



LCCI continues to keep its online EU Exit Hub updated with information to help London businesses prepare for the end of transition. Latest updates cover business travel, UK companies based in EU, frontier workers and new support for exporters.

Business travel

As part of its drive to encourage Britons to get ready for changes that will come into force once we leave the Single Market and Customs Union, the government has launched a campaign highlighting changes to UK-EU travel.

It will be important to check government guidance on entry requirements for the country you are travelling to, as you may need a visa or permit. Business travellers will need to check whether their employers need indemnity insurance, find out what documents they will need if they are taking goods, and those providing services in the EU will need

EU Exit Hub

to check recognition of their qualifications. It will also be necessary to find out whether HMRC needs to be informed of work you are undertaking in the EU, and if social security contributions will be required by the country you're working in.

UK passports will need at least six months' validity remaining and will need to be less than 10 years old (even if it has 6+ months left) for travel to most countries in Europe.

Free mobile phone roaming may no longer be guaranteed, so travellers will need to find out expected charges from their providers.

Extra documents might be required for driving in the EU. Depending on which country you are travelling to, you may need an international driving permit. Vehicles may need a 'green card', proof of insurance and/or a GB sticker.

It will be important to get the right travel insurance, especially if you have any pre-existing medical conditions. European Health Insurance Cards will only be valid for some students and UK state pensioners once the transition period ends.

EU-based companies

The government has also launched a campaign encouraging businesses based in the EU to get ready for new border requirements.

Businesses have been advised to discuss responsibilities and paperwork with trading partners in the UK, check the new rules for paying import VAT and be prepared for potential changes to data protection and data transfer rules.

Businesses that provide services in the UK should also check how they might be affected by UK's new immigration system and rules that may impact regulated services, mergers and companies with branches or subsidiaries in the UK.

Requirements for sending food, drink and agricultural products to the UK will need to be reviewed to ensure businesses have the right documentation, licences and certificates, and that UK authorities are pre-notified where necessary.

Frontier workers

The UK's new immigration system, which will be introduced on 1 Jan-

uary 2021, will bring about changes affecting frontier workers – EU, EEA or Swiss citizens who work in the UK but live elsewhere. Those with frontier worker status by the end of 2020 will be able to keep this status but will need a valid permit to enter the UK for work from 1 July 2021.

The government will be launching a frontier worker permit scheme later this year; it will be possible to apply online both from inside and outside of the UK. Irish citizens will not need a permit. Those who start frontier working in the UK after 1 January 2021 will need to apply through the new points-based immigration system.

New support for exporters

The Department for International Trade have announced 'bounce-back' support measures for the consumer and retail industry. The package is aimed at helping businesses to export as part of plans to support the sector's Covid-19 recovery. This includes a Consumer and Retail Export Academy and digital and e-commerce focused initiatives. It follows a 'bounce back' plan launched for the food, drinks and agriculture industry in June.



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Sir Sherard Cowper-Coles, Chair, China-Britain Business Council

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Embracing sustainability: innovation and technology to address the climate challenge

Sarah Banham, Head of Communities & Sustainability, Battersea Power Station Development Company, Mark Jenkinson, Founder and Director, Crystal Associates and Peter Harris, Sustainability Director, UPS

Cyber Resilience: Defining your cyber security strategy

Stewart Hogg, Head of Information Security, Waterstons; Kieran Fowler, Senior Information Security Consultant, Waterstons

Resolving business partnerships and joint venture dispute

Eve Pienaar, LCAM Mediator and Duncan Gorst, Solicitor, Hogan Lovells

Transport & Infrastructure Briefing

Robin Mortimer, CE, Port of London Authority
sponsored by Blake Morgan

The Business of Sport: Hospitality and Events Covid-recovery special with LCCI and Fife Chamber of Commerce

Alan Mitchell, Chief Executive, Fife Chamber of Commerce, Craig Staddon, Head of Sales, Ascot Racecourse, Brett Tonkyn, Head of Hospitality and Malcolm Booth, Sales and Marketing Director, The R&A

Let Greece inspire you! Investment Opportunities in Tourism & Real Estate

Yerassimos Lazaris, Head of the Economic and Commercial Office of the Embassy of Greece, Elias Eliades, Director Investment Promotion & Facilitation and Hilda Alisandratou, Associate Director Investment Promotion & Facilitation, Enterprise Greece, Nikolaos Kostikas, Partner, Watson Farley & Williams and Nikos Konstantinidis, Acquisitions & Business Development Director, L+R Hotels

Learn how to use Data and Intuition to meet your business objectives

Tim Shaw, Managing Director, Modus Analytics Limited

Go Connect! At Lunchtime Online Networking

... Coming up

Thursday 1 October at 10.45am - 11.45am



Photo: Policy Exchange (CC BY 2.0)

Capital 500 with Vicky Pryce (above), Chief Economic Advisor and Board Member, Cebr, Oliver Wright, EVP Public at Savanta ComRes

Recordings of the webinars can be accessed at: www.londonchamber.co.uk/events/covid-19-webinar-series

Wednesday 7 October at 8.30am – 10.00am

Go Connect! At Breakfast Online Networking

Wednesday 7 October at 10.45am – 11.45am

Business Opportunities in Germany and the state of North Rhine-Westphalia (NRW) with Dagmar Wülknitz, Andrew Harfoot from NRW. INVEST and Annette Klerks from The City of Düsseldorf

Tuesday 13 October at 12.15pm – 1.15pm



EU Exit Hub: Navigating the Brexit Transition: Are you prepared? with Caroline Milton, Audit Partner, Nick Farmer, International Tax Partner, and Sean Turner, Senior VAT Manager, Menzies LLP

Wednesday 14 October at 9.15am – 10.45am

Property & Construction Member Get Together Online Networking

Wednesday 14 October at 2.15pm – 3.00pm

In conversation with Ambassador of Georgia (right) to the UK H.E. Sophie Katsarava MBE

Thursday 15 October at 10.30am – 11.30am

London Chamber of Arbitration and Mediation

Tuesday 20 October at 10.30am – 11.15am

GDPR update: Practical guidance on collecting data from colleagues and clients with Penny Bygrave, Senior Associate and Sarah Thorley, Solicitor, VWV

Wednesday 21 October at 10.45am – 11.30am

Export documents: the situation now with Peter Bishop, Deputy CEO, Davor Mckinley, Head of Export Documentation, LCCI

Wednesday 28 October at 12.30pm – 2.00pm

Go Connect! At Lunchtime Online Networking

Wednesday 4 November at 8.30am – 10.00am

Go Connect! At Breakfast Online Networking

Wednesday 25 November at 12.30pm – 2.00pm

Go Connect! At Lunchtime Online Networking

Thursday 26 November at 10.45am – 11.45am

Hospitality, Leisure & Tourism Online Briefing with Fiona Eastwood, Chief Operating Office of Midway Attractions, Merlin Entertainments

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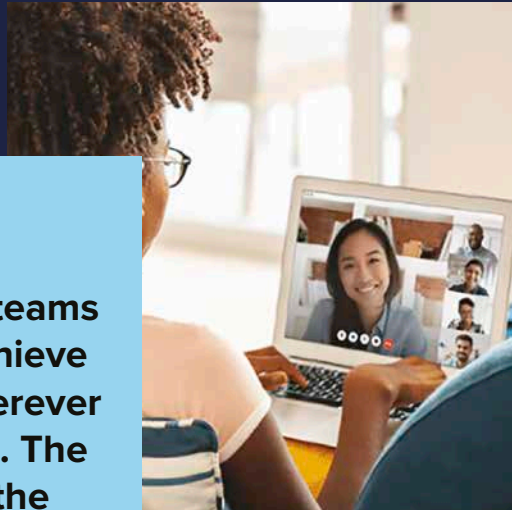


To book places on the webinars and events visit: www.londonchamber.co.uk/events/covid-19-webinar-series

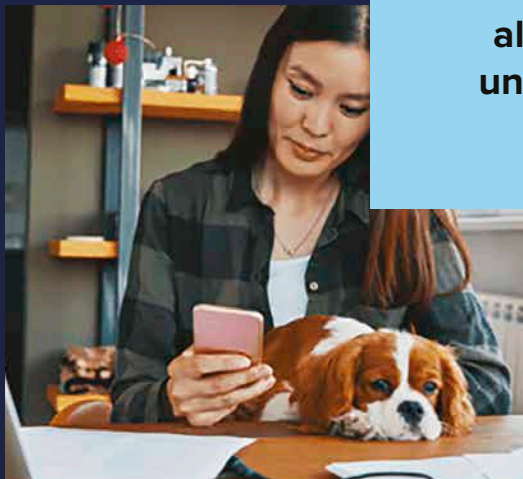
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I'm not sure I'll go back to working the way I did before this crisis, but that's partly due to the service excellence capabilities we've discovered in RingCentral highlighting quite how inefficient my meetings and communication were before!

Darren Preston, Chief Operating Officer
Fulham FC

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Transition and trade deals

The United Kingdom left the EU on 31 January 2020 under the terms of a negotiated Brexit deal, thus ending 47 years of British EU membership. It then entered a 'transition period' during which UK-EU trade continues without any administrative or financial changes. During this time, the UK remains part of the Single Market and Customs Union and remains subject to EU freedom of movement (the right to live and work in the EU and vice versa). This period (also known as the 'implementation period') will end on 31 December 2020 and cannot be extended beyond that date. From 1 January 2021, the UK will leave the EU's Single Market and Customs Union to implement an independent trade policy and freedom of movement between the UK and EU will cease.

Brexit: What is the transition period?

■ www.bbc.co.uk/news/uk-politics-50838994

Institute for Government: What is the Brexit transition period?

■ www.instituteforgovernment.org.uk/explainers/brexit-transition-period

To date, the two sides have failed to negotiate an agreement on the future EU-UK relationship, to take effect from January 2021. The purpose of the trade agreement is to eliminate tariffs and reduce other trade barriers. It will aim to cover both goods and services. An inability to strike a deal would see the UK and the rest of the EU trade together on World Trade Organisation terms as from next year. The Prime Minister, Boris Johnson, has insisted that there will be no trade deal with the EU if talks do not conclude by 15 October.

No-deal Brexit Q&A: What happens if UK-EU trade talks fail?

■ www.cityam.com/no-deal-brexit-qa-what-happens-if-uk-eu-trade-talks-fail/

UK trade agreements with non-EU countries in a no-deal Brexit

■ www.gov.uk/guidance/uk-trade-agreements-with-non-eu-countries-in-a-no-deal-brexit



What will no-deal Brexit look like?

■ www.theweek.co.uk/fact-check/95547/fact-check-what-a-no-deal-brexit-really-means

Why did the UK-EU trade talks stall?

The two most contentious issues are fishing policy and level-playing field demands such as employee rights, competition policy and environmental policy. The EU is determined that the UK must stick to these rules so UK businesses do not gain an unfair advantage but the UK government wants the freedom to determine its own rules in these areas.

Policy paper: Our approach to the Future Relationship with the EU

■ www.gov.uk/government/publications/our-approach-to-the-future-relationship-with-the-eu

In addition, EU member states want to retain the same access to UK fishing waters as they had when Britain was in the EU. Lord Frost, the Prime Minister's Europe Adviser and Chief Negotiator for exiting the EU, has described this as a "non-runner". He is asking for a "zonal attachment" agreement based on scientific principles and which can be periodically reviewed. Lord Frost recently called for "more realism" from the EU if a no deal is to be avoided. He said that the UK government is not "scared" of walking away from the talks if no trade deal can be agreed.

Tensions between the two negotiating teams flared on 4 September when Downing Street blamed Brussels for a lack of progress in agreeing a trade deal after the latest round of negotiations. On 15 September, the UK was said to have made "tentative" moves on fisheries to break the deadlock. When asked to comment, a British Government spokesperson said: "Our position on fish is reason-

able and straightforward. We want a simple, separate fisheries framework agreement which reflects our rights under international law and which provides for annual negotiations over access and sharing opportunities based on the scientific principle of zonal attachment."

Brexit: UK negotiator David Frost calls for 'more realism' from EU in trade deal talks

■ news.sky.com/story/brexit-uk-negotiator-david-frost-calls-for-more-realism-from-eu-in-trade-deal-talks-12066212

Brexit: Negotiator David Frost says UK not scared of walking away

■ www.bbc.co.uk/news/uk-politics-54045653

What changes does the UK want to make to the Withdrawal Agreement?

On Wednesday 9 September, the UK Government published the Internal Market Bill. The purpose of the Bill is "to make provision in connection with the internal market for goods and services in the United Kingdom; to make provision in connection with provisions of the Northern Ireland Protocol relating to trade and state aid; to authorise the provision of financial assistance by Ministers of the Crown in connection with economic development, infrastructure, culture, sport and educational or training activities and exchanges; to make regulation of the provision of distortive or harmful subsidies a reserved or excepted matter; and for connected purposes."

United Kingdom Internal Market Bill

■ bills.parliament.uk/bills/2775

United Kingdom Internal Market Bill

■ publications.parliament.uk/pa/bills/cbill/58-01/0177/20177.pdf

The Internal Market Bill rewrites part of the Withdrawal Agreement that the UK signed in January 2020. Informally known as "the Brexit divorce bill", the Withdrawal Agreement which includes a section on Northern Ireland, is now an internal treaty. Section 4 of the Withdrawal Agreement states that the treaty's provisions take precedence over anything in UK law. Therefore, if any proposals in the Internal Markets Bill that run counter to those in the Withdrawal Agreement become law, the UK government would be in breach of its international obligations. Northern Ireland Secretary Brandon Lewis spoke about breaking the law "in a very specific and limited way".

The purpose of including Northern Ireland in the Withdrawal Agreement was to avoid a 'hard border' between Northern Ireland in the UK and the Republic of Ireland in the EU. It had been resolved to keep Northern Ireland in the Single Market for goods. It pledged to maintain unfettered access for Northern Ireland goods to the rest of the UK but also introduced new bureaucracy for trade across the Irish Sea. These measures are still subject to negotiation. However, if there is no free trade deal between the UK and the EU, companies moving goods from Northern Ireland to the rest of UK would need to complete export declaration forms.

Under the Internal Market Bill, Ministers would have the right to overrule or ignore this part of EU customs law, thus changing what was agreed in an international treaty. UK government ministers say the Bill contains vital safeguards to protect both Northern Ireland and the rest of the UK if the UK leaves without a formal trade deal. However, opponents say the Bill puts the Good Friday Agreement in danger and breaches international law.

Internal Market Bill: what it says and the UK hopes to achieve

■ www.theguardian.com/politics/2020/sep/09/internal-market-bill-what-it-says-and-the-uk-hopes-to-achieve



Internal Market Bill 'jeopardises' the Good Friday Agreement warn civil society groups

■ www.belfasttelegraph.co.uk/news/northern-ireland/internal-market-bill-jeopardises-the-good-friday-agreement-warn-civil-society-groups-39547304.html

How has the Internal Market Bill progressed through Parliament to date?

On 15 September, the Internal Market Bill passed its second reading in the House of Commons by 340 votes to 263. The legislation moved to the committee stage and will be given detailed scrutiny over the coming weeks which could mean further rebellion, including in the House of Lords. This is despite the government having a majority of 80 in the Commons. On 21 September, the former Prime Minister Theresa May MP told Parliament that she could not support the Internal Market Bill as she believes it would cause "untold damage" to the UK's reputation around the world.

Brexit: Internal Market Bill clears first hurdle in Commons

■ www.bbc.co.uk/news/uk-politics-54156419

Brexit: Finance ministers 'concerned' over Internal Market Bill

■ www.bbc.co.uk/news/uk-northern-ireland-54191715

Theresa May refuses to back 'reckless' internal market bill

■ www.ft.com/content/09ab12fe-1a29-4d5e-bb21-7d76b4ab050a

What trade deals has the UK made to date?

On 11 September, the UK secured a free trade agreement with Japan. This is the UK's first major trade deal as an independent trading nation. It is estimated that it will increase trade with Japan by £15.2bn. The deal will give UK companies exporting to Japan a competitive advantage in a number of areas, including food and drink manufacturing and tech. UK businesses will benefit from tariff-free trade on 99 per cent of exports to Japan.

UK and Japan agree historic free trade agreement

■ www.gov.uk/government/news/uk-and-japan-agree-historic-free-trade-agreement

and-japan-agree-historic-free-trade-agreement

UK strikes free trade agreement with Japan

■ www.cityam.com/uk-strikes-free-trade-agreement-with-japan/

UK strikes first major post-Brexit free trade deal with Japan

■ www.rt.com/business/500441-uk-japan-trade-deal/

Brexit: What trade deals has the UK done so far?

■ www.bbc.co.uk/news/uk-47213842

What is the latest on the UK-US trade deal?

The UK government is currently working on a free trade arrangement with the United States. The government believes that such a deal could increase trade with the US by approximately £15.3bn in the long run and boost UK workers' wages by £1.8bn, as well as lowering prices on the main consumer goods imported from the US.

Following the publication of the Internal Market Bill, the US Democratic Presidential candidate Jo Biden said that any trade deal agreed

between the UK and US must respect the Good Friday Agreement and avoid the return of a hard border between Northern Ireland and the Irish Republic.

UK-US Free Trade Agreement

■ assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/869592/UK_US_FTA_negotiations.pdf

Biden and Pelosi warn UK over risking Good Friday agreement

■ www.theguardian.com/politics/2020/sep/16/us-uk-trade-deal-in-danger-if-good-friday-agreement-jeopardised-democrats-warn

Boris Johnson warned Brexit deal cannot be 'unilaterally changed, disregarded, disappled'

■ www.itv.com/news/2020-09-16/congressmen-say-no-free-trade-deal-if-uk-breaks-good-friday-agreement-for-brexit

EU Exit Q&A was compiled by Alexa Michael, member research executive at LCCI
amichael@londonchamber.co.uk

Cash Flow How we can help

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Two minute interview

Gary Ruffhead, founder of GPR PS Limited



"We like to think of ourselves and an agile and progressive business. Decisions are made easily with a focus on outcomes."

Who are you?

I am the principal consultant and founding director of GPR PS. Our expertise is centred around management systems standards, helping clients achieve certification and providing support with their auditing endeavours. As quality and audit professionals we specialise in the ISO 9000 series of standards (which includes ISO 9001 quality management systems requirements) and integration with some of the most relevant standards such as 14001 Environmental, 27001 Information Security and 45001 H&S.

Working across several market sectors – multi-disciplinary engineering, capital goods, and business services – we are advocates for sustainable development, promoting a standards-based approach to good corporate governance, assurance and business improvement.

What is your connection with the London Chamber of Commerce?

I have been a member since 2018 so relatively new in the grand scheme of things. As a client-facing and outward-looking business I was looking for something to invest any spare time in that would not only be productive but thought-provoking.

I have tried utilising all the resources available, but it is the face-to-face networking I was getting the most out of which I hope we can all get back too soon.

What was your first job in London?

I worked as a service engineer negotiating the streets of London with no satellite navigation. Looking back I do not know how I did it!

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

As the pandemic unfolded, providing trusted advice to our clients on how best to manage their certification with an emphasis on risks pertaining to obligatory requirements and contractual matters. Also, how we have kept our current projects on track with successful outcomes to date.

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

A few months ago I would have said video conferencing, although I am getting use too it now and am much more comfortable with remote working, however, for me this will never replace a presence as I defiantly develop better relationships face-to-face."

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

Sir John Wolfe Barry KCB FRS (1836-1918), the youngest son of famous architect Sir Charles Barry, was an English civil engineer of the late 19th and early 20th century. His most famous project is Tower Bridge over the River Thames in London which was constructed between 1886 and 1894. After receiving a knighthood in 1897, he added 'Wolfe' to his inherited name in 1898 to become Sir John Wolfe Barry.

Wolfe Barry was a recognised industry leader. He was elected President of the Institution of Civil Engineers (ICE) in 1896, was knighted



in 1897, and served on several Royal Commissions.

He also played a prominent role in the development of industry standardisation, urging the ICE's Council to form a committee to focus on standards for iron and steel sections. Two members each from the ICE, the Institution of Mechanical Engineers, the Institution of Naval Architects and the Iron and Steel Institute first met in 1901. With the Institution of Electrical Engineers these bodies were the founder institutions of what is today the British Standards Institution or BSI.

How is the current pandemic affecting your business?

Postponed visits to client's sites have now created a bottle neck as customers look to reschedule their audits and restart projects. At the beginning of lockdown, we used this time to invest in auditing continuous professional development and improve our project execution methodology.

What measures have you taken?

We are listening to our client base and constructively challenging their perception towards risk, ensuring they are not just being identified but evaluated correctly to exploit any opportunities.

How is your business reacting to Brexit?

In an endeavour to gain perspective we are taking a pragmatic approach seeking insight from a variety of sources to include our clients, our portfolio ranges from SMEs to large multinationals so we are very privileged to see their activities in context of the wider market place, we are encouraged how UK export finance actively promotes the use of British innovations beyond Europe in developing countries which is simulating the UK economy. I do feel for the organisations that have stockpiled capital goods only to see nothing happen and continue having to develop their contingency plans...

Closer to home, we are a services provider so in reality this is having little or no effect on our

business transactions, we will have to demonstrate due diligence with legalisation and evaluation of compliance to changing regulation such as GDPR, but we don't foresee an impact short to medium term other than supporting our clients with building their resilience.

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

Not necessary more pedestalled areas, although this is part of the solution, but fewer domestic vehicles so public transport and trade can move more freely in and around the capital.

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

Not much, we like to think of ourselves and an agile and progressive business. Decisions are made easily with a focus on outcomes.

What is your favourite and least favourite thing about London?

I love the history, especially with the International Organization for Standardization (ISO). BSI was the world's first National Standards Body. The original BSI committee met for the first time on the day Queen Victoria died in 1901. One of the first standards it published related to steel sections for tramways.

I dislike the overcrowding although I am sure we can all relate to this but having recently travelled into London Bridge to find it eerily quiet. I disliked this as well.

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

Keep the office in the city where it belongs and not move east. Sorry Sadiq Khan, I do not agree with you that the centre of London should or even has already shifted.

What are the benefits of accredited certification?

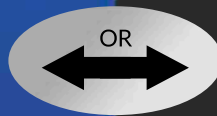
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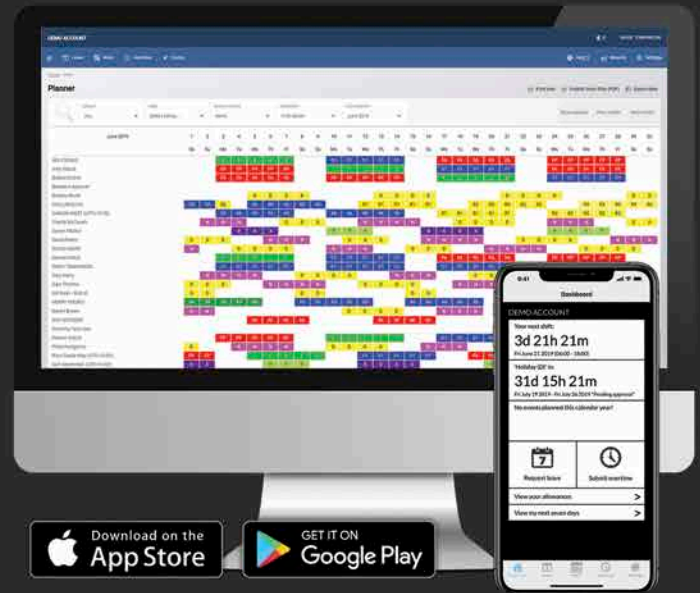
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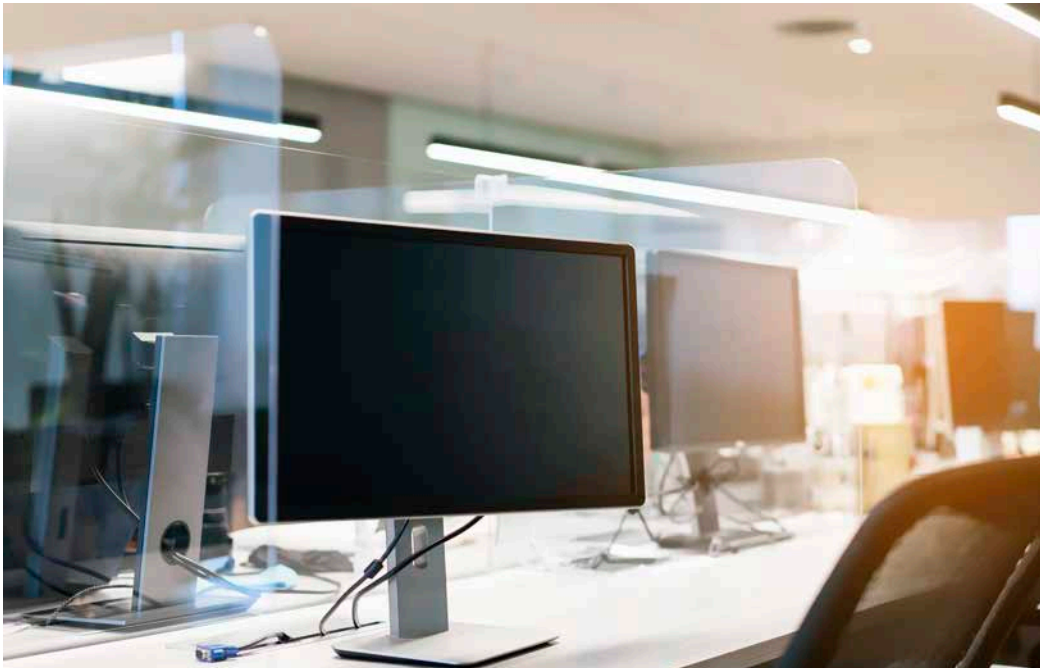
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Getting the basics right for returning to the office



Employees will value space to socially distance above amenities in offices post-pandemic, according to new research as the furlough scheme is set to wind down

In contrast to trends pre-pandemic, new research from global workspace broker, First Office Hub, shows that workers want space to socially distance and easy-to-clean offices above amenities such as gyms, pool tables and free booze when they look to return to the office.

The new research commissioned last month, comes as employers prepare for the winding down of the UK's job retention scheme, shows that employers must get the basics right for their employees to willingly return to the office when it's safe to do so.

Are you overpaying for your pest control?

With budgets tightening, it's a good time to evaluate your pest control provider.

The big, national brands, says Cleankill Managing Director Paul Bates, don't necessarily offer the best value or service.

Regional companies are large enough to invest in good training, accreditations and the latest products and services, but don't have the overheads associated with national brands.

Paul advises careful examination of any hidden costs and extras that may be charged alongside the charges for regular site visits and comparing the original contract with what you were actually charged.

"Pricing should be completely transparent and there should be communication after every visit. All or our technicians use i-pads so instant reports can be sent to customers and there are no surprises," said Paul.

Accreditations and standards should be checked. The European

Standard for Pest Control is EN 16636 Certification (CEPA Certified®) and is independently assessed by qualified and experienced auditors.

Also critical is British Pest Control Association membership and accreditations including ISO9001, ISO14001, Altius Vendor Assessment, Safecontractor, Exor, Constructionline and Achilles Health and Safety schemes.

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- Food Safety (General Food Hygiene) Regulations
- Protection of Animals Act

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Transition

Commenting on the findings, Clive Buckley, founding partner of global workspace broker, First Office Hub, expands: “Whilst we have no doubt that once things start to return to ‘normal’ demand for office luxuries will return, what our stats show is that if employers get the basics right in the immediate term, they are likely to have an easier transition back to the office. The Covid-19 pandemic really has had a significant impact on attitudes towards commuting into the office, it’s made a lot of workers reassess what is important to them in terms of their working and home lives.

“The conversations we’re having with businesses looking for office space are around making their staff’s return to work as smooth and stress-free as possible and key to this is ensuring enough space to socially distance and modern wipe-clean surfaces. Some organisations are upsizing their office space to allow for social distancing, and some are downsizing as they cater for fewer numbers working at the office. Interest-

ingly, creating mini hubs around commuting stations or closer to where large groups of employees live is also now an important consideration.”

Rankings

- After closely following Covid-safe requirements, respondents ranked an easy commute as the next most important factor, as employees reassess their work life balance following this extensive period of time at home.
- A significant proportion (42 per cent) don’t anticipate the whole of their company being back in the office until Spring 2021.
- The research also investigated what employees have been missing about the office since working from home and shows that women are missing the sense of team spirit and opportunities to collaborate, whereas men have been longing for a change of scenery and atmosphere.
- And interestingly, 43 per cent of respondents report that their productivity has stayed the same while WFH compared to 26 per cent who say it’s decreased and 31



per cent say it’s increased.

- Similarly, in terms of workers’ sense of personal wellbeing, 43 per cent saying they feel the same WFH as working at the office.
- It’s not all bad news, with almost half of male respondents reporting they have saved upwards of £21 per week on food and drink whilst working from home. For women this is a more modest sav-

ing of up to £10.

First Office Hub’s research continues to paint a varied picture of Britain’s workforce returning to work with just over one third of office-based employees having returned to the office full-time during the brief period in September where they were encouraged to do so.

www.firstofficehub.com

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Good infrastructure is key to a functioning economy



by Joanna Rees

What role will infrastructure take in reinvigorating the UK economy?

The 'build, build, build' agenda and infrastructure budget of early 2020 have, arguably, aged very quickly. What appeared to be a no brainer approach to reviving the economy has been complicated by the pandemic. Promises of "levelling up" and the delivery of "shovel ready" projects have been eclipsed by lockdowns and the need for C-19 testing.

Meanwhile the construction industry has soldiered on with HS2 construction officially commencing last month. HS2 promises to generate over 22,000 jobs, with the Balfour Beatty Vinci joint venture expecting to be one of the biggest recruiters in the West Midlands in the short term. Its focus on getting younger people into work, with apprenticeships for the under-25s being named as the core focus for recruitment and skills, investment in infrastructure is essential. But with its estimated completion date of 20 years the impact of HS2 will take time to influence the wider UK economy.

Turnaround

Localised infrastructure projects with a bottom up approach, may actually see a more rapid turnaround in economic growth. Transport for Wales' railway transformation programme for the South Wales Core Valley Lines will improve facilities and connectivity linking communi-



ties to improving access to jobs and leisure. Working with the existing infrastructure, less grandiose, but still changing lives.

Will recent reforms to the planning system make life easier for contractors in the fiercely competitive construction market? It's difficult to see how the introduction of extensions to construction hours and planning permission deadlines will be a game changer. The only permanent planning reform relates to planning proceedings which raises the question as to whether these reforms will be sufficient to stimulate the on-going delivery needed to encourage economic recovery.

Commitment

But do people want their lives changed? As I write, one of the main

challenges to business is getting people to leave the safety of their houses. Does this mean that a reliance on infrastructure to facilitate change is an anachronism? In my opinion, almost certainly not. Yes, lifestyles have been fundamentally changed over the last six months and while this will inevitably act as a reset button, to suggest that the role of infrastructure is in some way diminished, is to me a far too short term approach. Investment in infrastructure requires vision and long term commitment. We still use Bazalgette's sewers and drive over Telford's viaducts. While there is the inevitable balance to be struck, and

clearly investment in green energy schemes should be a priority as we look to society's obligations to future generations, good infrastructure is key to a functioning economy.

Joanna Rees is a partner in the construction team at Blake Morgan which is working on some of the UK's leading infrastructure projects.

www.blakemorgan.co.uk

BLAKE
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Transport and infrastructure

Blake Morgan recently sponsored an LCCI transport and infrastructure online briefing featuring Port of London Authority chief executive Robin Mortimer (pictured right). Topics covered included:

- the vital role the Port of London Authority has in the nation's supply chains and supporting the economy
- the Thames Vision
- the importance of sustainability and green solutions for the transport and logistics sector
- challenges projects such as Crossrail and Thames Tideway have on running Britain's busiest inland waterway
- How Port of London Authority has responded to the Covid-19 crisis.





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Business law: impact of Covid-19



by Lyndsey de Mestre

There are very few, if any, areas of commercial life which have managed to escape the impact of the Covid-19 pandemic and the measures taken globally to seek to combat its spread. As government initiatives to support businesses around the world inevitably wind down, much of the economic effect of the pandemic remains to be felt. It is an inevitable reflection of international business that economic uncertainty and disruption gives rise to legal disputes and the need for forums for the resolution of those disputes. The London Chamber of Arbitration and Mediation (LCAM) is well placed to assist.

Obligations

While the range of potential disputes is substantial, it is clear that there will be many contractual issues caused by the pandemic with parties unable to perform their obligations and others who want to escape from those obligations. Particular issues

which might arise include whether or not the various governmental restrictions would amount to force majeure if a party claims that contractual performance is temporarily impossible or whether, going a step further, the contract has been frustrated by those restrictions. As the responses around the world have been very different – compare Sweden with Spain or Britain – and have fluctuated over time as lockdowns have been imposed, relaxed and then reimposed, there will need to be intense scrutiny of each factual situation to judge the impact on the particular contract. Is it a genuine case of a contract being frustrated or is it simply that the contract has become less commercially viable than one side may now wish?

Array of sectors

In addition, many ongoing contracts, particularly of a financial nature, will include material adverse change or insolvency-related clauses which may give rise to rights to terminate or may affect the parties' existing obligations (such as through the acceleration of loan repayment

or the termination of financing). Disputes of these types are ripe for arbitration by LCAM's panel of commercial arbitrators with experience across a broad array of sectors.

Of course, a dispute is only worthwhile if the winning party can recover what is due to it. As businesses feel the impact of the pandemic, their ability to pay or comply with any award is likely to be impaired. They may well have little appetite for litigation while simultaneously seeking to deal with the challenges posed by the 'new normal' we are all coming to terms with; and governments have already started to encourage parties to behave fairly and reasonably towards each other.

Better return

This is where mediation can come in. While formal processes are often binary in outcome, experienced mediators are able to assist parties to formulate bespoke arrangements – time to pay, asset transfers, additional security, revised terms – which can provide a better return than seeking to enforce an award. LCAM's mediators offer a wealth

of mediation experience which enables them to fashion these sorts of flexible, commercial settlement solutions.

Lyndsey de Mestre QC is a member of the LCAM panel
www.lcam.org.uk

LONDON CHAMBER
ARBITRATION AND MEDIATION

Disputes

Resolving business partnership and joint venture disputes was the subject of a recent webinar with Eve Pienaar, LCAM mediator and Duncan Gorst, a solicitor with Hogan Lovells. Key issues included how and why disputes occur and their impact on businesses.

Recordings of this and all LCCI webinars can be accessed at www.londonchamber.co.uk/events/covid19-webinar-series



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Delivering a genuine social impact

Francesca Roberts, chief executive of CRASH, argues that doing good is good for business

“Doing good is not an expression I particularly like but I definitely understand. However, good charitable intentions also require the precision planning that leaders of industry apply to their companies. It should be no different for charities or a social impact strategy.

A big heart, but no strategy, won't get you far, whether you are a business or a charity. A charismatic charity chief executive might gain you headlines in media, but is no guarantee of impact where it's needed. Similarly, providing employees with a day a year to volunteer is unlikely to deliver a long-term social impact for your employees, your company, or for society if it's not part of a plan.

Personal

After 27 years in the charitable sector and 13 of those spent working on projects in refugee camps around the world, I've experienced close up and personal how hard it is to make a lasting difference to the people you are trying to help.

There is so much good intention in companies and individuals, but it also requires a bit of thought and a plan with a charity partner if you want to make a difference for society and your business.

This is why I am so proud to lead CRASH, the construction industry's leading charity that helps adults who are homeless, and children and adults who need hospice care for life limiting illnesses. CRASH engages



the construction industry to help these organisations with construction projects that create places that care for people at a critical time in their lives.

Challenge

CRASH is supported only by companies and individuals in the UK construction industry. We help homelessness charities and hospices to deliver their construction projects and we are the only charity that is specifically focussed on this challenge.

These charities are experienced and impressive at delivering the services people need, but understandably, are frequently inexperienced when it comes to understanding leases, purchasing buildings and understanding surveys. They need help from architects to draw up plans and understand them. They need help to get accurate costings for what they are planning so they can fundraise effectively.

The advice from specifiers is invaluable regarding materials so they can make their limited budgets go as far as possible and deliver buildings that will truly welcome, inspire and care for people. And sometimes they need grants too. And thanks to companies in the construction industry and their support of CRASH, we are able to help them with all of that.

Welcoming

Companies that become a Corporate Patron of CRASH charity are able to involve their employees, their products, and their expertise to create shelters, hostels and move on accommodation for people who have been homeless. And create welcoming caring hospices for children and adults who need help.

CRASH conducts all of the vetting and due diligence before we

contact our Corporate Patrons and ask if they can help. If you have architects, designers, surveyors, engineers, are a construction company or a supplier, we need you. We can offer your company and employees opportunities to be directly involved, and a social impact report that will demonstrate exactly how and where you made a difference.

Vital

If you're not ready to be a Corporate Patron yet then please support our First and Last Christmas appeal so we can continue our vital work. www.crash.org.uk/event/first-and-last-christmas-appeal/

But most of all, if you're interested in doing good that is also good for your business and serious about helping people while working alongside other companies, then please contact me. Become part of CRASH, the construction industry's leading charity and deliver genuine social impact. ”





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Starting a podcast saved my mental health



“Yes I have bipolar disorder but I’m still living a fab life as businesswoman, living my dream as a speaker, don’t let mental health challenges stop your success.”

trainer. I’ve been privileged to work in both New York City and London. Some of my prestigious clients include the Houses of Parliament, O2 Arena, US Bronx Chamber of Commerce, NatWest, Metro Bank, and Santander Bank. Plus, I’m often hired as a networking lecturer at the universities of Westminster, West London, and Greenwich.

For the first time, I’m publicly addressing my diagnosis of bipolar disorder. It’s a mental health problem that can cause a person’s mood to swing from one extreme to another. I’ve had issues with my

mental health for most of my life and suffer greater with clinical depression.

Using my voice

Despite the marks of progress, of mental health in the media, there’s still lots to be done. That’s why I’m using my voice as a speaker to promote more awareness of mental health in business. We need to increase our mental health fitness and understand the symptoms of mental health illness. Every business professional or entrepreneur will experience stress at some point. The primary stresses of running a business are money, sales targets and cash flow.

My famous quote is: “Yes I have bipolar disorder but I’m still living a fab life as businesswoman, living my dream as a speaker, don’t let mental health challenges stop your success”

Passion and tenacity

I’m on a mission to use my mental health story to provide hope and motivate you, when you feel sad, low or depressed. I want to assure you that things will get better. Finding your passion and tenacity is a positive tool to turn the sad days into happy days. This worked for me, following the light and finding my passion for podcasting helping break through depression.

Last year, I discovered a passion to become a podcaster and became one with no podcasting skills or background. How come?

Well actually it happened during a Christmas period which should be a time of joy. Unfortunately, I was suffering from severe depression and felt there was no hope, I couldn’t get out of bed and had negative thoughts about what the New Year 2020 would bring to me. With the last ounce of magic of tenacity left in my soul, somehow, I kept fighting. And a thought drifted through my mind. “Hey Bella, start thinking about what you can



control” I moved fast because I did not want to lose this tiny motivational thought.

Ideas at speed

I instantly grabbed a notebook and started to ponder about what steps to take control of depression in the form of learning a new skill. Finally, I found the perfect idea to distract my depression. It felt like a train travelling through my mind with ideas at speed. I just decided to jump on board the train, take a seat and I decided to get off the last train stop called podcasting.

Religiously, everyday I allocated time to research how to become a podcaster, like there was no tomorrow. I was an Olympian going for gold and my tenacity kept me going and nothing was going to stop me until I learnt the skills of a podcaster. Being the diligent businesswoman, that I am, it was natural to take a new project seriously with passion.

During the Christmas period and into the New Year, I fully embraced my new podcast skills, learning how to construct podcast episodes, create promotional graphics, edit a podcast plus how to monetize.

My diligence paid off in January 2020, with the launch of two branded podcasts with a bonus of achieving sponsorship for them both.

On this podcast – <https://think-tenacity.com> – I share my mental health story and give tips helping business professionals and SMEs overcome stress and depression whilst running a business. I feel proud and brave to share a story with the hope to help others. ”

If you would like to learn how to start a podcast to grow your business and increase brand awareness send me an email: podcast@ThinkTenacity.com or connect on LinkedIn <https://www.linkedin.com/in/Rareworld>

Celebrate World Mental Health Day on 10 October
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Secondly we are introducing a **Buy Now Pay Later** offer that can give a payment holiday of up to six months for any new products ordered from Frama during October and November.

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Mapping the UK tech sector

As London Tech Week 2020 drew to a close last month, the organisers announced a new initiative with UK Tech Cluster Group to drive changes in business across the UK. This will involve the mapping of the UK tech scene highlighting and promoting the best businesses, innovators and thinkers operating across the country.

Over the next year the unique ecosystems and tech trends in every region of the UK will be explored month by month with London being the focus in June 2021.

Spotlight

The initiative will shine a spotlight on businesses highlighting startups, SMEs and the established bigger companies who together form the engine room of Britain's booming tech sector.

This work will also become a unique resource for investors, the media, tech stakeholders and other groups who have an interest, vested or otherwise, in tech enterprise.

London Tech Week festival director, Suzy Pallett, said: "London Tech Week has always been about celebrating the very best of UK tech and we believe this initiative will



take our understanding of what this country has to offer a stage further.

David Dunn, chair, UK Tech Cluster Group, said: "We will be highlighting some of the amazing companies from across the UK and showcasing technology to the rest of the world. From exciting startups to established employment powerhouses, there is a lot to be proud of across our ecosystems and we will be telling the story by putting businesses in the spotlight."

If you run a tech business, large or small, and are passionate about the sector and want to get involved contact info@londontechweek.com

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Month	Cluster
October	Scotland
September	North East
December	Yorkshire & the Humber
April	East Midlands
May	East of England
June	London
July	South East
August	South West
February	Wales
March	West Midlands
January	North West
November	Northern Ireland

Highlights of London Tech Week 2020

- Health Secretary Matt Hancock announced £50m of funding, which will be distributed to technology companies to develop AI products, test some for the first time in the NHS and roll out some already tested products across the service.
- Digital Secretary Oliver Dowden launched a new national data strategy at London Tech Week's Global Leaders Innovation Summit – an ambitious, pro-growth declaration of intent for the use of data in the UK over the next few years..
- Science minister Amanda Solloway announced £32m in funding for six healthcare technology research projects, including artificial robotic muscular assistance and quantum imaging for monitoring.
- Minister of State for Digital and Culture Caroline Dinenage spoke about the



role of health tech in the current crisis and the crucial role it will continue to play in the future.

- IBM announced the UK's first robot boat. Powered by AI and the energy from the sun, the Mayflower Autonomous Ship will be able to spend vast periods of time at sea, collecting data about the ocean.

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Temperature checks key to Covid-19 safety

Over a third of UK consumers have said that since the outbreak of Covid-19, they would be more likely to visit pubs, restaurants and hotels which have temperature checking in place for customer safety

This is according to a survey conducted by independent polling company Censuswide, and commissioned by Thermavis, the multi-person thermal scanner, which reads the skin temperature of up to six people at once.

The findings, which surveyed 2,000 UK consumers found that over a third have witnessed restaurant/hospitality staff not wearing a mask or wearing it properly when serving and 38 per cent have experienced

Over a third of UK consumers have experienced restaurant staff not keeping to social distancing guidelines

rienced staff using a keypad for a credit/debit card machine without cleaning/disinfecting the pad since the outbreak of Covid-19.

Policies and protocols

In addition, the research shows that half of respondents have witnessed credit card and cash being physically handled between staff and customers and 30 per cent have

experienced printed menus being passed around without disinfectant, with multiple staff and customers touching them since the outbreak of Covid-19. This suggests that the hospitality industry has had different policies and protocols when keeping customers safe during the pandemic.

Finally, over a third of UK consumers have experienced restaurant staff not keeping to social distancing guidelines and getting closer than one metre to people since the outbreak of Covid-19.

Thermavis is backed by Transputec, the global managed IT services provider and they created the new product to solve the problem of costly, large and intrusive thermal scanners, instead developing an easy-to-use, independent and flex-

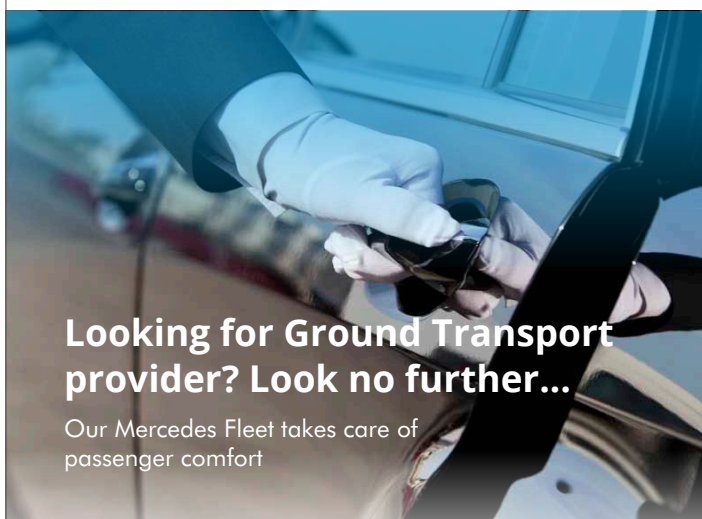
ible monitoring solution for businesses, allowing them to quickly improve safety standards at a low cost.

Cloud connectivity

Thermavis comes with a tablet computer but can also be linked to any Windows machine - allowing multiple monitoring points, remote access, cloud connectivity, and shareable screens.

The camera takes a primary reading from the tear duct, the area of the face which gives the most accurate reading and is least likely to be impacted by body heat anomalies or obscured by face masks. It takes a secondary reading from the forehead to accommodate glasses wearers.

More and more restaurants are using handheld scanners, but this is




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The use of handheld scanners, which are being widely used now, due to the cheap cost is unsustainable because of the close human contact needed

due to the cheap cost is unsustainable because of the close human contact needed. The cost of having staff taking temperatures at entry is soon outweighed by using a Thermavis device.”

Technology

Sonny Sehgal, chief executive of Transputec, said that he expected the restaurant industry to increase the use of temperature checking technology, perhaps on a permanent basis.” Every business must continue to bolster digital initiatives and prioritise consumer safety if they wish to remain buoyant.”

Challenges

“The Covid-19 crisis has caused huge challenges for the health and wellbeing of workers who play a vital role in the running of the hospitality, restaurant and pub industry that help to keep the economy afloat. The pandemic has already had a devastating impact on UK business but fortunately, cutting edge technology can facilitate a mass shift to safe practices for employees and customers.”

“The portable nature and small size of the Thermavis camera, means the scanning process is non-intrusive and discreet. The operator can easily move, reposition or relocate the camera, with ease, having the potential to help numerous sectors operate successfully. This tech provides the perfect opportunity for creating Covid-secure environments across all industries.”

“The use of handheld scanners, which are being widely used now,

www.thermavis.com
www.transputec.com

unsustainable due to the close human to human contact they require. Mark Nightingale, chief operating officer of Thermavis, commented: “Hospitality venues must take the importance of on-the-door temperature checks seriously to ensure everyone entering the building is Covid-safe. Places will have to manage reduced reservations due to limited covers in restaurants, and bars will have to adopt a style of table service again limiting occupancy on the door.”



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Crossrail update – trial running in 2021

LBM reported on the latest delay in the delivery of the Elizabeth line that, when it is finally up and running, will connect the capital – and beyond - from west to east. Here is the latest from the team delivering Europe's biggest infrastructure project

Delivery of the Elizabeth line is in its complex final stages with a comprehensive plan to complete the railway focused on the remaining construction and systems integration, followed by intensive operational testing.

The process to handover the completed rail infrastructure to Transport for London (TfL) is underway with Crossrail Ltd planning to start intensive operational testing, known as trial running, at the earliest opportunity in 2021. This marks the project's key transition from construction to an operational railway.

To align with this next phase of the programme, discussions are underway regarding responsibility for the governance of the Crossrail programme moving to TfL. The joint sponsors of Crossrail, TfL and the Department for Transport (DfT), are working closely with Crossrail Ltd to finalise the governance transition plan. The plans will ensure that decision making between Crossrail Ltd and TfL is seamless and fully aligned during the critical final phases of the programme as the operational testing is undertaken and the remaining parts of the railway are completed and transferred to TfL.

Over time further phases of the transition will take place as Crossrail becomes a fully integrated part of TfL, as originally planned. In the meantime, everyone involved with Crossrail continues to be focussed on completing the outstanding works to commence intensive operational testing at the earliest opportunity in 2021.

Central section progress

Our construction blockade, which came to an end on 17 Sep-

shade in the proved ken in gulate Google

More Crossrail delay

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The Crossrail board's latest progress assessment of the delivery of the Elizabeth line came at the end of August and was not good news. Estimates for the opening date of the central section between Paddington and Abbey Wood have been put back to the first half of 2022. Furthermore the costs have gone up too - up to £1.1bn above the financing package agreed in December 2018 - £450m more than the upper end of the range announced in November 2019.

Constraints

Covid-19 has of course been a factor. The company reports that the "pause of physical activity on our sites and



"Everyone working on the Crossrail project knows London needs the Elizabeth line more than ever and we are doing everything possible to get it

How LBM reported this last month

tember, was very successful with a high level of productivity achieved and a major programme of works delivered across the central section routeway by the supply chain.

All of our shafts and portals have now reached either full handover to the Infrastructure Manager (six assets) or are under Staged Completion for Familiarisation (four assets). The final handover dates for the remaining shafts and portals are subject to finalisation following the identification of a potential issue with lighting circuitry which we are working to rectify with the supply chain.

Dynamic Testing was restarted in windows during the construction blockade with a high percentage of tests being completed during this period. We plan to commence intensive software testing shortly, including for the next evolution of the signalling software, known as TR2, helping to further build operational reliability. Once TR2 software testing completes, Crossrail will then commence an enabling phase for Trial Running in late 2020, known as Systems Integration Dynamic Testing (SIDT), with testing in the tunnels undertaken with an increased number of trains.

"We remain prudently cautious of the COVID-19 pandemic context we are operating in."

This will be undertaken as the extensive safety case to the Office of Rail and Road to commence Trial Running is finalised.

Focus and challenges

There are some emerging risk areas under close management. There is a potential of delay in the production of assurance documentation and safety evidence; this is mitigable, and our programme governance, particularly through the weekly Trial Running Mobilisation Board, is providing scrutiny of this. Approvals of documentation have also been staggered to reduce the burden on key resources.

We remain prudently cautious of the COVID-19 pandemic context we are operating in. Across the programme, the majority of office-based staff continue to work remotely in order to limit the spread of COVID-19.

Operational readiness

TfL Rail services between Shenfield and Liverpool St and Paddington to Heathrow and Reading continue to operate with high reliability. In the four weeks ending 19 September, 96.9% of trains met the Public Performance Measure (PPM), exceeding the target of 95%.

From 14 September, TfL Rail services between Paddington and Heathrow have been operated entirely by the Class 345 Elizabeth line trains. The units inherited from the previous Heathrow Connect service have been withdrawn with customers benefiting from much longer and more spacious trains with full air conditioning and modern customer information.

As noted above, the majority of shafts and portals have been fully handed over to TfL with the remainder approaching that milestone. In preparation for taking on the remaining assets, further recruitment and training, particularly of maintenance staff, is underway.

Network Rail

Network Rail's major upgrade works to surface stations on the eastern and western sections of the railway continue to progress, with step-free access being prioritised where possible.

Network Rail are also working hard to complete the power supply upgrade on the Great Eastern Route. This involves reinforcing power supplies between Liverpool Street and Gidea Park. Final work is due to take place from November through to January with the system commissioned by April 2021.

Completing the outstanding works and commencing intensive operational testing in early 2021 remain our top priorities. We will continue to work tirelessly to finish this railway as soon as possible and ensure the smooth transition to TfL.

www.crossrail.co.uk/news/articles/crossrail-project-update

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Risk of cyber attacks when working from home

More than eight in 10 IT leaders think their company is at a greater risk of phishing attacks, and 78 per cent believe they are at a greater risk of an insider attack, when employees are working from home, according to a new global report from Tessian, the human layer security company.

Tessian's report, *Securing the future of hybrid working*, follows the announcement from the UK government last month which urged UK office workers to work from home for the foreseeable future to slow down the spread of Covid-19. The new research addresses the IT and security challenges companies must overcome to deliver a safe remote working experience, long-term.

Pressure

It reveals that the majority of IT leaders (85 per cent) believe permanent remote work puts greater

pressure on their teams while over a third are concerned that their teams will be stretched too far in terms of time and resource. The Tessian report explains why this could be:

- Combating rising rates of phishing attacks: Half of organisations experienced a security incident in the remote working period between March and July 2020. Half of these incidents were caused by phishing attacks – making it the leading cause of security incidents during this time. Nearly a third of IT leaders also reported a rise in ransomware attacks delivered by phishing, while nearly a quarter reported a rise in vishing (voice-phishing) attacks, compared to the five months prior.
- Lack of visibility of Bring Your Own Device (BYOD) risks: 78 per cent of remote workers who worked on their personal devices during the lockdown period be-

The new research addresses the IT and security challenges companies must overcome to deliver a safe remote working experience, long-term

tween March and July 2020 said they received phishing emails, either in their work or personal inboxes. More worryingly, 68 per cent said they clicked a link or downloaded an attachment from the phishing emails they received on their personal device.

- Employees connecting to public wi-fi: Over half of IT leaders are worried that employees will con-

nect to public wi-fi when working remotely. Their concerns are justified; 58 per cent of employees say they've either considered connecting to public WiFi or have already done so.

- Increased use in email and messaging apps: 57 per cent of employees said they were more reliant on email as a primary channel to stay connected with colleagues and customers when working remotely. In fact, Tessian platform data shows a 129 per cent increase in email traffic at the start of lockdown (March-April 2020). This creates a bigger opportunity for hackers to carry out phishing and email impersonation attacks.

To combat these concerns, 43 per cent of IT leaders are looking to upgrade or implement new BYOD policies and 58 per cent said they will introduce more training. However,



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we recognise the importance of ensuring that our people are equipped with the right tools to support our clients and aid the construction sector in its' recovery and growth.

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over a third of companies admitted they didn't provide additional training to educate their staff on remote working risks at the start of the lockdown. And for those that did deliver additional training, nearly one in five workers did not attend.

The report suggests updating policies and implementing new approaches to cyber training now will help businesses in the long term, as remote work looks set to stay. In fact, 89 per cent of employees said they do not want to work from the office full time, post-pandemic, while more than a third of respondents said they would not consider working for an employer that did not offer remote working in the future.

Health and safety

Tim Sadler, chief executive commented: "We saw last month how changes to how and where people work can happen overnight. But despite all the changes, one thing remains the same – the need to keep people safe. The government's U-turn on work from home is critical to protecting the health and safety of employees and businesses also have a duty to ensure their

staff can work from home effectively and securely.

"Business leaders must, therefore, understand the strain that remote working puts on IT teams and address the risks people are exposed to. Legacy security protocols are no longer equipped to protect distributed workforces and provide visibility into the behaviours of employees

who rely on personal devices, risky channels like email, and public wi-fi to get their jobs done.

Solutions

"Making people aware of the threats and educating them on safe remote working practices is an important first step. IT leaders must, then, find ways to alleviate the pressure

on their teams, looking at solutions which can provide greater visibility into employee behaviour, predict and prevent threats, and automate manual tasks. This human-first approach to security is critical for businesses to thrive in a world where remote work becomes the norm."

www.tessian.com



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Home office updates for greater productivity

Living and working in the same area can make it hard to stay productive. Reincubate have rounded up ten home office upgrades to help you stay focused from nine to five.

1. An actual desk

Having a desk to work at is important for a number of reasons – the first being that if you're committed to working from home, you need to section off part of your space for work. It doesn't need to be big, but creating a designated workspace is vital for creating a distinction between work and free time.

If possible, set up your work station near a window, not only for the vitamin D, but also to make sure you're well-lit on your calls. If you don't have the option to sit near a window, invest in better lighting to upgrade your setup.



2. More screen space

If you're currently working on a laptop, getting hold of an external monitor will significantly improve your working experience, with studies suggesting a bigger screen can

lead to a 30 per cent increase in productivity.

For maximum screen space, keep your laptop open to use dual screen, or tuck your laptop out of sight to maximise desk space.

3. Look your best on video calls

Now that many of us aren't seeing our colleagues in real life, virtual meetings are essential. These are important, not just for getting work done, but for maintaining work relationships, and reducing isolation. Research into cost-effective webcams and how best to achieve the optimum set-up.

4. Make your voice heard

We've all been on a call that's been disrupted by various audio issues; whether it's distracting background noise, inadvertent robot voice, or audio simply not working. To safeguard against these issues, you can invest in a professional microphone for better audio quality.

5. Are you sitting comfortably?

If you're spending eight+ hours



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Make sure to change positions and get up and move around frequently.

working at a desk every day, and you're likely to continue working from home in the future, investing in a comfortable chair is a sound choice. Ergonomic chairs claim to prevent back pain and improve posture, but with studies suggesting ergonomic solutions offer little to no benefit, focus on finding a chair that's comfortable to use, and make sure to change positions and get up and move around frequently.

6. Put distractions on mute

Working from home can be so distracting. If you're sharing your living space while trying to work from home, investing in some noise cancelling headphones can help you concentrate on your own business, rather than everyone else's.

7. Get organised

If you've got more than a couple of things on the go at any one time, it can be harder to keep track of everything when working from home than when you're in the office. Planning and productivity apps like Trello can help you increase pro-

ductivity at home and collaborate with colleagues remotely.

8. Add plants

Plants don't just make your home office look more 'Instagrammable', they're proven to increase productivity, with one 10 year study concluding plants offer a 15 per cent boost in productivity. To reap the productivity-boosting benefits of plants, choose a plant that is easy to look after, and make sure it's visible from your desk.

9. Improve your connection

Wi-fi is the lifeblood of remote working. Make sure your wi-fi is as good as it can be by positioning the router close to your workspace, keeping it updated, and making sure it's password protected to prevent wi-fi thieves from hogging your bandwidth.

10. Clutter-free keyboard and mouse

If you're limited by space in your new setup, switching to a wireless mouse and keyboard can be a great way to declutter your workspace. They can be more of a hindrance than a help if they don't hold a charge or periodically disconnect, so it's worth spending more on a quality product.

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Message to commuters from Govia Thameslink

“At Govia Thameslink, we know from research, speaking with passengers at stations and on trains, that commuters are most worried about cleaning, social distancing, real-time information; and other passengers not wearing their face coverings. We have addressed all these areas so that people can travel with confidence.

Cleaning

Keeping our trains and our stations clean has been at the heart of our thinking and our work and the first priority from the start of the lockdown.

- 1,000 touch-free sanitiser points have been installed at stations across the network
- All our 2,700 carriages are sanitised every night, using long lasting anti-viral sprays, targeted at cleaning passenger touchpoints
- We clean the driver's cab in between each shift and one train cab is cleaned every minute during key operating hours
- 860 people clean our trains and stations, including 100 additional crew, who were hired from the start of the pandemic, to provide 40,000 extra hours of cleaning of stations, trains and staff areas.

Cleaning is targeted at passenger and staff touchpoints like ticket machines, chip and pin machines, door buttons, tables, grab poles and handles. We are using new techniques and materials, like high-pressure dry steam and long lasting virucides, and microfibre units are used for enhanced cleaning.

Regular testing has shown that as a result of our cleaning regime, no traces of the virus have been found on our trains or stations

Social distancing

- Only 1.6 per cent of our 3,000 weekday services are more than 35 per cent full. The rest of the time – there is plenty of space to socially distance
- Through the use of regular spot tests and a staff app, we have a reported 80 per cent of people wearing masks on our services and in our stations
- A Rail Safety and Standard Board study has said that there is only a



0.01 per cent chance of contracting Covid on an hour-long train journey in a carriage – and this is without social distancing or face

coverings

- Of more than 400 Covid tests carried out by GTR on staff, only 1 has tested positive.



Cleaning is targeted at passenger and staff touchpoints like ticket machines, chip and pin machines, door buttons, tables, grab poles and handles

Face coverings enforced

The latest initiative to help 'Covid-proof' our railways, went live in September. Four train companies, Great Northern, Southeastern, Southern and Thameslink, are working together with the British Transport Police as part of a new pilot in London to further encourage people to wear face coverings.

The pilot, supporting the industry's Safer Travel Pledge, will involve a member of railway staff and a BTP officer patrolling stations and trains together to remind people about government rules about wearing a face covering. The trial builds on ongoing engagement with the public about wearing face coverings and is part of the railway's 'Four Es' strategy for face covering compliance: 'Engage, Explain, Encourage and Enforce'. While the vast majority of people follow advice about face coverings, fines will be issued to people who do not comply and refuse to leave the railway.

The pilot has started and runs until 22 November. Rail companies and the BTP will then consider the outcomes of the pilot, together with trade unions, before taking decisions about how this could inform any changes to current working arrangements.

As of 24 September, the British Transport Police have stopped 54,175 people to remind them of the rules, asked 3,842 people to leave the railway and issued 81 fines to those who have not complied. ”

Tips for safer travel

- Wear a face covering
- Wash or sanitise your hands before and after each journey
- Use pay-as-you-go KeyGo smartcard to 'tap in, tap out' or buy your ticket online you're your Key smartcard ahead of travel
- Plan ahead and check before you travel. There are three main ways customers can see which services will have more space:
 - National Rail Enquiries and Thameslink, Southern and Great Northern journey planners now highlight busy trains with caution symbol
 - Thameslink, Southern and Great Northern sites also highlight the busiest times and places of travel
 - Customers can sign up to direct real-time Messenger alerts – and soon WhatsApp – of congestion on their journey.
- Consider others – remember some people are exempt from face coverings and not all disabilities are visible
- Maintain your social distance wherever possible.

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Behind the scenes at Mansion House

The Lady Mayoress of the City of London is leading a virtual behind-the-scenes tour of Mansion House, the Lord Mayor's official residence, to raise money for charity.

The Grade I listed building was built between the years of 1739 and 1752, in the Palladian style by the surveyor and architect George Dance the Elder, and is usually only open for official functions and meetings.

This special tour will take viewers into the hidden rooms and secret spaces that are never usually seen by the public. Enter through the six columned façade, see beautiful artwork, walk the Long Parlour, explore the stunning Egyptian Hall used for dances and dinners throughout the year, see silverware in the Vaults, and see bedrooms that royalty and dignitaries from Nelson Mandela to Queen Elizabeth II have stayed in .

Special

"Mansion House is a very special building, not only because The



Photo: ©Christine Matthews (CC BY-SA 2.0)

Lord Mayor and I spend lots of time here, but because it is so beautiful. I'm delighted to be showing people around virtually, and raising money for The Lord Mayor's Appeal and their partner charities in the process," said Hilary Russell, The Lady Mayoress.

The event is part of The Lord Mayor's Appeal's City Giving Day, which this year takes place on Tuesday 22 September 2020. City workers are asked to celebrate their firms' community and volunteering initiatives this year by taking part in online and offline activities as part of the day.



Photo: Foreign, Commonwealth & Development Office / Flickr (CC BY.2.0)

Every year The Lord Mayor's Appeal and its supporters celebrate the value of the City to society and shows how businesses can make a difference. It champions activities – whether corporate social responsibility, philanthropy, or volunteering initiatives – that companies undertake as part of their commitment to supporting charity, society, the community and the environment in which they work.

Impact

The event shows a side to the businesses and firms that is community focused and concentrates on

bringing about real impact. It's part of The Lord Mayor's Appeal's multi-year strategy "A Better City for All". Focused on four key pillars, the strategy aims to create a City that is Inclusive, Healthy, Skilled and Fair, with the objective of helping 1 million people thrive.

Those wishing to see the tour are asked to donate £20 to The Lord Mayor's Appeal, and will be sent the video link to watch the tour in their own time.

www.thelordmayorsappeal.org/events/931/exclusive-virtual-tour-of-mansion-house

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Career planning in the time of Covid-19



Alistair Stirling gives advice on career planning in uncertain times

Whether you are starting out on your career, have recently been made redundant, are considering a career change, or have been furloughed, the Four Stage Model is relevant to how you plan your future career.

This model is used extensively in both higher education and the health service to help professionals to plan their careers but it can be applied to anybody struggling to plan in this area. It covers self-assessment, career exploration, decision making, and planning and implementation.

Self-assessment

This first stage helps the client to understand who they are and understand their values, skills, strengths and areas for development.

Career Exploration

Having completed the self-assessment stage, the client will now start

to have some career ideas. These can be researched online or in the local library. Talk to people who are doing your proposed roles and, if possible, shadow them in action to ensure the job is right for you. Consider future employment prospects as we start to emerge from the pandemic as this has changed the labour market. You will then need to consider how different sectors are working in different ways with many people are now working from home. In the work place staff members use new hygiene regulations and social distancing measures. Some clients I have worked with have had career ideas but not had the confidence to discuss these ideas with friends or family or do not know how to go about researching their career ideas. We are able to discuss these with the client in a confidential manner that will enable them to explore them in more detail and start to formulate an action plan.

Having gone through the self assessment and career exploration stages some clients may still be uncertain of their career path or want further confirmation this career is

right for them. They are later introduced to psychometric assessments after which they receive a detailed report highlighting 12/13 possible careers. These are then narrowed down to a manageable three or four.

Decision making

Having identified a smaller number of career ideas we then discuss with the client how they have made decisions in the past. We ask the client to reflect on how they have made important career decisions in the past. Some may have made key decisions by writing down the advantages and disadvantages and then possibly scoring the answers. A few clients rely on their gut instincts. We advise them to weigh up their options carefully. Having narrowed the choice right down the client is then able to move onto the final stage.

Plan implementation

The final stage involves having a targeted job search plan and applying for jobs. To do this make sure their curriculum vitae is relevant and up to date. We support clients to put an effective CV together,

give support with job hunting, and at interview stage, we help them prepare and succeed at interview. After the interview we help the client to evaluate the interview and if appropriate, we help them prepare for the next stage of handling a job offer.

We have some clients who just start at stage four and apply for everything and anything. It is really important that clients complete all four stages. This will help them identify the right career for them and ensure their energy is clearly focussed in the right career direction. When it comes to applying for jobs and going for interviews, they will already have covered some of the preparatory work.

The client can then be supported with their onboarding process and the provision of an objective view from outside the organisation.

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Path to growth – ESG reduction

by *Humperdinck Jackman*

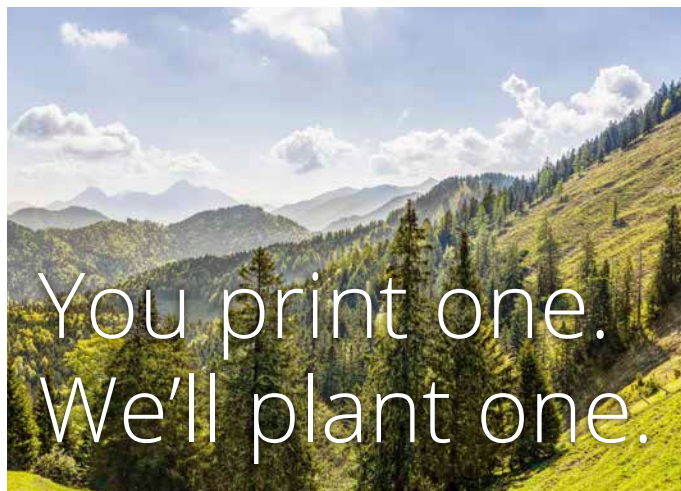
Do you really know your customers? Business Leader reports that it's predicted that by 2020 the global workforce would be dominated by millennials (35 per cent) and generation X (35 per cent), with baby boomers making up only six per cent.

If you've not adapted, it's quite likely that your potential clients are choosing other providers. My company first noticed this trend in 2018, as our own clients in the legal, construction, and commercial print sectors reported increased enquiries as to their environmental, social and governance (ESG) measures.

Sustainability

Consumers and employees want to feel they are part of a solution to our shared climate challenges – and corporate culture must now align with social calls for action. To these environmentally aware generations, sustainability must be far more than an email footer suggesting you not print unless essential. Specific statement and actions are the new normal, ideally supported with credible statistics and independent verifications.

Your new consumer expects your organisation to align with their ex-



Effective sustainability messaging demands quantifiable facts, not mere noise.

pectations of sustainability in order to strengthen your brand and customer relationships. Success then capitalises on the 37 per cent of millennials who say they're willing to purchase a product or service they believe in, even if it costs a little more.

From the board level, you must recognise that sustainability is a cat-

alyst for change and creates opportunities for growth. It demands you balance sustainability practices with profitability, and you'll need long-term stakeholder buy-in to drive the change.

Successful businesses have responded by turning to ESG measures, which are reshaping organisations from the inside out. They are rethinking their products and packaging solutions in an effort to tackle environmental waste, and this is transforming the innovation agenda.

With sustainability high on the agenda, the FT sponsored Smurfit-Kappa report interviewed 200 UK business leaders and senior executives to investigate their atti-

tudes and approaches to corporate sustainability across FMCG, retail and e-commerce and consumer products. A staggering 35 per cent reported that the cost savings to be achieved through sustainability was their biggest motivator!

Urgent action

Spurred on by the 'Greta Thunberg effect' and yearning to make a difference, younger generations are demanding urgent action from government leaders and global businesses. To play their part and to stay relevant to these consumers, businesses will have to step up.

Mandatory measures on ESG reporting could soon be on the way, so businesses need to lead before they are pushed into action. That way, says Ioannis Ioannou, associate professor of strategy and entrepreneurship at London Business School 'Purpose, sustainability and responsibility [will be] fully aligned with the company's value-creating mechanism, and the public are demanding accountability from companies and higher ethical, environmental and social standards for the products and services they choose to consume.'

Humperdinck Jackman is marketing director at Advanced UK
W: www.advanced-uk.com

Key ESG actions

- Review your consumption of print: how many pages of pre-printed and blank copy paper did you use last year? Consider subscribing to the unique Print Releaf™ for certified reforestation exactly matching your impact on the planet's resources. It's easy to start and the cost is insignificant.
- Your print servers represent costly and obsolete technology, so why not replace them with cloud-based software which delivers enhanced performance, reduces waste, and drastically reduces your operating costs.
- Is your office technology as energy efficient as an old American muscle car? The most modern devices have intelligent auto-start and shut-off functions, and the very best comply with the EPEAT GOLD environmental standard. The net result is vastly reduced electricity usage.
- Use a certified document destruction service combined with office equipment and toner/ consumables recycling to further reduce what you commit to the nation's landfills.
- Query your supplier support provisions and select providers who can resolve issues remotely vs. attending site. This contributes to demonstrable emissions savings at no additional cost.



News from the EU



Modernising the Energy Charter Treaty

■ The European Commission and the Member States participated in the second negotiation round on the modernisation of the Energy Charter Treaty ECT that took place last month from 8 until 11 September by videoconference.



In this round the contracting parties of the ECT discussed the definition of transit, access to infrastructure, tariff setting, sustainable development and corporate social responsibility, dispute settlement (including frivolous claims, security for costs, third party funding, transparency, and valuation of damages) and public debt.

The third round of negotiations will take place by videoconference early next month and plans to address pre-investment, Regional Economic Integration Organisations, obsolete provisions, and remaining topics from previous negotiation rounds.

Trade Policy Review



■ The European Commission launched a major review of the European Union's trade policy, including a public consultation seeking input from the European Parliament, Member States, stakeholders and civil society.

The Commission's objective is to build a consensus around a fresh medium-term direction for EU trade policy, responding

to a variety of new global challenges and taking into account the lessons learned from the coronavirus crisis. The consultation covers all relevant topics to the EU trade policy. The results of this consultation will feed into a communication to be published towards the end of the year. Closing date is 15 November 2020.

State of intellectual property in third countries



■ In the framework of the European Union's Strategy for the enforcement of intellectual property rights (IPR) in third countries, the European Commission (DG Trade) is launching a public consultation in order to gather information on the state of intellectual property protection and enforcement in third countries.

The main objective of this public consultation is to identify third countries in which the state of IPR protection and enforcement gives rise to the highest level of concern and to update the list of the so called 'priority countries. The public consultation will be one of the tools used to help improve the IPR systems in third countries. It will help the European Commission focus its efforts and resources on the priority countries and on the specific areas of concern, with the aim of improving IPR protection and enforcement worldwide. Closing date is 16 November 2020.

Establishment of a multilateral investment court

■ The European Commission is holding a stakeholder meeting

on the multilateral reform of investment dispute resolution, including the establishment of a multilateral investment court.

The purpose of the meeting is to update stakeholders on the latest developments in this area at the EU and international level and to exchange views on the latest relevant EU policy developments.

Making EU-US agreement on tariffs effective

■ Last month the European Commission published a proposal for a Council and European Parliament regulation to scrap duties on certain imports to the EU. In return, the United States will reduce its duties on certain EU exports to the U.S. market.

This will put into effect the agreement announced by the EU and the U.S. on 21 August 2020. These tariff reductions between the EU and the U.S. will increase access to both EU and U.S. markets by around €200 million per year.

Shortlist for Fair and Ethical Trade City Award



■ Following applications from cities' authorities across the European Union, the Evaluation Committee has compiled a shortlist of five cities for the EU Cities for Fair and Ethical Trade Award.

Launched in 2017, the award was created to celebrate and support the initiatives that are currently taking place in cities that encourage more fair and ethical trade practices. The short-listed cities are Bremen, Gothenburg, Malmo, Neumarkt and Stuttgart.

Initiative for more sustainable cocoa production



■ Last month, the European Commission kicked off an initiative to improve sustainability in the cocoa sector. A new multi-stakeholder dialogue brings together representatives of Côte d'Ivoire and Ghana – the two main cocoa producing countries accounting for 70 per cent of global cocoa production – as well as representatives of the European Parliament, EU Member States, cocoa growers and civil society. The dialogue aims to deliver concrete recommendations to advance sustainability across the cocoa supply chain through collective action and partnerships. The new dialogue will be supported by technical assistance for cocoa producing countries.

EU and Canada celebrate third anniversary of comprehensive trade agreement



■ Last month marked the third anniversary of the provisional entry into force of the EU-Canada Comprehensive Economic and Trade Agreement (CETA). The balance of these three years is very positive: bilateral trade between the EU27 and Canada has increased by 27 per cent for goods and 47 per cent for services as compared to the situation before CETA entered into force. This is much better than similar trends between the EU and the rest of the world over the same period of time.

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LCCI members will receive a 20% discount on all full-priced courses booked before 31 December 2020.

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Offer to members

Free initial 1-2-1 consultations for all LCCI members interested in the Arabian Gulf, supported by a 'Back-to-Business' 20% discount on our services.

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For further information, please contact Josh Jennings on 07501 797973 or at josh@jenningsinternational-bda.co.uk

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Offer to members

For a limited period, we are offering a 10% discount on activities. Valid until 30 November 2020.

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For all enquiries please email timi@4s-events.com. Due to the current situation, activities can be carried forward into next year.

Issue 169 | October 2020

Capital matters

COVER STORY

Building ventilation systems

Pages 62-64

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2020 marks 20 years for Labyrinth Technology

September marked the start of Labyrinth's 20th year providing proactive and efficient IT Support & Solutions to businesses in the London area. Our business has changed significantly and continuously over the last two decades - as has the technology that we supply and support. Voice over IP (VoIP) telephony, online storage services and cloud-based software were simply not available only ten years ago in the way that they are now - and how different the current year would have been without them!

The diversity of solutions available now have, however, made IT for businesses of all sizes far more complex, and even the smallest business

should have expert advice on IT strategy and security. Twenty years ago, IT support was very reactive: when a problem was reported to us, we fixed it. Now, when a single, successful cyber-attack could put an unprepared company out of business it is imperative that a proactive approach is taken to planning IT strategy.

Labyrinth Technology focuses heavily on a Partnership Based approach to IT outsourcing. We recognised very early on that to build a relationship of trust where our advice had weight, we had to be completely ethical in our approach to sales and only work on the principle of "Best Advice". To be clear: I can honestly say that I am not aware of one case in the last twenty years

where we have sold a product that a customer did not need.

That dogmatic position might impact short term profitability but our professional, considered advice helps our clients get the most from their IT - saving them money and most importantly time - and we benefit long-term from a rewarding, ongoing business relationship.

Some of our clients have been with us for our entire journey. We look forward to working with many more up to and beyond our milestone anniversary next year.



Digital Marketplace That Helps Businesses Find Solutions

Sambuq is an online B2B marketplace that helps business find technology solutions to fit their needs, based on information supplied by vendors. Sambuq is for business big and small across industries that want to make educated budgetary decisions with all available information comparing technology offerings. Named after an early 1900's

trading vessel that transported goods between countries in the Red Sea, Persian Gulf and the Indian Ocean regions, Sambuq enables a more efficient technology solutions marketplace.

Historically, the decision-making process or companies in need of technology solutions has been arduous and fragmented. Vendors present their services to a business

independently, and then it's up to the business to run comparison analyses, make reference calls and conduct research, which is often a dead-end given the paucity of available online information. This process can take weeks even months to complete.

Sambuq offers an efficient alternative, delivering a comprehensive picture of what a

vendor offers, and the perceived value derived by explorers. Sambuq is a virtual port where vendors dock and share their wares, allowing explorers to make more informed decisions.

Sambuq helps companies bring to market new products & services and facilitate competition among vendors.

www.sambuq.com



Capital
matters

For any queries on features or advertising in *Capital Matters*, contact:

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DBR London – celebrating 30 years

DBR London was the brainchild of David Ball and George Henderson in 1990, to form a highly specialist façade conservation company to tackle the problems of masonry decay in London. David Ball's technical expertise in masonry and George Henderson's entrepreneurialism, coupled together, formed a robust and dedicated business with excellence at its core. This philosophy has endured ever since and our ability to maintain extremely high standard's continues to reward DBR with repeat work from returning clients.



The early years of the business as a specialist masonry contractor quickly gained momentum with a reputation for quality. This resulted in larger projects being awarded, and DBR London evolving into a Principal Contractor, taking charge of entire conservation projects including scaffolding, decoration and roofing, along with our core business of masonry cleaning and repair.

today, soon became a major force in the London and Home Counties conservation market.

In 2008 as the company grew, it became apparent that DBR's delivery to our clients required an 'in house' roofing division to compliment our 'in house' masonry façade specialism, thus providing a complete external envelope repair service. DBR Leadwork was formed to satisfy this need and soon became successful in its own right as a Principal Contractor for roofing projects as well as a partner to DBR London.

In 2011 DBR Conservation was formed in response to a growing requirement for DBR to undertake entire conservation projects both externally and internally. This enabled us to embody the skills of gilders and conservators for work to historic polychrome surfaces and fine objects. As a consequence DBR was able to extend its work to internal historic fabric, rewarding us with projects such as the Sovereigns Robing Room at Palace of Westminster and National Gallery.

More recently DBR's progression has seen the forming of DBR Southern, which harks back to DBR London's roots as a specialist masonry contractor. DBR Southern is based in East Sussex with an office and yard, a fleet of DBR vehicles and a dedicated team of masonry specialists repairing historic



buildings from Kent to Dorset and from East Sussex to Hampshire. DBR Southern has been undertaking principal contracting projects including the multi million pound re-roofing and masonry conservation at Chichester Cathedral and recently awarded the external conservation of the Royal Pavilion, Brighton.

DBR is also expanding its joinery service to historic buildings along with fire safety improvements in historic building environments following on from our multi million pound fire safety improvement scheme at the Palace of Westminster.

Additionally we have recently launched our Drone Division flying state of the art UAV's by CAA approved 'in house' masonry specialists.

DBR is also expanding its UK operations and our major projects division with landmark conservation projects including the recent award

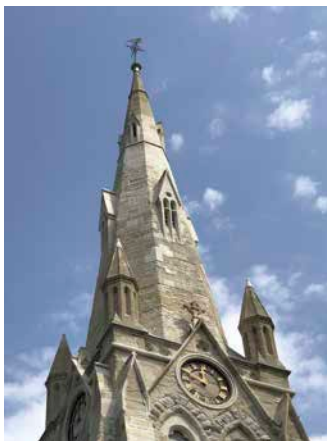
of the multi million pound external conservation of Liberty London.

Other recent conservation projects for DBR include Royal Albert Hall, Lincolns Inn, Buckingham Palace, Big Ben, Victoria and Albert Museum, Scotney Castle and Lambeth Palace.

The whole DBR group continues to recruit specialist crafts to strengthen and expand our skill base along with dedicated and passionate managers whose mission is to provide an exemplary service in the field of historic building conservation, repair and regeneration.

There will be many more chapters in DBR's journey that will ensure our clients will receive a comprehensive service for their historic buildings, and which will continue to provide a 'go to' business that ensures quality and care in a skillful and dynamic manner.

'Making sure the past has a future'



Adrian Attwood joined in 1991 and David Lucas in 1993 providing DBR London with the conservation management expertise to tackle major projects such as Hampton Court Palace, Bournemouth Railway Station, Mormon Church Lingfield, 18/19 Kensington Palace Gardens, and Nelsons Column.

Alan Bilham strengthened the Board in 2004 and together the combined management and craft workforce, many of whom are still with the company

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Ask your boss about the 'fresh' air, says trade body

Building managers should urgently review the way their ventilation systems are operating as more workers return to their offices, according to the Building Engineering Services Association (BESA).

The issue of air quality in re-opening buildings has received widespread media coverage including a feature on BBC News, which advocated workers refusing to enter “stuffy” offices as these were most likely to pose a risk of a second spike in Covid-19 infections.

BESA has been advising members of the public, contractors and end users throughout the pandemic period with a consistent message to maximise the amount of outside air being introduced to buildings to dilute the airborne viral load.

Ventilation systems should be correctly set to maximise the amount of air being brought into the occupied spaces and should be regularly maintained. The

“It is not a good idea to simply rely on opening windows. If there is little or no wind, the air will not naturally flow into a building”

Association recommends that systems are run for longer and at higher speeds than normal – starting two hours before occupation and kept running at lower speeds overnight and at weekends to purge the building.

It is not a good idea to simply rely on opening windows, according to BESA. If there is little or no wind,

the air will not naturally flow into a building from outside particularly if the temperature outside is colder than inside.

“In that case the air will flow out rather than in so even less supply air is available to the occupants,” said the Association’s head of technical Graeme Fox.

Polluted air

Another problem with opening windows is the risk of increasing the amount of polluted air entering the building, particularly in urban areas.

“There is a big difference between outside air and ‘fresh’ air,” said Nathan Wood, chair of BESA’s Health & Wellbeing in Buildings group. “Bringing in outside air may create other risks to health if it is full of pollutants. It needs to be filtered and air purification technologies could be used in

certain circumstances. The latter have been proving their worth in healthcare settings.”

It is, therefore, important to ensure mechanical ventilation and air conditioning systems are working as intended and are well maintained, he added.

Another issue to consider is when offices have been re-configured to take social distancing measures into account with desks moved and partitions erected. “This will change the way air moves around the space and, therefore, needs to be taken into account when reviewing whether the ventilation is still fit for purpose,” said Mr Wood.

Systems that recirculate the air should be switched to ‘full fresh air’ mode to minimise the risk of contaminated air re-entering the

Continued on page 64

Aermec's sanitising fan coil helps make workplaces safer

Effective ventilation can play a critical role in controlling airborne viruses in ventilated spaces. Aermec's FCZ-H range of fan coils address hygiene concerns by sanitising indoor air, helping to make workplaces safer.

"Covid-19 has focused awareness on the importance of indoor air quality. Our latest fan coil offers a solution, providing comfort whilst the sanitising action of the photocatalytic system helps to limit the spread of infections," explains Clifford Saunders, Aermec's Senior Applications Engineer.

The cooling capacities of the FCZ-H range from 0.8kW - 8.6kW and heating capacities from 2kW - 17.1kW. It combines quiet operation, low electricity consumption and reliability with the sanitising benefits of an integrated photocatalytic system.

The units incorporate an Ultra Violet C (UVC) germicidal lamp with a Titanium Dioxide (TiO₂) surface. When radiated by the lamp, any pollutants in the air flow are broken down into harmless substances by the free radicals created by the UVC and the TiO₂ surface. The UVC lamp is shielded, so the device is harmless and has no effect on people in the room.

Over 90 FCZ-H units have been sold for a major office development in London, and used in a number of hospital projects. The sanitising benefits make the FCZ-H an ideal solution for any buildings requiring hygienic air flows.

Environmental features include reduced power consumption down to four watts and avoiding the use of refrigerants in indoor ambients. Installation and maintenance have also been simplified



to reduce operating costs and maximise efficiencies. The FCZ-H fan coil unit is also the quietest Eurovent certified fan coil on the market with a 23dB(A) rating.

The fan coils can be floor or wall mounted as well as ducted or recessed. Depending on spatial limitations the FCZ-H can also be used for retrofits.

Aermec is planning to roll out UV lamps across its heat recovery ranges. This is a key priority, to help customers improve the quality of their indoor air and minimise the risks of infection.

For more information visit www.aermec.co.uk or call 0203 008 5940

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building. Recirculation dampers can usually be switched off manually or by using electronic controls. Return air from air handling units should be minimised and 'purging' carried out to avoid air moving from the extract side to the supply side of these units.

Filters should be regularly checked and cleaned or replaced and maintenance staff should wear full protective clothing, gloves, respirators and goggles when carrying out this work.

BESA believes that well maintained ventilation systems

will play a critical role in reducing any future spread of the virus and criticised some of the evidence used by news channels to portray air conditioning as a source of contamination.

A number of reports have referred to a study that examined a Covid-19 outbreak at a restaurant in China that was blamed on an air conditioning unit. Mr Fox pointed out that the restaurant on the day in question had nearly twice as many customers squeezed in as would normally have been present – it

was New Years' Eve – and there was no outside air entering the room other than what migrated in through the lift shaft.

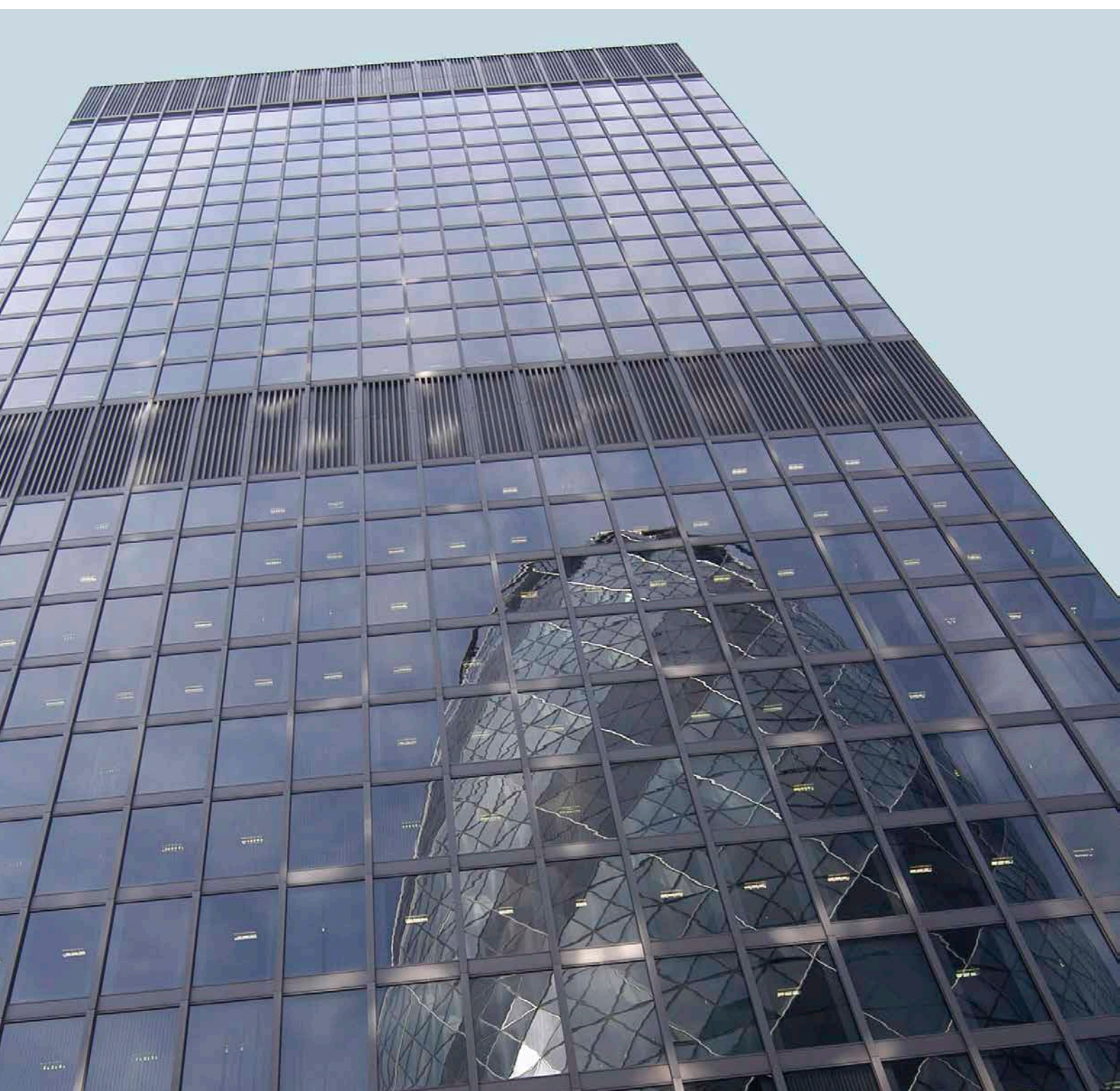
"The extract system used to remove stale or contaminated air was out of use," said Mr Fox. "The only extractor was a small toilet fan at the opposite end of the room from where the diners were seated."

He said it was "simplistic" to blame an air conditioning unit for the spread in the restaurant when it was one of four units in operation and nobody close to the other three picked up the virus.

"This was a flawed study that raised more questions than answers," said Mr Fox. "It is being quoted repeatedly, which is simply stoking peoples' fears. The truth is that properly maintained air conditioning and ventilation systems will reduce the risk of a second wave."

"However, if systems are not well looked after and/or there is no overall strategy for maintaining good indoor air quality, then there could be problems. That's obvious."

www.theBESA.com





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Mont Rose College of Management and Sciences
has achieved the TEF Silver Award. This award will
be valid for 2 years until June 2021

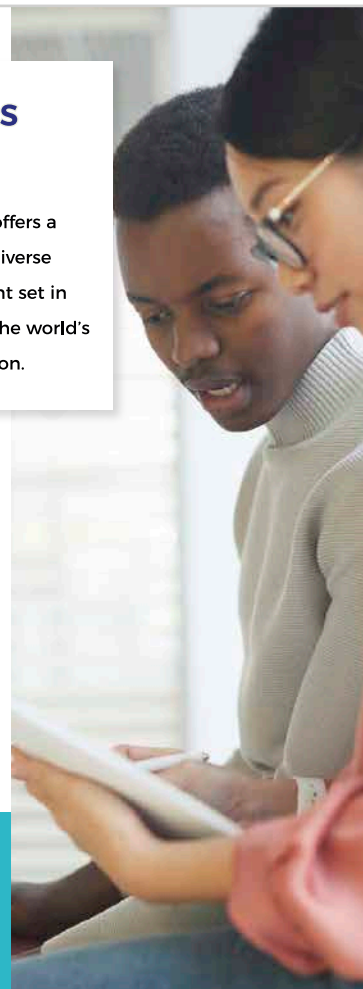
**INTAKES EVERY
JANUARY / APRIL / SEPTEMBER**

Our Priorities

- to maintain excellence in teaching & learning
- to provide our students with outstanding facilities and resources
- to ensure constant self-development
- to encourage E-learning through continuous improvement of online studying materials
- to promote diversity by extending the learner catchment to school leavers and local residents
- to enhance student employability
- to expand research facilities

Principal's Message

Mont Rose College offers a truly dynamic and diverse learning environment set in the heart of one of the world's greatest cities, London.



Call: 020 8556 5009

Mont Rose House: 412-416 Eastern Avenue, Gants Hill, IG2 6NQ
admissions@mrcollege.ac.uk | www.mrcollege.ac.uk

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Members' noticeboard

Smart Bus Company Launches New Service to Help Deal with the Peak leading up to Christmas

Zeelo, the smart bus company, has launched a flexible peak service to help distribution centers, warehouses and logistics parks deal with the upcoming peak period. The service will include flexible contract arrangements, massive fleet scale, smart routing, and daily reporting on rider numbers.

During this turbulent year, the logistics and supply chain industry has seen unprecedented changes in demand and with Christmas just around the corner, experts are expecting it to be the biggest e-commerce period in its history.

As such, businesses could greatly benefit from Zeelo's new service, which, along with the technology, comes fully equipped with the highest COVID-19 safety standards, including contract tracing and capacity management.

If you would like to find out more about Zeelo, please contact Barney Williams, the Co-Founder, at barney@zeelo.co or visit <https://zeelo.co/>.



ACE Travel

With such unprecedented times and the unknown of what countries will be added to the quarantine list, the team at ACE Travel have decided to host regular webinars, not just to keep potential business travellers updated on the fast moving travel news, but also to provide them with the most up-to-date advice should they wish to travel.

Businesses need to be proactive about supporting and safeguarding travellers as they prepare to travel again for work, whether putting pre-trip approvals and guidance in place or ensuring visibility into itineraries and spend information, wherever individuals book travel. Personal safety is paramount and working closely with all suppliers when booking travel is key for safeguarding the traveller.

For further information, please call 0845 241 3406 or email reservations@acetraavel.co.uk

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Crimestoppers

Crimestoppers is an independent charity working to support law enforcement across the UK and helping communities to speak up 100% anonymously about crime.

We exist because some are unable, or simply refuse, to talk to the authorities. Last year, Crimestoppers passed on 14,000 intelligence reports to the Metropolitan and City of London Police forces; and appeals for London's Most Wanted criminals led to 45 arrests being made.

Our London activity is supported by a network of volunteers, who form Crimestoppers' London Strategic Board. With funding from City Bridge Trust, we are running campaigns to raise awareness on Hidden Harm crime types. Our latest campaign "Hard Calls Save Lives" aims to address the barriers which stop people from providing live-saving information about knife crime.

Follow us on twitter @ [commscsLondon](https://twitter.com/commscsLondon) or, to work with us, please contact alexa.loukas@crimestoppers-uk.org



Crystal Associates

Smarter and more sustainable

Crystal Associates is an independent consulting company, helping cities, communities, and businesses on the path to be smarter and more sustainable.

A team of senior directors and entrepreneurs, we share a passion for making places better in which to live, work and play. Leveraging our unique expertise in sustainability, resilience, circular economy, and the effective use of technology, digital services, and innovation, we can support your organisation.

We have extensive experience working across many infrastructure areas including property and construction, transport, and energy and look forward to working with you.

To explore how we can help your business, drop Mark Jenkinson, Founder and Director, an email at: mark.jenkinson@crystal-associates.co.uk and take a look at www.crystal-associates.co.uk



City of London Professional Networking Event

Organised by Scott Longman of City of London Ambassador Ltd, this event is open to professionals who work or live within the City of London, including Freeman and Liverymen, and anyone that has a connection to, or genuine interest in, the City. The event will be held at Pitcher & Piano Cornhill (close to Bank tube station) on Thursday 12 November 2020 (6.00pm - 10.00pm), and the second Thursday of every month thereafter.

For details and to book online (ticket prices start at £10.00 + £1.37 booking fee), please visit <https://bit.ly/33FyQWd>

I look forward to meeting you and would like to take this opportunity to thank you in advance for your support. Please feel free to email me at scott@scottlongman.org.uk for further information or message on WhatsApp on 07472 721177.



Portuguese Chamber of Commerce in the UK

The Portuguese Chamber of Commerce in the UK facilitates bilateral trade and commerce between the two countries. We work closely with the DIT, London and Partners and LCCL; the All Party Parliamentary Group on Portugal based at the Palace of Westminster and headed by Stephen Hammond M.P; AICEP, Portugal's government trade network; the network of International Portuguese Chambers (RCCP); the Business Confederation of Portuguese Speaking Countries (CE-CPLP) and the Portuguese Ambassador to the UK.

Our live events and webinars cover key sectors, among them banking and finance, IT and web services, the medical sector, property and construction, freight and transport, legal and professional services, and publicity and public relations.

For further information regarding Portuguese Chamber of Commerce in the UK, including details of membership, please visit www.portuguese-chamber.org.uk



4s Events - Lifestyle Management

Here at 4S Events, we can source hard-to-find items on behalf of our discerning clientele, including tickets to invitation-only events, such as Formula 1 parties, international fashion shows and film premiere.

Owing to the reputation for outstanding service we have built within our network, in addition to assisting clients who wish to attend exclusive events, we are often asked to source items, such as watches, art, jewellery, real estate, wine and commodities. Indeed, 4S Events also offers a personal shopping service.

For further information or to discuss your specific requirements, please don't hesitate to contact Timi Orija at timi@4s-events.com. We are here to help and look forward to hearing from you.



HERBERT BERGER
at Innholders Hall

Herbert Berger's Dining Club

From Tuesday 6th October 2020, for the first time in a decade, Herbert Berger, Michelin Starred Chef and Chef Patron of Innholders Hall will, for a limited period only, open the doors of this magnificent hall and serve a choice set menu, including some of his signature dishes!

Lunch: Tuesday - Thursday inclusive

Three-course choice menu - £35 + VAT

Dinner: Thursday

Three-course choice menu - £40 + VAT

Drinks Package

Pre drink of prosecco served at the table
1/2 bottle of house wine
£16.00 plus VAT

Tables must be booked in advance; maximum table size 6 people. Deposit required - pre-paid menu cost on booking. Drinks charged on the day. VAT on food at 5%; alcoholic drinks at 20%.

For bookings or queries, please contact Elena on 07807 142176 or at elena@herbertberger.com. www.innholders.co.uk



MONT ROSE COLLEGE®
OF MANAGEMENT & SCIENCES

Over 14 years
of educational
excellence



Mont Rose College recognises that everything students need is already within them. We help them to identify their vision and ambition with the support and guidance of lecturers and staff.



Dream Big!

Living the Life of your dreams starts with you!

INTAKES EVERY JANUARY / APRIL / SEPTEMBER

Mont Rose House: 412-416 Eastern Avenue, Gants Hill, IG2 6NQ

Shakespeare House: 267 Cranbrook Road, Ilford, Essex IG1 4TG

Call: 020 8556 5009

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Digital Marketplace That
Helps Businesses Find Solutions

