

# CHAMBER

# IN FOCUS



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## 2. CHAMBER IN FOCUS

# WELCOME

### Welcome to the January 2022 Edition...

As we enter 2022 we can be sure of a roller coaster of a year within the business community.

Indeed, we will all face ongoing challenges, whether it is in day-to-day business costs, staffing challenges, supply and distribution issues or of course the all-important finances, every business will be affected in some way and in differing degrees.

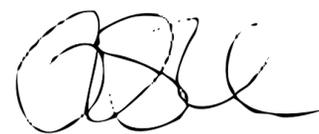
However, with challenge, there is always opportunity and what we have learned over the past 2 years is that the Shropshire business community is resilient, adaptable, and agile, ingredients that are needed to smooth out the bumps ahead. Never before has it been so vital that businesses collaborate and connect as part of a business community, be assured your Chamber is and will continue to do everything possible to support your aspirations to do this.

Our Policy work and research are recognised as a significant contributor of intelligence for stakeholders and policymakers, your responses have never been so important as they will be through 2022 as we make sure the voice of Shropshire business is heard and we receive the tailored support to meet the needs of business.

A recent study demonstrated that businesses that are part of a Chamber of Commerce are considerably more likely to be sustainable versus the national picture.

As such the team has set out to double the number of direct members over the next 3 years, making sure we play our part in economic growth and job creation.

Finally, please remember your Chamber is here to help, we are totally committed to working hard to support you, your business, and your staff through 2022 and beyond, working together we are stronger, wiser, and efficient. Have a brilliant year and we look forward to working with you.



Richard Sheehan

Chief Executive, Shropshire Chamber

# AWARDS LAUNCH

## Business awards will be officially launched this month...

Shropshire Chamber of Commerce will be officially launching its 2022 business awards and conference at an event in Shrewsbury at the end of the month.

The Chamber cancelled last year's awards due to ongoing uncertainties caused by the pandemic.

Instead it has concentrated on expanding it into a 'bigger than ever' two-day celebration for the summer of 2022 with new categories including a 'Covid response award' and fresh categories for wellbeing in the workplace, and sustainability.

There will be a Shropshire Chamber Showcase and Conference at the Mercure Telford Centre Hotel on June 8, followed by the Shropshire Chamber Business Awards at Telford International Centre June 10.

The plans will be officially unveiled to the business community at an early evening launch event at Salop Leisure in Shrewsbury at 5.30pm on Thursday, January 27th.

"The Shropshire Chamber Business Awards are established among the largest events of their kind in the country, and we want to ensure we do them justice," said chief executive Richard Sheehan.

"Alongside our traditional categories like company of the year, best new business and best small business, we will be introducing new categories which reflect the challenges



Shropshire businesses have faced.

"And our conference will give us the chance to bring top-level speakers to the county, to tackle the issues that matter to our local business community."

A range of exhibition and sponsorship packages are available, including joint packages covering both the conference and awards celebration.

For more details, see [www.shropshire-chamber.co.uk/events/shropshire-chamber-business-awards-launch-2022](http://www.shropshire-chamber.co.uk/events/shropshire-chamber-business-awards-launch-2022).

To speak to the Chamber team about getting involved with the awards events in 2022, email [awards@shropshire-chamber.co.uk](mailto:awards@shropshire-chamber.co.uk) or call 01952 208200.

Launched in 2001, the Shropshire Chamber Business Awards have attracted audiences of up to 900 people for the black-tie celebration, earning them a reputation as the local business 'Oscars'.

## 4. CHAMBER IN FOCUS

# CHAMBER NEWS



## Cycle hub takes advantage of free Chamber membership...

Charities and not-for-profit organisations across the county are continuing to take advantage of a valuable free membership offer from Shropshire Chamber of Commerce.

Among the latest recipient is Shropshire Cycle Hub, a young Shrewsbury-based charity that has already made a big difference to hundreds of lives across the county.

From humble beginnings renovating a handful of bikes for people displaced by war, the hub has evolved into a pioneering charity, committed to addressing the big challenges of our time.

Cycling is proven to be major contributor in reducing obesity, improving mental health, countering air pollution and climate change, and addressing transport poverty and rural isolation.

The Hub says it aims to create a healthier, more sustainable and vibrant county, whilst actively promoting active travel.

Based at the Riverside Shopping Centre, it has three employees and over 20 volunteers renovating bikes for people who could not otherwise afford one, and providing discounted repairs for those on low incomes.

“Our membership of Shropshire Chamber of Commerce will benefit us in many ways,” said Sian Davis, from the Hub.

“As a young but fast-growing charity, input and advice regarding strategy and marketing will be invaluable, and likewise support and ideas

regarding our digital marketing and social media presence.

“We have already taken advantage of the superb free webinars, and look forward to meeting and being involved with fellow Chamber partners going forward.”

The Charity Membership Fund is being delivered in conjunction with Enterprise Flex-E-Rent, McPhillips and Aico – three ‘ambassadors’ who have all donated to the fund to support the third sector.

“The past 18 months have been particularly tough for many charities, with the Covid-19 lockdown cutting off vital income streams,” said Mia Carter, Shropshire Chamber’s director of membership.

“So, we felt this was the perfect time to create an opportunity which would make a positive difference to local charities, at a time when it will be of maximum benefit.

“The fund gives these organisations access to our essential level membership, which includes a host of benefits such as HR, tax, legal services and health and safety support.

“It also entitles them to a wide range of discounted training programmes, and attendance at six Chamber’s network club sessions of their choice.”

To qualify for consideration, the organisations must have a Shropshire postcode, and an annual turnover of less than £1 million.

# CHAMBER NEWS

## Ruth scales the heights for fundraising challenge...

It was a tall order . . . but Shropshire Chamber of Commerce director Ruth Ross proved she was up to the task.

Ruth joined an adventurous band of local businesspeople who abseiled down the side of the Aico building in Oswestry, raising money for charity.

The challenge to scale the side of the 60ft building was laid on to raise funds for The Movement Centre, a local charity which provides specialised therapy to children with movement disabilities.

Ruth joined representatives from many other Shropshire businesses, including BBC Shropshire, Furrows, Sol Distribution, Pave Aways, Beaumont Wealth, HSBC, Borders Physio, Adrenaline Sporting Events, and more.

Many members of the Aico team also took part in the challenge, which they described as 'a fantastic day'.

"Everyone who challenged themselves smashed it – well done to everyone who took part," they said.

"We created this event to raise much needed funds for the charity, who provide targeted training for children across the UK with movement disabilities."

Ruth said: "It was such a fun thing to do – once my feet were on the ground! We were delighted to be able to support and raise the profile of this worthy local cause.

Richard Sheehan and Rachel Owen were there to give Ruth some moral support.



## 6. CHAMBER IN FOCUS

# CHAMBER NEWS

### Shropshire Chamber has appointed a new vice president...

Shropshire Chamber of Commerce has announced the appointment of a new vice president.

Piran Littleton, managing director of Jesmonite in Bishop's Castle, will succeed current president Mandy Thorn when her three-year term comes to an end next summer.

Piran has been a non-executive director of the Chamber since 2019, and has more than 25 years of experience helping SMEs and corporates through training, coaching and leadership development.

"I joined the Chamber because I wanted to grow my business, and I'm passionate about raising awareness of what membership can do for businesses of all sizes, in all sectors," he said.

"I would love every company in Shropshire to have the kind of opportunities it has brought for me – the help and support, and chance to grow both as an individual and a business, working with good, interesting and fun people.

"I am passionate about promoting business in Shropshire. These are times of massive change, and the benefits of being part of the Chamber, working with its suppliers and partners, have never been greater."



In addition to Piran's appointment, Shropshire Chamber is also keen to add more new faces to its board, and is currently looking for non-executive directors with specialisms in areas such as property, and digital marketing.

Anyone interested is asked to contact director of business Ruth Ross on 01952 208203, or email [r.ross@shropshire-chamber.co.uk](mailto:r.ross@shropshire-chamber.co.uk)

Richard Sheehan, Shropshire Chamber's chief executive, said: "No-one should underestimate the important part that our non-executive directors play in helping to shape the Chamber and the support it provides.

"We have a wealth of skills and experience around our board table, from people who give their time freely for the good of the Shropshire business community."

# ELECTRIC FUTURE

## Positivity paves the way to an electric future for fleets...

- Fifth Operational Fleet Insight Report launched by the AA and Rivus Fleet Solutions
- 67% of fleet operators expect to be using EVs within the next 5 year, compared to 26% using currently
- 32% of fleet operators report that COVID-19 has had a positive impact on their sustainability strategy

Positivity towards electric vehicles (EVs) is at an all-time high among operational fleets, according to the latest Operational Fleet Insight Report from the AA and Rivus Fleet Solutions. The research involving more than 500 fleet managers found that 82% feel the quality of EVs on offer has improved since last year and 84% believe the range from manufacturers has improved.

The positivity around EVs has also extended to the long-term cost benefits, with almost two thirds (65%) believing that EVs have better whole life costs than diesel or petrol. 66% of fleet managers recognise that EVs require less servicing, and 59% have identified that EVs hold their resale value and have less downtime. Now there's much greater awareness, 67% of fleet operators expect to be using EVs within the next five years, compared to over a quarter (26%) using currently.

Although fleet managers are starting to look more positively at the broader range of benefits, there are still barriers when it comes to the practical elements of EV adoption. A third (32%) have identified the lack of charging points across the country and the workplace as the top

barriers.

The Operational Fleet Insight report also reviewed the impact of COVID-19 over the past 18 months. While the pandemic has had a mixed effect on businesses, 41% of fleet managers have reported a positive impact on their environmental and sustainability strategies.

Gavin Franks, director of business services at the AA, commented: "The aim throughout our research has been to analyse the views of operational fleets, as well as the opportunities and challenges facing them and create a roadmap from which we can deliver sustainable industry growth and product evolution.

This report, our fifth in the series, gives us an important snapshot of the impact of the pandemic on the industry, as well as tracking the evolution of the transition to EVs and other impacts on the sector.

"Interestingly, it's positive to see that there is a much greater awareness among fleets about the benefits of EVs, despite the concern over lack of charging points across the country and at work being the main barriers to take-up. With charging infrastructure improving on an almost daily basis, as investment in charging points is paying off, we expect fleets will see a change quicker than they anticipate and the pace of adoption will pick up further."

The Operational Fleet Insight Report 2021, jointly commissioned by the AA and Rivus Fleet Solutions through research and strategy consultancy Yonder, can be downloaded **HERE**.

# Increasing Energy Prices?

Lowering your energy bills can make a big difference to your bottom line. If you are looking to cut costs, we can help.



**Our ERDF funded BEEP supports eligible SME businesses in Shropshire, Telford & Wrekin Worcestershire and Herefordshire, to reduce energy consumption/carbon emissions and save money on rising energy costs.**

The support on offer is twofold – firstly we offer free energy efficiency assessments to assess your business premises, products and processes to see what improvements can be made through energy and resource usage. BEEP's recommendations will, on average, reduce energy bills by around 25-30%.

Secondly we provide grants of up to £20,000 (up to 40% of the total costs of the project) to make upgrades such as LED Lighting, VSD Compressors, heat recovery, new equipment and machinery that is energy saving.

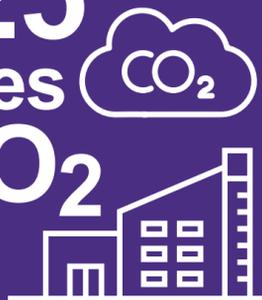
To date  
**BEEP**  
has supported  
**375**  
businesses  
with assessments



Awarded  
**£1.1**  
million  
in grants



Saving  
**2,625**  
tonnes  
of **CO<sub>2</sub>**



To qualify your business must: employ less than 250 employees and have an annual turnover less than 50million euros or a balance sheet of less than 43million euros. Other eligibility criteria also apply.

The programme is part-funded by the European Regional Development Fund (ERDF).

**For more information about eligibility, please visit:**  
[www.business-central.co.uk/clean-growth](http://www.business-central.co.uk/clean-growth)



Helping your business to  
save money and reduce  
your carbon footprint.

Growing Greener Together.



**FREE energy and resource assessments and grants of up to £20,000 for small and medium sized enterprises in Worcestershire, Herefordshire, Telford & Wrekin and Shropshire.**



## Business Energy Efficiency Programme

### Grant examples:

- Lighting
- Compressors
- Insulation
- Fast-shutting doors
- Renewable technology
- Energy storage
- Electric Forklift & Machinery
- Heat recovery
- Energy management
- Heaters and boilers
- Energy efficiency equipment that leads to process improvements
- Waste and water reduction and recycling

### Eligibility

To qualify, your business must:

- ✓ Be situated in and trading from Worcestershire, Herefordshire, Telford & Wrekin or Shropshire
  - ✓ Have less than 250 employees
  - ✓ Have an annual turnover of less than 50 million Euros or balance sheet of less than 43 million Euros
- A minimum energy spend applies.

Please note some industries such as primary agriculture and retail are not eligible. Other activities excluded are social welfare and education facilities, banking and insurance.

The Business Energy Efficiency Programme can provide grants of up to 40% of the total cost of a project (to a maximum contribution of £20,000) for businesses to improve their energy efficiency and reduce carbon emissions.

**The Business Energy Efficiency Programme is a partnership between:**

Worcestershire County Council • Herefordshire & Worcestershire Chamber of Commerce • Bromsgrove District Council • Malvern Hills District Council • Redditch Borough Council • Worcester City Council • Wychavon District Council • Wyre Forest District Council • Herefordshire Council • Shropshire Chamber of Commerce • Telford & Wrekin Council • Shropshire Council

Find out more at [www.business-central.co.uk/BEEP](http://www.business-central.co.uk/BEEP)  
Email [info@business-central.co.uk](mailto:info@business-central.co.uk) or call 01905 677888

 Clean Growth  
Worcestershire

# CHAMBERCUSTOMS

## January 2022 and the next step in the new trading rules for local businesses has arrived!

After extensive training and an exciting start to 2021, the new customs arm of the Shropshire Chamber of Commerce has faced many challenges and successes.

Our team has provided customs clearances for more than £8m worth of goods, customs advice and training to local importers and exporters whether they were sole traders, limited companies or large multi-nationals.

Since it was officially launched last year, the service has evolved to include (by popular demand) Transit declarations, regular updates on changes to international trade and customs compliance audits preparing businesses to be as prepared as they can before HMRC come calling.

As we move into 2022, we're introducing the EXabler self-service portal to make the day to day submitting of customs declarations a better experience for all of our onboarded traders. We're also integrating ChamberCustoms further into the Shropshire Chamber by offering members the added benefit of discounted customs declarations. For more updates on upcoming ChamberCustoms services, be sure to watch this space!



Throughout 2021 we have had the privilege to develop successful partnerships with some of our members as their appointed customs agent. However, we are now looking to develop this further and are inviting more local businesses to get in touch to discuss how we can take your international trade further as your compliance led customs broker.

If you would like to find out more, you can contact a member of the local ChamberCustoms team on 01952 208200 or email [customs@shropshire-chamber.co.uk](mailto:customs@shropshire-chamber.co.uk)



Wishing you a Happy New Year from the team!

# EXPORT DOCUMENTATION

## Export documentation? Start your export journey with us!

Our experienced and fully accredited Export Documentation team is always thriving in delivering a fast, reliable and professional service.

As well as guiding our Exporters through the registration and electronic application processes, the team will also certify a wide range of international trade documents, ensuring your business despatch goods worldwide with confidence.

Main documents covered are UK certificates of origin, Arab certificates of origin, EUR1 movement certificates, authentication of other commercial documents and certificates of force majeure.

In 2021, we have also introduced additional new services such as the facilitation of ATA Carnet for your temporary exports as well as the support and guidance in applying for Letters of Credit.

needs in mind, keeping them on the move and especially tailored to meet their requirements.

Thanks to our online certification service, we are now also able to offer the new Premium option as well as the well-known Express or Standard established options, ensuring your exports are off to a good start.

As a member of the Shropshire Chamber of Commerce, you benefit from an exclusive 50% discount off the cost of most of your export documentation.

Start your export journey with us!

Call the Export Documentation team on 01952 208200 or email us on [export@shropshire-chamber.co.uk](mailto:export@shropshire-chamber.co.uk)



## 12. CHAMBER IN FOCUS

# MENTAL HEALTH CHARTER

### Why a Mental Health Charter?...

The Mental Health Charter, launched last year, provides a framework for providing a workplace that is supportive of the mental health and wellbeing of your workforce.

Jointly produced by Shropshire Chamber and Merulae Ltd, the charter is not a set of quality standards or an accreditation but is a voluntary commitment to developing best practice in the workplace.

The charter is based on three guiding principles and as an organisation you are encouraged to embed the principles in your organisational structure to demonstrate leadership in mental health and wellbeing.

#### Why sign the Mental Health Charter?

To make your commitment to improving mental health and wellbeing in your organisation. To make a promise to promote good mental health which is beneficial to your organisation, your employees and the business community of Shropshire.

To recognise that your workforce and their families may experience mental ill health during their lives and as an organisation, you have a responsibility to ensure you can provide access to mental health support,

provide awareness and training and put in place a structure and systems to support people in the workplace.

Everyone in the workplace has the right to work in an environment that promotes good mental health and wellbeing.

As an employer and service provider, you will work to create a workplace culture that promotes equality of opportunity and respect for those with mental ill health and provide a positive service to people with mental ill health.

We encourage businesses to sign the Charter, to engage with us and take a journey of recognising the importance of mental health and wellbeing in their workplace and pledging to support their employees.

Let's make it our mission, to unite as a business community to destigmatise issues surrounding mental illness.

Sign up **HERE**



40%

of people say the pandemic has made their wellbeing worse.



400%

increase in Google searches for 'anxiety disorder' in 2021.

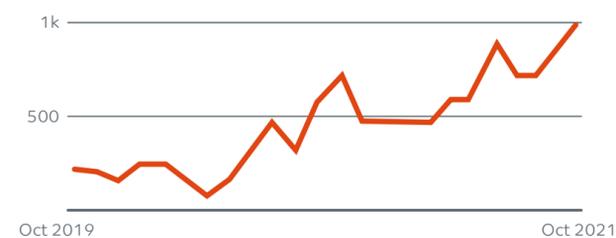
## Mental health support is as important as ever

Just as the pandemic has increased awareness of wider healthcare issues, it's also made us more aware of our mental health.

While the topic has been rising up the agenda for a number of years, the collective struggle of lockdowns and social isolation has helped to further break down the stigma around mental health conversations. However, it would be misguided to assume that mental health struggles will resolve themselves as life returns to 'normal'. Recent data suggests that people are increasingly seeking help in this area.

### Mental health therapist near me

Google search trend over 24 months



Following a sustained climb over the past two years, Google searches for 'mental health therapist near me' have jumped 39% since August 2021, suggesting that people are looking for ways to access support. Likewise, [NHS mental health contacts](#) are slowly rising, up 9.2% from September 2020 to September 2021.

While increased awareness is a positive step, on-going mental health needs will continue to require careful attention as we enter 2022.

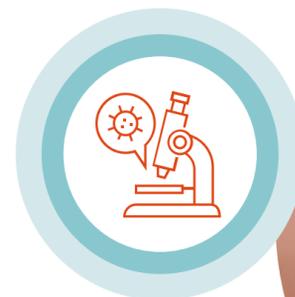
## Covid uncertainty continues

Almost two years on, the pandemic is still an ever-present influence on our daily lives.

While life is looking a little more normal, news of new variants, restrictions and travel list changes are an on-going source of anxiety for many.

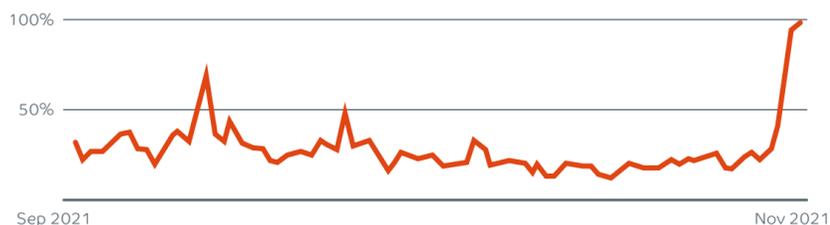
Unlike in 2020, employees will now expect their workplace to be prepared for any changes. To help people feel more at ease, employers should communicate any upcoming plans or policy changes, so employees are aware of what's expected of them in different scenarios.

When last-minute decisions are unavoidable, transparency and open communication can help regain trust.



### Restrictions

Google search trend in autumn 2021



### The long Covid conversation

Alongside wider societal changes, individuals report on-going challenges including heightened anxiety, demanding caregiving commitments and a post-viral syndrome known as 'long Covid'. Chief among the symptoms of long Covid for many is extreme fatigue.

In a world of constant uncertainty, it's not surprising that many people are feeling tired and emotionally exhausted, but for those struggling with the after-effects of Covid infection, fatigue symptoms can be debilitating.

Increased awareness of long-Covid has brought fatigue and other post-viral effects to the forefront of healthcare conversations. As research continues to shape our understanding of illness and recovery, including post-viral syndromes, employers will be expected to have clear systems in place to help their people cope.

# New normal, same money worries

Despite enormous societal change and a potentially permanent shift in attitudes towards health and wellbeing, many will find that 2022 brings some familiar challenges.



62%

of adults reported that their cost of living had increased in the past month. (ONS, November 21)

51%

of workers said they're less than a month away from burnout. (Westfield Health, September 21)

As we transition out of the pandemic mindset, wellbeing concerns surrounding finances, stress and burnout will return to the forefront. Interest in the on-going energy crisis surged 1,550% in the three months from September to December 2021, with bill payers investigating their rights around the price-cap regulation.

According to [ONS data](#) from November 2021, over 6 in 10 UK adults (62%) reported their cost of living had increased over the past month. Price increases were most noticeable in food shopping (86%), gas or electricity bills (78%) and fuel (76%).

1,550% increase in searches for 'energy crisis' between September and November 2021.

With financial stability and wellbeing closely linked\*, we're likely to see a significant mental health impact if households across the country find themselves struggling to make ends meet. And with 51% of the workforce saying they're [less than a month away from burnout](#), picking up some extra hours may not be a viable option.

Employers can support their people with common wellbeing concerns, including financial hardship, through clear signposting. Services such as [Citizens Advice](#) and [StepChange](#) can offer guidance on how to ease the pressure during difficult times.

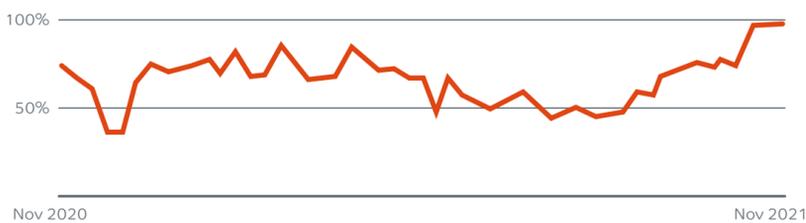
# Protecting the planet (and the people on it)

Pandemic behaviours such as mask wearing, self-isolation and mass vaccination have made us all the more aware of how our behaviour impacts those around us. After two years of health-dominated headlines, our sense of social responsibility continues to develop.

This growing theme has many threads to explore, but key topics such as climate change and diversity, equity and inclusion look set to continue grabbing headlines into 2022.

## Sustainability

Google search trend over 12 months



Sustainability has been a popular topic for a number of years, but searches have climbed steadily to a 12-month high towards the end of 2021.



75% of British adults worry about climate change.

The COP26 conference, which brought the climate crisis to international attention, has reignited the public's concern for the future of the planet. This was reinforced in November 2021 data from the [Office of National Statistics](#), which found that three-quarters of adults in Great Britain worry about climate change.

It's becoming clear that, on top of our personal challenges, a sense of social responsibility is driving us to look at the bigger picture and consider how we can help tackle global issues.

# UPSKILLING IS HERE

## Brand new upskilling programme from January to March 2022...

Shropshire Chamber will be delivering a brand new upskilling programme starting January 2022 running until the end of March.

The programme is fully funded by Invest in Shropshire Economic Recovery and is open to all businesses in Shropshire providing they pay their council tax or business rates to Shropshire Council.



Eligible businesses will need to complete an application form with details of their business and what they want to achieve by joining the programme.

Courses are mostly one-day courses with some exceptions and subjects include\*:

SALES | LEADERSHIP | CUSTOMER CARE  
PROJECT MANAGEMENT | HR | MARKETING  
HEALTH & SAFETY | MENTAL HEALTH AND  
WELLBEING

View full range of courses [HERE](#)

Courses will be delivered through a combination of virtual, face to face on Chamber premises, and at venues around the county.

[REGISTER YOUR INTEREST HERE](#)

All courses will need to be booked through our training team as eligibility checks will need to take place in the first instance.

If you need further details, please call **01952 208200** and speak to one of our team.

If your business pays its council tax or business rates to Telford & Wrekin Council and you are interested in fully funded training, please register [HERE](#) for potential phase two.

\*This list is by no means exhaustive but is shows the range of courses that are available currently and may be subject to change.

# MEMBERSHIP

### Your membership and the bigger picture...

- **Your membership is not a cost and will demonstrate real return on a modest investment**

We can cut your costs of doing business through a wide variety of exclusive discounts on Chamber services and offers, available both to your business and your employees as part of your Chamber membership e.g. health cover, legal helpline, exchange rates, AA roadside.

- **Our foundations are local, our influence is national and our reach is global**

We are a network of 53 independent Chambers that champion and support member companies employing more than six million people across the UK; with a further 70 affiliated Chambers easing access to countries and markets around the world.

- **We bring businesses together to DO better business**

Unrivalled expertise, networks and connections – if we don't know, we'll know someone that does. We connect our members through events and communications programmes, providing peer learning, building networks, supporting business development.

- **We bring the power of the collective**  
Achieving together what we could not individually.

- **Fully independent of but with direct line into government at all levels**

Our lobbying and campaigns give you a voice and help to get a better deal for your company by creating the conditions for business to succeed.

- **We are doers not talkers**

Our collective voice enables us to shape policy and deliver better decisions about the business environment getting results which make a tangible difference for your business.

- **Practical support to enable you to trade overseas and develop your import/export activities and markets**

We open up the world, offering the expertise to access new market opportunities, customers and suppliers worldwide through our international network of 80,000 businesses and connections around the globe. Our documentation teams provide the paperwork to help exporters and importers move goods seamlessly across borders post EU exit.

# POLICY

## Quarterly Economic Survey - what's it all about?...

The Quarterly Economic Survey is the flagship economic survey from the British Chambers of Commerce. It is a prominent tool used to measure the state of business sentiment and is monitored by a range of national and international organisations, including the Bank of England, HM Treasury, and the European Commission.

### The British Chambers of Commerce

The British Chambers of Commerce sits at the heart of a unique network of businesses across the UK and around the world.

The 53 Accredited Chambers which make up our UK network are trusted champions of businesses, places, and global trade. Together,

we represent tens of thousands of businesses of all shapes and sizes, which employ almost six million people across the UK.

We also have a powerful international Network with over 70 British Chambers of Commerce and business groups located in every continent of the world and directly linked to UK-based Chambers of Commerce.

Working together, we help firms of all sizes to achieve more. We believe it's our relationships with others that lead us to achieve goals beyond those we could ever achieve alone. We're the only organisation that helps British businesses to build relationships on every level, in every region and nation of the UK.

### Additional Sources of Information

**British Chambers of Commerce** – Economic Reports

<https://www.britishchambers.org.uk/page/economic-data>

The British Chambers of Commerce has a high-profile policy and lobbying team that represents the interests of members in Westminster, Whitehall and in Brussels.

**The Bank of England** - Quarterly Bulletin / Monetary Policy Report / Inflation Briefings

<https://www.bankofengland.co.uk/news/publications>

**Office for National Statistics** – Employment / Inflation / GDP

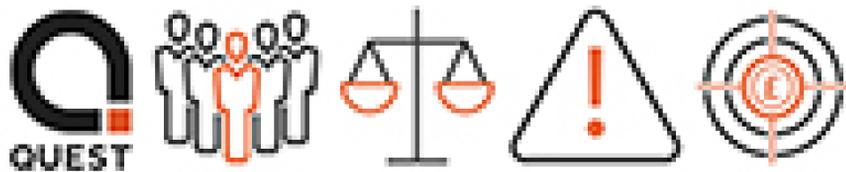
<https://www.ons.gov.uk/>

If you have any business, environment or policy questions or concerns, do not hesitate to contact the Policy Team on **01952 208200**.



## Membership includes these premium quality services...

Quest is the exclusive recommended supplier by the British Chambers of Commerce to the UK Chamber Network.



Shropshire Chamber members have access to **four key services**;

- **ChamberHR** – advice line, website and legal expenses cover for employment dispute
- **ChamberLegal** – advice line, website and legal expenses insurance for data protection, property disputes and more
- **ChamberH&S** – advice line, website and legal expenses insurance cover to defend HSE prosecutions
- **ChamberTax** – advice lines for taxation and VAT plus legal expenses insurance cover to defend HMRC investigations.

These services are all underpinned by Chamber Legal Expenses Insurance, which provides cover across 11 different sections up to £100,000 per claim and £1,000,000 in the annual aggregate.

All these services are integrated and delivered directly by Quest. From a member perspective access couldn't be easier;

- **One phone number** – 01455 852037 for access to all advice line services. The HR and legal lines are available 24/7, 365 days a year.

- **One website** – The website features a document library with over 750 free downloadable template documents covering employment, health & safety and legal matters.

Richard Sheehan, CEO of Shropshire Chamber said; “The Chamber is thrilled to be able to offer this expanded and integrated service which we believe will genuinely protect our members and give them peace of mind in these challenging times. I encourage all members to use these premium quality services.”

### Testimonial

“The issue that I was dealing with at the time was extremely frustrating and it didn't help when I was originally turned down for my claim. Several discussions later and clarification of the small print, my claim was accepted. Without this cover, I was looking at potential costs to defend this case of between 7K and 10K.

A very strong member benefit and I will definitely be paying my Chamber membership subscription forever!”

Chamber Member, Telford

Click **HERE** to view the four services handbook.

If you are already a member, click **HERE** to access the HR website, **you will need** your **unique username** and **password** to login.



# Do you have a Domestic Abuse Workplace Policy?

## A Workplace Policy will include:

-  Clear workplace policies & procedures.
-  How to respond to disclosures.
-  How to manage risks in the workplace.

Contact [training@havenrefuge.org.uk](mailto:training@havenrefuge.org.uk) to find out more.

## 20. CHAMBER IN FOCUS

# JANUARY CALENDAR

DATE	TITLE	TIME	VENUE
06	Oswestry Network Club	8.00 - 9.30am	Oswestry Golf Club
11	Emergency First Aid for Business	9.30am - 4.30pm	Shropshire Chamber
12	Shrewsbury Network Club	8.00 - 9.30am	Origins Restaurant
12	Understanding Export & Export Documentation	9.30am - 4.30pm	Shropshire Chamber
13	Telford Network Club	8.00 - 9.30am	AFC Telford United
18	Corporate membership - HR & People - Creating a high-performance culture	9.30am - 4.30pm	Chamber House
19	Suicide Awareness	8.00 - 9.30am	Virtual
20	Oswestry Network Club	8.00 - 9.30am	Oswestry Golf Club
20	Commodity Codes	9.30am - 12.30pm	Virtual
20	Marketing to attract local clients	9.30am - 4.30pm	Virtual
20	HR Workshop - Attracting Great Talent	9.30am - 12.30pm	Chamber House
26	Shrewsbury Network Club	8.00 - 9.30am	Origins Restaurant
26	Corporate Membership - Sales and the Psychological Drivers	10.00am - 4.00pm	Shropshire Chamber
27	Telford Network Club	8.00 - 9.30am	AFC Telford United
27	Business Awards 2022 Launch	5.30 - 7.00pm	Salop Leisure Ltd



Do you have employees that would benefit from **skills development**?

**100% FUNDED TRAINING AVAILABLE NOW**

Please click the banner for more information

# FEBRUARY CALENDAR

DATE	TITLE	TIME	VENUE
01	Maximise Your membership	11.00am - 12.30pm	Virtual
02	Digital PR and Social Media	9.30am - 4.30pm	Shropshire Chamber
03	Oswestry Network Club	8.00 - 9.30am	Oswestry Golf Club
08	Understanding your Health and Safety Duties as a Director	9.30am - 1.00pm	Shropshire Chamber
09	Fire Marshal and Fire Awareness	1.30 - 4.30pm	Shropshire Chamber
09	Shrewsbury Network Club	8.00 - 9.30am	Origins Restaurant
09	Corporate membership - Leadership - Forming strategic relationships as a leader	9.30am - 4.30pm	Shropshire Chamber
09	Evening Business Expo	5.30 - 7.30pm	TBC
10	Telford Network Club	8.00 - 9.30am	AFC Telford United
10	Insta for Business	9.30am - 1.00pm	Shropshire Chamber
15	Customs Procedures & Documentation	9.30am - 4.30pm	Shropshire Chamber
15	Member Solutions Explained	11.00am - 12.15pm	Virtual
16	WordPress in a Day	9.30am - 4.30pm	Shropshire Chamber
16	Network of Women	9.30am - 4.30pm	TBC
17	Oswestry Network Club	8.00 - 9.30am	Oswestry Golf Club
17	Sales training for more profitable results	9.30am - 4.30pm	Shropshire Chamber
18	Professionals Partnership	7.30 - 10.00am	STFC
18	Netwalking	8.00 - 9.30am	TBC
23	Shrewsbury Network Club	8.00 - 9.30am	Origins Restaurant
24	Telford Network Club	8.00 - 9.30am	AFC Telford United

# NEW MEMBERS

## November and December

- Caviar and Cocktails Limited
- Anser Consulting
- AviRamp Ltd
- Dojo Payment Sense LTD)
- Tablet Academy
- Hadley Park House Hotel
- Marches Consultancy Ltd
- EcoFastUK
- Newport Girls' High School
- Esslemont Services Limited
- ClusterClean Limited
- Accurate Books Ltd
- Hunkington House Kitchen
- Nanny`s craft bakery
- Black Box Spice Co
- Charlotte Foster Podcasts
- Icon - Business Growth Professionals
- SBM Digital Systems Limited
- Spencer Hylton Associates Limited
- Telford Couriers Ltd
- AFC Telford United
- Inspec Technology Ltd



Trevithick House | Stafford Park 4 | **Telford** | Shropshire | TF3 3BA

**01952 208200**

Chamber House | 5 Henry Close | Battlefield Enterprise Park | **Shrewsbury** | Shropshire | SY1 3TJ

**01743 460486**

[www.shropshire-chamber.co.uk](http://www.shropshire-chamber.co.uk)

[enquiries@shropshire-chamber.co.uk](mailto:enquiries@shropshire-chamber.co.uk)

