

# London

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

## Business Matters

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Refurbished and fully open for business

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## London Business Matters – message to readers

This edition of *London Business Matters*, July/August 2017, is of a reduced size and is only available on-line owing to the sudden move into administration of our publishers, Excel Media Solutions Ltd, in the run-up to publication. We offer LCCI members and LBM readers our apologies for the inconvenience caused by events which were unfortunately beyond our control.

Please be assured that it is our intention to get the magazine up-and-running again in time for a full issue to be published on the next scheduled date, that is 1 September 2017.



## Refurbished and fully open for business

Visitors to the Chamber over the last year will have seen the building in various stages of an extensive re-fit *writes Deb Jarvis*.

In March we moved into our refurbished office space on the ground floor and basement at 33 Queen Street and revealed our brand new members' lounge, providing a modern and eclectic mix of seating including single high level window and counter benches, quiet working desks, soft seating and open space meeting tables and chairs for 40+ members.

In addition to the media screens, unlimited free wi-fi access and phone and laptop charging facilities we are now offering complimentary tea, coffee and filtered water, plus the opportunity to book a private meeting room for up to six people, with a screen and laptop connectivity and flexible air-conditioning.

In recent weeks the scaffolding has been removed from the building to reveal

our new façade. With our co-tenants and partners, WeWork, we are now fully open for business.

### Bright

Behind the scenes, the LCCI office space is bright and white with break-out areas and kitchenettes. The basement houses five internal meeting rooms that can accommodate up to 35 theatre style and will be used for our round-table discussions, training courses and committee meetings.

Security has been enhanced, with passes required to all spaces except the members' lounge which has push button access. A new entrance at the side of the building provides ease of access for our Export Documents' customers.

Deb Jarvis is director of operations at LCCI

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Front cover and photos on page 8 by Cathy Scott and Kelsey Naylor

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# Developments in the UK political scene



Rob Griggs, LCCI's head of policy, summarises

recent UK political events for LBM readers

The political scene continues to surprise pundits and pollsters alike as the Conservatives failed in their – supposedly riskless – bid to gain an increased majority and so strengthen their hand ahead of the Brexit negotiations which began on 19 June.

The Conservatives won a total of 318 seats, down 12 on the 2015 General Election and short of the 326 needed for a majority. Labour did considerably better than expected with 262 seats, up 30 on 2015. The SNP suffered losses, capturing only 35 seats compared to the 56 they won previously, and the Liberal Democrats gained four seats, taking their total to 12. The latter result was not enough to secure the position of Liberal Democrat leader Tim Farron, who subsequently resigned the leadership saying that it had felt “impossible” to be both Lib Dem leader and a Christian.



Tim Farron

The turnout was up by two per cent to 69 per cent – the highest since 1997 – and in terms of vote share the Conservatives gained 42 per cent, Labour 40 per cent and Lib Dems seven per cent. Jeremy Corbyn confounded critics to deliver Labour's best share of the vote since



Jeremy Corbyn



Tony Blair's 2001 landslide.

Seven Conservative ministers were among those who lost their seats, including the Minister for London Gavin Barwell, who lost his Croydon Central seat by a 6,652 vote margin, and City Minister Simon Kirby.

## Confidence and supply

Prime Minister Theresa May declared that only the Conservative party had the “legitimacy” to govern after winning the most seats and votes, and on 26 June agreed a ‘confidence and supply agreement’ which will see the Democratic Unionist Party back her minority government. The deal came two weeks after the election and will see the 10 DUP MPs back the Tories in key Commons votes. There will be £1 billion extra for Northern Ireland over the next two years, as part of the deal.

In London, Labour won 49 of London's 73 seats, up three compared to 2015, the Liberal Democrats won three (up two from 2015), and the Conservatives won 21 seats. Labour gained four seats from the Conservatives, and won comfortable majorities in marginal seats such as Ealing Central and Acton. In Tooting, Mayor of London Sadiq Khan's former seat, Labour increased its majority from 5.3 per cent to 26.6 per cent.

Despite the loss to the Conservatives in Richmond Park, the Liberal Democrats saw a resurgence in south west London with Sir Vince Cable (Twickenham) and Sir Ed

*“It is set to be a fascinating year as the government attempts to govern without a majority whilst leading on Brexit negotiations and facing an emboldened opposition.”*

Davey (Kingston and Surbiton) both returning to parliament, and Tom Brake holding on to Carshalton and Wallington with a 2.7 per cent majority.

## Brexit process

The surprise results saw some commentators suggest that Brexit talks might be delayed, however these began in earnest on 19 June. UK Brexit Secretary David Davis said talks got off to a “promising start”, while EU's chief negotiator Michel Barnier said he was “not in the frame of mind to make concessions or ask for concessions”. The initial focus of the negotiations will be on expat rights, a financial settlement and “other separation issues”. Discussions aimed at preserving the Good Friday Agreement and common travel area in Ireland will also begin, although Davis suggested these issues may not be settled until the end of the process, when the UK's trade rela-

tionship with the EU is settled.

On the hot topic of EU nationals in the UK, on 26 June the PM confirmed that all EU nationals living in the UK lawfully for at least five years will be granted ‘settled status’ and be able to bring over spouses and children (subject to UK nationals receiving reciprocal guarantees). It remains to be seen how the EU 27 will receive these detailed proposals, having been lukewarm towards the headline proposals announced a few days earlier.



A weakened Conservative administration could muster only a much reduced Queen's Speech

## Manifesto

Domestically, a weakened Conservative administration could muster only a much reduced Queen's Speech stripped of several of their more contentious manifesto commitments. The government's legislative programme for the 2017-19 Parliamentary session contains 21 Government Bills, eight of which are focused on Brexit, and three draft Bills. Of particular interest is the Repeal Bill (no longer ‘Great’), which will convert EU law into UK law, and also the Customs and Immigration Bills, which will establish new systems in place of the existing EU arrangements.

It is set to be a fascinating year as the government attempts to govern without a majority whilst leading on Brexit negotiations and facing an emboldened opposition. London Chamber will continue to push for a Brexit that works for the capital, whilst ensuring that London's domestic priorities – from housing to skills and transport infrastructure – receive the attention they urgently need.

# Office jargon – the 50 phrases we love to hate

Middle managers be warned, a new study has announced the 50 most annoying phrases heard in UK offices.

Phrases like 'No 'I' in team', 'to 'ping' an email' and 'singing from the same hymn sheet' are among the most irritating work related soundbites heard around the office.

A study conducted by office experts [Londonoffices.com](http://Londonoffices.com) asked workers to name the most annoying phrases that they and their colleagues overuse at work.

'Thinking outside the box', 'ASAP' and 'win-win' were among the most popular clichéd sayings to regularly appear.

Other pieces of office jargon that really grind an employee's gears include 'results driven', 'low hanging fruit' and 'streamline'.

One staff member who took part in the study said: "I'm the type of person who loathes the amount of jargon used around the office, but somehow I just can't seem to get through the day without joining in."

Blue-sky thinking  
Idea shower  
To 'action' a project  
Going forward  
Brainstorm  
Getting the ball rolling  
Drill down  
Out of the loop  
Thinking outside the box  
Touch base  
Singing from the same hymn-sheet  
Circle back  
Strategic fit  
Bottom line  
Low hanging fruit  
Win-win  
Play hardball

Best practice  
On my radar  
Bench mark  
Value added  
To run an idea up the flagpole  
Results driven  
Revert  
Game-plan  
Hit the ground running  
Customer centric  
No 'I' in team  
Back to the drawing-board  
Re-inventing the wheel  
Dot the 'i's and cross the 't's  
Action plan  
Bells and whistles  
Moving the goalposts

Back of the net  
On the same page  
Open door policy  
To 'ping' an email  
To kick a project into the long grass  
Joined up thinking  
Pick up and run with it  
Streamline  
Close of play  
To take an idea or project 'off piste'  
Level playing field  
Quick win  
In the driving seat  
No brainer  
To 'park' a project  
ASAP

"Often the amount of irritating jargon I use goes up during important presentations and meetings. As soon as my mouth opens I just can't seem to hold back on clichéd phrases, and I always find myself thinking about how much of an idiot I must sound like."

A female manager added: "It's always men that come up with these

pointless sayings, you hardly ever hear a woman come up with these completely random pieces of jargon.

"I overhear colleagues using some of these phrases because they think it makes them sound clever and important, but mostly they haven't got a clue what they're on about."

A spokesperson for [Londonoffices.com](http://Londonoffices.com) commented: "There's so

much overuse of clichéd jargon and management speak used around offices now that it's almost beyond parody, 'circle back' is one which particularly yanks my chain.

"If used sparingly these phrases can help articulate what you're saying, but constant overuse can leave you sounding as though you've stolen your speech from David Brent."

## Businesses still do not have a cyber security plan

Nearly half of small businesses don't have a cyber security plan for their business according to research by Smith & Williamson, the accountancy, investment management and tax group.

The recent WannaCry cyber attack crippled parts of the NHS as well as other high profile companies such as Nissan and Renault and the effects are still being felt. However, despite the well-publicised effect of what was a relatively low tech attack, recent research has indicated that many small businesses do not have a plan for their business should they find themselves in a similar situation.

"For an investor, a business that has thought about their cyber security and has more control of their tech estate can be more attractive for investment. It shows that they take these things seriously and is a reflection of the culture and values the company has," said Fergus Caheny, partner and head of technology at Smith & Williamson.

"A well thought out, and developed, cyber security plan tends to translate to a business that can identify and react appropriately to the many factors affecting their business. Control of their tech estate is key for any well-managed company. It is now, and increasingly in the future, one way for an investor to get to the heart of a business and ascer-

tain the true nature of the management and the culture within."

### Plan

"We wouldn't expect all early stage businesses to be spending extravagant amounts on developing a plan and high-tech software. However, the owners and managers should be able to demonstrate that they have thought of the problems and have a plan should the worst happen. Equally we would expect the tech investment to scale and grow as the business does."

One example where cyber security will come to the fore is the new General Data Protection Regulation (GDPR), which takes effect from 25 May 2018. It is sweeping regulation that affects almost every

business that has, keeps or uses personal data. The regulation aims to give individuals more control over how their personal data is used. It imposes requirements for organisations to have cyber security rules and plans in place, with the consequences for failing to comply being very substantial fines.

"The issue of cyber security is not going away. Investors need to be confident that a business is prepared otherwise this could jeopardise existing and future investment. A company who does not have a full handle on their tech estate now is in a race against time to ensure they do before next May," finished Caheny.





## Brexit Q&A – the negotiations formally begin

### When did the Brexit negotiations start?

The Brexit negotiating period began on 29 March 2017 when the United Kingdom served the withdrawal notice under Article 50 of the Treaty on European Union (EU). This period, as stated in Article 50, is two years from time of notification, unless it is agreed to extend it.

Negotiations proper started on 19 June 2017 when British Secretary of State for Exiting the European Union, David Davis MP, arrived in Brussels to negotiate the Brexit terms with European chief negotiator for the United Kingdom exiting the EU, Michel Barnier.



David Davis MP

### Who's who in the Brexit negotiating team?

The UK team comprises the following:

1. Glyn Williams, a director-general at the Home Office
2. Mark Bowman, director-general, EU & International, at the Treasury
3. Oliver Robbins, permanent secretary at the Department for Exiting the European Union
4. David Davis MP, Brexit Secretary
5. Sir Tim Barrow, UK permanent representative to the EU
6. Simon Case, director-general, UK-EU Partnership (part of Sir Tim's team)



Sir Tim Barrow

7. Alex Ellis, Director-general at the Department for Exiting the European Union
8. Jane Walker, principal private secretary to David Davis MP
9. Christian Jones, press secretary to David Davis MP

On the EU side, the negotiators are:

1. François Arbault, leader of the team dealing with the internal market in goods and non-financial services
2. Philippe Bertrand, leader of the financial settlement unit
3. Georg Riekales, inter-institutional affairs team leader
4. Richard Szostak, diplomatic adviser to Jean-Claude Juncker, President of the European Commission



Michel Barnier

5. Michel Barnier, the lead Brussels negotiator and former French Foreign Minister
6. Sabine Weyand, Michel Barnier's deputy

7. Stéphanie Riso, director of strategy and communication in the Brexit task force
8. Jean-Paul Decaestecker, secretariat of the Council of the EU
9. Eugenia Dumitriu-Segnana, head of the legal affairs team
10. Nina Obermaier, team leader for external relations and foreign and security policy
11. Marie Simonse, team leader on free movement of citizens and employment



Photo by Number 10/Flickr

### Which EU bodies will be involved in negotiations?

Three key EU bodies will have input into the talks – the European Commission, the European Council and the European Parliament.

### What will be discussed during the negotiations?

Prime Minister Theresa May has made it clear that she wants a clean break with the EU, including the UK's withdrawal from both the single market (which demands the free movement of people as part of the deal) and the customs union (so that the UK can forge new trade deals with nations outside of the EU). In effect, there are two distinct sides to the negotiations.

The first is the Brexit deal, popularly referred to as 'divorce proceedings'. This will look at everything that the UK must do to disentangle itself from the EU's mechanisms. Issues under discussion will include how much the UK will need to pay to leave the EU, the status of the three million EU nationals already living in the UK and how the border between Northern Ireland and the Irish Republic will function post-Brexit.

The second deal is the new free trade arrangement for the UK, dubbed by the press as 'remarrying proceedings'. This is about what trade tariffs, quotas and other issues should be agreed between the UK and the EU in the future.

### What has been decided so far?

Theresa May says there can be a "twin-track approach" where both deals can be discussed simultaneously. However, EU leaders insist the Brexit deal must be resolved first before any new trade arrangements can be considered, including the reciprocal rights of expatriate EU citizens and the Irish border question.

**"Prime Minister Theresa May has made it clear that she wants a clean break with the EU, including the UK's withdrawal from both the single market and the customs union"**

Theresa May has stated that all EU citizens living in the UK will be allowed to stay after Brexit, providing they can prove they have been resident here for five years by a specific cut-off date. Such citizens would be eligible for 'settled status', granting them the right to stay, use public services and receive welfare benefits. However, she insisted that any deal would only be agreed if the EU offers a 'reciprocal' arrangement to UK citizens living in EU Member States.

### When will the British Parliament vote on the deal?

MPs and peers are expected to vote on the Brexit deal by late 2018. If the terms and conditions of the deal are rejected, the UK could leave the EU with no special trading terms agreed.

### Will EU Member State parliaments have a say?

A Brexit deal needs to be approved by EU member states by 'qualified majority'. In practice, this means that 20 of the 27 EU countries' national parliaments must say yes. In addition, they must make up at least 65 per cent of the EU's population collectively.

For the new free trade deal, all EU Member State parliaments are expected to have to agree.

July 2017

05/07/17 Time: 11.00-11.45 LOCAL MEMBERS AND NON-MEMBERS

**Maximise Your Membership****Venue:** ILEC Conference Centre, Ibis London Earls Court, 47 Lillie Road, London, SW6 1UD**Nearest station:** West Brompton**Local Member, Member's Guest and Non-members: Complimentary****Contact:** Donna Subero **Tel:** 020 7556 2394**Email:** dsubero@londonchamber.co.uk

HAMMERSMITH & FULHAM  
Chamber of Commerce  
www.hfchamber.co.uk

05/07/17 Time: 12.00-14.00

ALL MEMBERS

**Connect 4 Lunch****Venue:** ILEC Conference Centre, Ibis London Earls Court, 47 Lillie Road, London SW6 1UD**Nearest station:** West Brompton**Patron Member, Premier Plus Member, Local Member and Member's Guest: Complimentary****Contact:** Donna Subero **Tel:** 020 7556 2394**Email:** dsubero@londonchamber.co.uk

HAMMERSMITH & FULHAM  
Chamber of Commerce  
www.hfchamber.co.uk

05/07/17 Time: 12.30-14.30

ALL MEMBERS

**Time To Talk Business****Venue:** Holiday Inn London - Whitechapel, 5 Cavell Street, Whitechapel, London E1 2BP**Nearest station:** Whitechapel**Patron Member, Premier Plus Member, Local Member and Member's Guest: Complimentary****Contact:** Irene Fatuzzo **Tel:** 020 7203 1965**Email:** ifatuzzo@londonchamber.co.uk

EAST LONDON CHAMBER  
OF COMMERCE AND INDUSTRY  
(incorporating Docklands Business Club)

05/07/17 Time: 18.00-20.00

ALL MEMBERS

**Changing Places Evening Networking****Venue:** Metro Bank, 1 Southampton Row, London WC1B 5HA**Nearest station:** Holborn

Sponsored by: BCM London

**Patron Member, Premier Plus Member, Local Member and Member's Guest: Complimentary****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

BCM  
LONDON

06/07/17 Time: 18.30-20.30

ALL MEMBERS AND NON-MEMBERS

**Summer Party****Venue:** College Garden, Westminster Abbey, Great College Street, London SW1P 3RX**Nearest station:** Bond Street

Sponsored by: South Essex College

**Patron and Premier Plus Member: £99.60****Local Member: £138.00****Non-member: £174.00****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

south essex college  
FURTHER & HIGHER EDUCATION

11/07/17 Time: 15.00-18.00

ALL MEMBERS AND NON-MEMBERS

**Business networking event with UK and Pakistan business leaders****Venue:** High Commission of Pakistan, 34-36 Lowndes Square, Belgravia, London SW1X 9JN**Nearest station:** Knightsbridge**Patron, Premier Plus Member, Local Member and Non-member: Complimentary****Contact:** Ruma Deb **Tel:** 020 7203 1949**Email:** rdeb@londonchamber.co.uk

12/07/17 Time: 08.15-09.30

ALL MEMBERS AND NON-MEMBERS

**Capital 500 Quarterly Economic Survey Presentation – Quarter 2 2017****Venue:** CBRE, Henrietta House, Henrietta Place, London W1G 0NB**Nearest station:** Westminster**Patron Member, Premier Plus Member, Local Member and Member's guest: Complimentary****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

12/07/17 Time: 08.30-12.00

ALL MEMBERS AND NON-MEMBERS

**Breaking the USA Export Market****Venue:** Gowling WLG (UK) LLP, 4 More London Riverside, London SE1 2AU**Nearest station:** London Bridge**Patron Member, Premier Plus Member and WeWork Member: Complimentary****Local Member and Non-member: £15.00****Contact:** Ruma Deb **Tel:** 020 7203 1949**Email:** rdeb@londonchamber.co.uk

12/07/17 Time: 15.00-19.00

ALL MEMBERS AND NON-MEMBERS

**Procurement: Defence and Security****An essential guide on bidding, supplying, cyber security and export support****Venue:** Central London venue to be confirmed**Patron Member, Premier Plus Member, Local Member and Non-member: Complimentary****Contact:** Ruma Deb **Tel:** 020 7203 1949**Email:** rdeb@londonchamber.co.uk

Business Support at Your Doorstep

13/07/17 Time: 10.15-20.00

ALL MEMBERS AND NON-MEMBERS

**LCCI Golf Day****Venue:** Royal Blackheath Golf Club, Court Road, Eltham, London SE9 5AF**Nearest station:** Mottingham**Individual Places****Patron, Premier Plus and Local Member: £139.20****Non-member: £180.00****Team of Four****Patron, Premier Plus and Local Member: £556.80****Non-member: £720.00****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk**How to book your place(s) at a London Chamber of Commerce event**Visit [londonchamber.co.uk/events](http://londonchamber.co.uk/events) to book your place/s on any of the above events following the instructions below.

- For ticket fee events use our online booking facility or download and complete a booking form and fax, post or scan it back to us with your payment.
- All prices are inclusive of VAT
- For free events book by following the instructions under each event's entry on our online events diary

13/07/17 Time: 18.00-20.30

ALL MEMBERS

**Summer BBQ****Venue:** Farleigh Golf Club, Old Farleigh Road, Warlingham CR6 9PE**Nearest station:** Upper Warlingham**Patron Member, Premier Plus Member, Local Members and Member's Guest: £25.00****\*Special offer, buy 3 tickets for the price of 2****Contact:** Linda Saran **Tel:** 020 7556 2393**Email:** lsaran@londonchamber.co.uk

26/07/17 Time: 18.00-20.30

ALL MEMBERS

**Property and Construction Summer Reception with guest speakers Tony Pidgley CBE, President, LCCI and Chairman, The Berkeley Group and Cllr Darren Rodwell, Leader of the Council, London Borough of Barking and Dagenham****Venue:** BMA House, Tavistock Square, London WC1H 9JP**Nearest station:** Euston**Co-sponsored by:** Bond Bryan Architects, CBRE and Willmott Dixon Interiors**Patron and Premier Plus Member: £99.60****Local Member: £138.00****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

18/07/17 Time: 08.00-10.00

ALL MEMBERS

**London Business 1000: London's Local Business Survey****Venue:** Westminster Conference Centre, 1 Victoria Street, London SW1H 0ET**Nearest station:** Westminster

In partnership with: London Councils

**All Members: Complimentary****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

18/07/17 Time: 18.00-20.00

ALL MEMBERS

**Asian Business Association Summer Party****Venue:** Sky Bar, Grange Holborn Hotel**Nearest station:** Holborn**Patron Member, Premier Plus Member, Local Member and Member's Guest: From £66.00****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

19/07/17 Time: 09.30-11.00

LOCAL MEMBERS

**Maximise Your Membership****Venue:** London Chamber of Commerce and Industry, 33 Queen Street, London EC4R 1AP**Nearest station:** Mansion House**Local Member, Member's Guest and Non-member: Complimentary****Contact:** Irene Fatuzzo **Tel:** 020 7203 1965**Email:** ifatuzzo@londonchamber.co.uk

20/07/17 Time: 18.00-20.00

ALL MEMBERS

**Play, Eat and Drink at Skylight****Venue:** Skylight, Tobacco Dock – Pennington St. Car Park Entrance, Wapping, London E1W 2SF**Nearest station:** Shadwell**Patron Member, Premier Plus Member, Local Member and Member's Guest: £17.00****Contact:** Irene Fatuzzo **Tel:** 020 7203 1965**Email:** ifatuzzo@londonchamber.co.uk

26/07/17 Time: 08.00-09.30 PATRON AND PREMIER PLUS MEMBERS

**Cereal Networking****Venue:** Pitcher and Piano, 28/31 Cornhill, London EC3V 3ND**Nearest station:** Bank**Sponsored by:** BCM London**Patron and Premier Plus Member and Member's Guest: Complimentary****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

August 2017

01/08/17 Time: 09.30-11.00

LOCAL MEMBERS AND NON-MEMBERS

**Maximise Your Membership****Venue:** Jurys Inn, Wellesley Road, Croydon CR0 9XY**Nearest station:** East Croydon**Local Member, Member's Guest and Non-member: Complimentary****Contact:** Linda Saran **Tel:** 020 7556 2393**Email:** lsaran@londonchamber.co.uk

02/08/17 Time: 12.30-14.30

ALL MEMBERS

**Time To Talk Business****Venue:** Holiday Inn Express London - ExCeL, 1018 Dockside Road, London, E16 2FQ**Nearest station:** Royal Albert**Patron Member, Premier Plus Member, Local Member and Member's Guest: Complimentary****Contact:** Irene Fatuzzo **Tel:** 020 7203 1965**Email:** ifatuzzo@londonchamber.co.uk

10/08/17 Time: 12.00-14.00

PATRON &amp; PREMIER PLUS MEMBERS

**Changing Places Lunchtime Networking****Venue:** RadcliffesLeBrasseur, 85 Fleet St, London EC4Y 1AE**Nearest stations:** City Thameslink and Blackfriars**Sponsored by:** BCM London**Patron Member, Premier Plus Member and Member's Guest: Complimentary****Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

10/08/17 Time: 15.00-17.00

ALL MEMBERS

**Afternoon Tea Networking with the new Mayor of Croydon****Venue:** Hallmark Hotel Croydon Aerodrome, 680 Purley Way, Croydon CR9 4LT**Nearest stations:** Waddon and Purley**Patron Member, Premier Plus Member, Local Members and Member's Guest: £20.00****Contact:** Linda Saran **Tel:** 020 7556 2393**Email:** lsaran@londonchamber.co.uk



## LCCI events highlights

### ■ Cereal Networking

Aimed at members from a variety of different business sectors and companies, ranging from SMEs to the big corporates. The first breakfast networking event of 2017 will take place on **Wednesday 26 July** from 8.00am - 9.30am at **Pitcher & Piano, Cornhill**. Sponsored by **BCM London** this complimentary event is exclusively open to Patron and Premier Plus members only.

### ■ Prestige Summer Breakfast

Embrace morning networking in style at **Sky Bar at Grange St Paul's** on **Thursday 17 August** from 8.30am - 10.30am. Sponsored by **BCM London** this event will provide high-level networking opportunities over a glass of fizz and breakfast whilst enjoying panoramic views of St. Paul's Cathedral. Open to all members and non-members prices start at £54.00 inclusive of VAT per person.

### ■ Changing Places Lunchtime Networking

The next lunchtime reception of the year will be hosted at **RadcliffesLeBrasseur** on **Thursday 10 August** from 12.00pm - 2.00pm. Sponsored by **BCM London** this complimentary event is open to Patron and Premier Plus members only.

### ■ Autumn Cricket at The Kia Oval

Join the LCCI team and watch **Day 2 Of Surrey Vs Yorkshire Specsavers CC 4 Day Match** taking place on **Wednesday 13 September 2017** at **The Kia Oval**. Guests will receive three drinks per person and a light snack at



this fun and informal day. Open to Patron and Premier Plus and their guests at £39.60 per person inclusive of VAT.

### ■ Asian Business Association Summer Reception

Connect with up to 150 businesses on **Tuesday 18 July** at the **Sky Bar, Grange Holborn Hotel** (below). This event is about networking with other



Asian and non-Asian businesses to help you expand your business within the UK and overseas; whilst enjoying the stunning view and ample seasonal drinks and canapés. Open to all members prices start at £66.00 inclusive of VAT per person.

### ■ Property and Construction Summer Reception



**Tony Pidgley CBE** (above), President, LCCI and Chairman, The Berkeley Group and Cllr **Darren Rodwell**, Leader of the Council, London Borough of Barking and Dagenham will be our guest speakers at this exclusive reception taking place at **BMA House** on **Wednesday 26 July**. Sponsored by **Bond Bryan Architects, CBRE** and **Willmott Dixon Interiors**, the reception sells out every year so early bookings are recommended. Tickets start at £99.60 inclusive of VAT for Patron and Premier Plus members.

## LCCI HQ – Refurbished and fully open for business





# Two minute interview



**Frederic Royer, Frog Telecom**



## Who are you?

I am the founder of Frog Telecom, a telecoms company based in London and Paris.

We help our clients to improve their communication when they are working on multi-sites in the UK or in different countries, when they are moving or when they just need an audit or a consultancy regarding their existing technologies.

We are especially focusing on international clients through a strong network of partners around the world.

## What is your connection with the London Chamber of Commerce?

We've been members for two years. LCCI enables us to attend some very qualified networking events to meet prospects, partners and to exchange

with other entrepreneurs. We also use their nice venue to meet some clients or to work in Central London.

## What was your first job in London?

Director of Frog Telecom that I founded three years ago after coming from Paris where I did the job for 20 years.



We have still an office in Paris and we intend to expand in different countries in the future.

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

As it is the third year I am proud of keeping on developing and growing the business both in the UK and France, and of having an increasing number of international clients.

We are still working with our original clients and they don't hesitate to recommend us. Our customers

appreciate being able to rely on a dedicated interlocutor to outsource their telecoms so that they can focus on their core business.



We have become a global interlocutor for our clients in a lot of fields: for example: Cloud, VOIP solutions, videoconferencing, web conferences, virtual phone numbers, secured communications, and mobile device management.

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

... nothing. I love my job but I would be very happy if some clients took their decisions more quickly so I am not obliged to chase them!"

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

The most important is to have a project – a vision perhaps – and to achieve it despite all the difficulties and obstacles that you will face.

There are a lot of classical models that each entrepreneur could take as Mark Zuckerberg or Richard Branson but I will quote Confucius (*below*): "Don't adjust the goals, adjust the action steps".



## How is your business reacting to Brexit?

It is worrying and very difficult to assess what will happen at the end of the process. It has been a shock especially for a foreigner living in such a cosmopolitan and open city as London. Nevertheless, as entrepreneurs, we have to adapt, to be flexible, mobile and reactive. It is a new challenge for our clients and ourselves regarding new projects, but it could also be an opportunity.

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

The prices are expensive, higher than in other European countries I have been working with. For instance, it is £15.50 for a carnet of ten tickets in Paris (for buses and metro).

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

The main thing is to have the right people to help you with this e.g. accountant and lawyer.

## What is your favourite and least favourite thing about London?

Favourite things: the pubs and the pub culture which is something we don't have in Paris. Also its diversity: you can find people from all origins and countries.

Least favourite thing: the weather could be better (too windy).

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

A day without cars to enable us to cycle and walk around town.

## Rewarding small business

London Chamber of Commerce and Industry is partnering on The British Small Business Awards which will be held at the Grand Connaught Rooms, London, on 1 November. The event is a leading celebration of the UK's small business sector, recognising the nation's best sole traders, micro businesses and small companies – as well as service providers and advisers that help them start, run, grow and succeed.

Despite the vast number of small businesses among private companies, this vital sector – the 'engine room' of the economy – does not often get the recognition it deserves. This event fills that gap.

LCCI chief executive Colin Stanbridge is a member of the judging panel for the awards.

<http://britishsmallbusinessawards.co.uk>





# Members' noticeboard



**■ Brightsun Travel**

Brightsun Travel was delighted to collect a Gold award from Oman Air recently at a global agent awards ceremony which took place in Oman. Brightsun have grown both their retail business and the Premier by Brightsun Travel corporate business. Premier by Brightsun Travel is a one stop travel shop for the business traveller. It offers a 24 hour personalised service and contracts directly with airlines ensuring the customer gets market leading fares.

- conference rooms to include the installation of new 80" 4K screens
- Up-grading our Pod Theatre AV system with 'state of the art' laser projector, giant screen, full wireless presentation and a technologically advanced Kramer 'agile 'Cloud-control' system
- Installed a new 3600 Virtual Tour on our website with new 3D floorplans & interactive mapping.



**■ Association of Security Consultants**

ASC hat-trick in 'Security Consultancy' category of UK's first Outstanding Security Performance Awards (OSPAs) 2017.

The finalists in the 'Security Consultancy' category included three from the Association of Security Consultant (ASC) members:

- Praemunitus Ltd, Police Capacity Building Team, Somaliland
- ASC members Joe Connell & Steve Beels
- RFM Solutions
- ASC member Bob Martin
- Ian Johnson Associates Limited
- ASC member Nick Johnson

ASC Chairman Joe Connell said: "This was a great achievement for the ASC. 2017 is the first year these global awards came to the UK and it is hugely gratifying that all three were drawn from the ASC, which is the UK's leading association for independent security consultancy."

For further information, please visit <https://securityconsultants.org.uk/>



**■ Simmons Gainsford LLP**

Simmons Gainsford LLP is pleased to announce that Stephen Jennings has been appointed to take over as the firm's Senior Partner from 1 July 2017 following the decision of Steven Strauss to step down after 14 years in the role.

Stephen has been with the firm since 1992 and has been a partner in the audit and advisory team for 18 years. In addition to his responsibilities as Senior Partner he will continue with his client advisory role.

Although Steven Strauss will remain with the firm in his role as senior tax partner and relationship partner for a number of the firm's clients this will give him the opportunity to also spend time on other projects.

Both Steven and Stephen will work closely together to ensure the firm's continued success



**■ LSE**

We're delighted to announce that a number of LCCI members, including Durbin PLC, Henry Construction and Nasco UK Ltd, were listed as one of the London Stock Exchange Group's top 1000 Companies to Inspire Britain. 1000 Companies to Inspire Britain is the London Stock Exchange Group's annual celebration of some of the fastest-growing and most dynamic small and medium-

sized enterprises (SMEs) in the UK. For further information please visit the website <http://www.lseg.com/resources/1000-companies-inspire/2017-report-1000-companies-uk>



**■ Cherry Pick People Limited**

Cherry Pick People are property and construction recruitment specialists, founded in London in 2008. We started life working as a residential property recruiter but have organically grown, now covering most disciplines within residential and commercial Real Estate, as well as construction. We work on temporary, contract and permanent solutions, catering for a variety of clients within the UK and overseas.



Our clients' vary from SME's to established global real estate consultancies and property developers.

Cherry Pick People are proud to offer all LCCI members a 20% reduction in our fee subject to terms and conditions. For further information please contact Mubeen Shariff, Client Relationship Manager on 0203 587 7695 or [Mubeen.Shariff@cherrypickpeople.com](mailto:Mubeen.Shariff@cherrypickpeople.com)



**■ NM Finance**

NM Finance are proud to announce the opening of our first expansion branch in Aldgate from March this year. NM Finance has been one of the premier providers of residential, commercial and development finance in East Anglia since being established in April 2000. We look forward to meeting and working with our fellow chamber members over the coming months. Contact us at [london@nmfinance.co.uk](mailto:london@nmfinance.co.uk)



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### Contact

To attend the event please contact Jenna Read on jenna.read@vitessemedia.co.uk,

We look forward to welcoming you to the Awards!

If you are a member of LCCI with an offer for other members, contact Jo Cass on: 020 7203 1713 or membersoffers@londonchamber.co.uk



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