

# CHAMBER

IN

THE

FOCUS

ON

US

AND

## 2. CHAMBER IN FOCUS

# WELCOME

### Welcome to the May 2022 Edition...

With our innovative and market leading, All-Inclusive Membership offer firmly out in the Shropshire business community, it is absolutely clear that this incredible value for money response to the needs of businesses is hitting the mark. Never has the provision of business support been turned on its head in this way, your Chamber is providing a truly unique membership offer which others are sure to follow.

It's true you can have a market leading product, but its impact is only as good as the people behind it and as such it should be no surprise that in the challenging times that you as members face, we are once again increasing our resources to maximise the support we can give you.

This month we have appointed Ruth Ross to the position of Deputy Chief Executive and Rachel Owen to the position of Director of Member Engagement, both well deserved appointments.

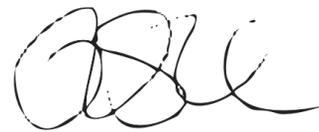
We have also expanded our investment in Marketing and Communications to ensure that every Shropshire business has a chance to become part of the Chamber family.

All this will be further supported by a new and informative website soon to be launched, demonstrating our commitment to double our membership and then push on to unprecedented new levels.

To make this a reality we are welcoming a number of new colleagues to the membership recruitment team all of which

bring a wealth of experience and skill and are tasked with making sure that our members buy the product that is right for their business and the people within it.

Whilst recruitment and retention of staff is a key issue, it is clear from our research that inflationary pressures are the new major concern for business owners. Our work to ensure the voice of our members is heard within government and stake holders has never been more important, we are committed to ensuring the voice of Shropshire business is heard.



Richard Sheehan

Chief Executive, Shropshire Chamber



SHROPSHIRE CHAMBER

**BUSINESS  
AWARDS 2022**



SHOWCASE | CONFERENCE | AWARDS

## Music Magpie co-founder to headline Chamber conference

The millionaire co-founder of re-selling giant Music Magpie will be one of the headline speakers at the Shropshire Chamber of Commerce conference and showcase on June 8.

The event, at the Mercure Telford Centre hotel, is the first part of a double-bill of big business events that week, with the Chamber's 2022 awards following at the International Centre on June 10.

Headlining the conference will be Walter Gleeson, the co-founder of Music Magpie who has lived in Shropshire for around 30 years and recently became a shareholder and director of AFC Telford United.

Mr Gleeson has set up a new company, Highclear Investments, bringing together a team of experienced experts to inspire, innovate, motivate and discover new and emerging young 'tech-stars'.

He said: "I'm really looking forward to meeting fellow business people from Shropshire and sharing our insights into what it takes to make a business successful."

Among other high-profile speakers at the conference will be Shevaun Haviland, director general of the British Chambers of Commerce and former head of operations at 10 Downing Street.

Business psychologist Heidi Hunter-Cope will be delivering a presentation during the morning session on how to get recruitment strategies right.

One of the conference panel debates will also have a skills theme – featuring Marches LEP Skills Champion and Telford College principal Graham Guest, Gareth Jones of In-Comm

Training, and James Staniforth, the CEO of Shrewsbury Colleges Group.

With former world heavyweight boxing champion Frank Bruno appearing as guest speaker at the business awards two days later, there's also a boxing theme to the conference.

Joe Lockley, founder of Bright Star Boxing in Shifnal which is helping people who have fallen out of mainstream education, will be sharing his inspirational story.

Richard Sheehan, chief executive of Shropshire Chamber who will open the conference, said: "There has never been a week quite like this for the local business community.

"Staging a conference and showcase in the build-up to our awards gives us the chance to bring top-level speakers to the county, to tackle the issues that matter to our local business community. It really is going to be an incredible week."

Tickets for the conference, showcase and business awards are now available.

**Visit the Shropshire Chamber Business Awards 2022 website [HERE](#)**

To speak to the Chamber team about getting involved email:

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

or call **01952 208200**

## Thank you to all of our sponsors



SHROPSHIRE CHAMBER

**BUSINESS  
AWARDS 2022**

SHOWCASE | CONFERENCE | AWARDS



## ICYMI - Finalists revealed for the 2022 business awards

The finalists have been revealed for the 2022 Shropshire Chamber Business Awards.

The awards will be handed out at a glittering Oscars-style event in front of around 700 guests at Telford's International Centre on Friday June 10.

The showpiece Company of the Year award will this year be decided between two previous winners – Oswestry-based alarm maker Aico, and Reconomy of Telford – plus Autocraft Telford, and DMOS Group from Shrewsbury.

Aico is shortlisted in a total of six categories, while there are also multiple nominations for Reconomy, Shropshire Business Live TV, J&PR of Wellington, and Six Ticks from Shrewsbury.

Queen's Award winners Aviramp and Scanning Pens are among the companies in the running for the international trade award, while former company of the year winner Pave Aways is up for the wellbeing in the workplace title.

The finalists come from all corners of the county, including Telford, Shrewsbury, Oswestry, Ludlow, Bridgnorth, Whitchurch, Shifnal, Bishop's Castle, Ellesmere, Ellerdine, Knockin and Albrighton.

Richard Sheehan, chief executive of Shropshire Chamber, said: "It's going to be a fantastic event celebrating the extraordinary adaptability, innovation and success of our business community.

"As usual, we have been amazed and delighted by the volume and quality of entries, with record numbers in many categories. Shortlisting each of them down to a final four was a really tough task for our independent judging panel."

Teams of judges will now be visiting each of the finalists at their premises over the coming weeks, before making their final decision.

Tickets are already on sale for the black tie Shropshire Chamber Business Awards night, where former world heavyweight boxing champion Frank Bruno will be the guest speaker.

For details of the awards night – plus the Chamber's conference and showcase which is also being held in Telford earlier that week with a string of high-profile speakers – see [www.shropshirechamberbusinessawards.com](http://www.shropshirechamberbusinessawards.com)

Mr Sheehan said: "The Shropshire Chamber Business Awards are established among the largest events of their kind in the country, and we are so excited to be back after missing our in-person celebrations for the past two years.

"Alongside our traditional categories like company of the year, best new business and best small business, we have added new categories which reflect the challenges Shropshire businesses have faced since we were last together.

"In addition to this, our conference in the build-up to the awards will give us the chance to bring top-level speakers to the county, to tackle the issues that matter to our local business community. It's going to be an incredible week."

**Visit the Shropshire Chamber Business Awards 2022 website [HERE](#)**

SHROPSHIRE CHAMBER

# BUSINESS AWARDS 2022

SHOWCASE | CONFERENCE | AWARDS



## COMPANY OF THE YEAR

Aico | Autocraft Telford

DMOS Group | Reconomy

## MANUFACTURING & ENGINEERING

Beaver Bridges | Craven Dunnill

Portable Conveyors | The Needham Group

## BEST NEW BUSINESS

Housebuilder Pro

Quality Medical Group (Services) Ltd

Shropshire Business Live TV | Techtimeout

## WELLBEING IN THE WORKPLACE

Aico | Lavender Blue Services

Pave Aways | Shrewsbury Colleges Group

## BEST SMALL BUSINESS

Bright Star Boxing | J&PR

Shropshire Festivals | The Shropshire Distillery

## INNOVATION

Aico | Oaklands Farm Eggs

Six Ticks | Yarrington

## OUTSTANDING CUSTOMER SERVICE

Aico | G.N. Badley & Sons

Peakes Travel | Q Financial Services

## SUSTAINABILITY

Aico | Calluna Graphix

Lowfield Timber Frames | Reconomy

## INTERNATIONAL TRADE

Aviramp | Jesmonite

Scanning Pens | SNG Barratt

## YOUNG BUSINESS PERSON

Alex Riley – WR Partners

Lizzy Coleman – Lingen Davies

Samuel Marston – Aico

Steph Henson – Six Ticks

## COVID RESPONSE AWARD

Calluna Upcycling | Derwen College

J&PR | Shropshire Business Live TV



## 6. CHAMBER IN FOCUS

# MEMBERSHIP NEWS

### Chamber launches new range of membership packages

Shropshire Chamber of Commerce has launched a new-look range of membership packages after listening to the views of the local business community.

It includes a brand new all-inclusive option – the first of its kind in the UK chambers of commerce network - which gives companies access to the full programme of training and standard events during the year.

The new structure means that instead of a 'one size fits all' approach, members now have the power to choose the solutions and services that make the most sense for their particular businesses.

Chief executive Richard Sheehan said: "This will be a year of challenge and opportunity, and with the costs of doing business at record levels, being part of a business community has never been more important.

"We have been reviewing the way we support our members, and intelligence from the ground makes it clear that recruitment, skills, supply chain, new customers, costs and of course finance is keeping business leaders awake at night.

"We have listened, and created this new, innovative, cost-effective all-inclusive membership that will do exactly what it says on the tin.

"It is the first of its kind across the UK, and we believe it will support our county's economic and employment growth when businesses need it most."

The all-inclusive membership package is being launched at a discounted introductory rate of £895. The Chamber's essentials and

standard membership packages are also still available, at £295 and £495 respectively.

Mr Sheehan said: "We remain one of the most cost-effective accredited Chambers in the UK. "Shropshire Chamber is committed to being a market leader, supporting the county's businesses when they need it most and working under a clear not-for-profit remit.

"We are ambitious and hungry for growth because we know a joined-up connected business community is a prosperous community."

He added: "Throughout the past two years, we have been providing unprecedented levels of support, investing in people, free membership periods and signposting when businesses have needed it, funded by using some of our reserves.

"With feedback from our members that recruitment remains a significant challenge and many businesses seeking to upskill their existing workforce to enhance productivity and improve sustainability, the Chamber is stepping up when companies need it most.

"Add to this the ongoing search for new suppliers, cost savings and the importance of profile-raising in the eyes of other businesses and consumers, and our new and unique all-inclusive membership offer presents a cost-effective solution to many day-to-day challenges."

More details are available from the Chamber team by calling 01952 208200, 01743 460486, or by emailing: [enquiries@shropshire-chamber.co.uk](mailto:enquiries@shropshire-chamber.co.uk)

# Membership Levels

Instead of a “one size fits all” approach, members now have the power to choose the solutions and services that make sense for them. Where formerly members paid for event attendance and additional services separately, they can now opt to “package” their Chamber engagement with an upgraded tier, and in turn will receive significant savings as well as a variety of bonus solutions available only to tiered members.

Our new membership model is comprehensive, innovative and adaptable to suit your business needs.

CORE SOLUTIONS - Included for ALL members		
RAISE YOUR BUSINESS PROFILE:	MANAGE YOUR BUSINESS:	MEMBERS ONLY DISCOUNTS
<p>Chamber membership helps raise your business profile locally, regionally and nationally. The following are available to all members regardless of membership level chosen:</p> <ul style="list-style-type: none"> <li>• Use of Chamber logo</li> <li>• Membership Certificate</li> <li>• Editorial opportunities in Chamber magazine</li> <li>• New Member welcome in Chamber magazine</li> <li>• Social media welcome post</li> <li>• PR opportunities</li> <li>• Publicly visible website profile</li> <li>• Member Zone - Manage your account</li> <li>• Member Zone - Add news item</li> <li>• Member Zone - Add Member2Member offers</li> <li>• Networking opportunities*</li> </ul>	<p>We understand the challenges that businesses face and so we provide a range of services that assist our members with their day-to-day operations - available to all membership levels:</p> <ul style="list-style-type: none"> <li>• Chamber Finance Finder</li> <li>• ChamberHR</li> <li>• ChamberLegal</li> <li>• ChamberTax</li> <li>• ChamberHealth and Safety</li> <li>• Legal Expenses Insurance</li> <li>• Legal Advice Line</li> <li>• Health at Hand 24/7 Service</li> <li>• International Trade Advice and Support</li> <li>• Quarterly Economic Survey</li> <li>• Government lobbying</li> </ul>	<p>We have negotiated special discount levels for our members for important business services. Every member can benefit from these excellent cost savings:</p> <ul style="list-style-type: none"> <li>• AXA Healthcare</li> <li>• Westfield Health Primary Healthcare Plan</li> <li>• Roadside Assistance with AA</li> <li>• Utilities Auditing</li> <li>• Discounted meeting room hire**</li> <li>• Advertising and Sponsorship Opportunities</li> <li>• Cost savings on training and events</li> <li>• ChamberCustoms</li> <li>• Export documentation</li> <li>• Chamber Foreign Exchange</li> </ul>

\*Subject to availability and membership level | \*\*Subject to availability

## Membership Levels:

All you need to do is to pick the right level of membership that matches your business goals.

You have three levels from which to choose:

**Essentials** - includes all the Core Solutions benefits above.

**Standard** – again with all of the above Core Solutions benefits included - PLUS more exposure and some free business training and attending exhibitions, together with networking.

**All Inclusive** - our top package that of course includes all the Core Solutions benefits above, but also offers more business training and even more opportunities to showcase your company at our exclusive Events.



Pick Your Membership Level:	ESSENTIALS	STANDARD	ALL INCLUSIVE	Please note:
What is Included?	Core Solutions plus:	Core Solutions plus:	Core Solutions plus:	<p>Every membership level provides discounts and opportunities that can more than cover your annual membership fees!</p> <p>If you need any help deciding which is right for you, please call our membership team on 01952 208200.</p> <p>We look forward to welcoming you to the membership and helping your business succeed.</p> <p>(All prices are per annum and +VAT)</p>
• Guaranteed quarter page in Chamber Magazine	Chargeable at member rate	1	2	
• Dedicated Account Management	-	✓	✓	
• Online trade document rejection assistance*	-	✓	✓	
• Showcase your corporate video	-	✓	✓	
• Member Zone - Add member hosted events	-	✓	✓	
• Included Events	Chargeable at member rate	8 places	Unlimited (subject to 1 place per Event or Training Course)	
• Included Business Training	Chargeable at member rate	4 places		
• Network Club visits per membership year	3	3	3	
*Subject to Terms and Conditions	<b>£295</b>	<b>£495</b>	<b>£895</b>	
	Buy Essentials Now	Buy Standard Now	Buy All Inclusive Now	

If you are thinking of upgrading your membership to take advantage of additional solutions and opportunities, please contact the membership team on 01952 208200 for details.



**MAY**

**8. CHAMBER IN FOCUS**

# TRAINING

**10**

**GOOGLE ANALYTICS  
Beginners**

**Telford Office  
Full-day**

**17**

**CUSTOMS  
PROCEDURES  
AND  
DOCUMENTATION**

**Virtual**

**18**

**BECOME A  
POWERFUL AND  
PERSUASIVE SPEAKER**

**Telford Office  
Full-day**

**19**

**STARTING YOUR  
EMPLOYEES THE  
RIGHT WAY**

**Shrewsbury Office  
Half-day**

**31**

**COSHH  
TRAINING**

**Telford Office  
Half-day**

**19**

**CUSTOMER  
SERVICE  
EXCELLENCE**

**Telford Office  
Full-day**



# EVENT

## FOCUS

11 May 9.30 - 11.30am

**Join Amy Stein and Lauren Crompton of Triangle HR at the Shropshire Chamber's very first HR Focus!**

At this informal event, you will have the opportunity to share people-related know-how and best practice with other HR professionals, managers, and business owners from across the County, as well as understand more and ask questions on topical subjects from the world of HR.

In this edition, the HR Focus will be on **Recognising and Resolving Workplace Conflict, and The Underlying Truth of Absenteeism.**

### **Recognising and Resolving Workplace Conflict**

After two very challenging years, we are faced with the fall-out from Covid-19; such as rule changes, vaccinations, and caring for others, as well as other issues such as war in Ukraine and cost-of-living rises. So, it is hardly surprising that many are feeling the strain and are a little less tolerant of other stresses, which can be related to, or impacting on our working lives.



An experienced HR professional and Vice Chair of the local CIPD branch, Amy applies a people-centric, but straight-talking approach to resolve workplace disputes, and she will take you through practical steps to identify

issues early, instigate help and support, and develop action points and learnings for a resolution.

### **The Underlying Truth of Absenteeism**

When it comes to absenteeism, scratching beneath the surface of the 'sick day report' is essential for making necessary cultural changes to improve attendance, wellbeing, and morale, and with many businesses seeing a spike in absenteeism currently, getting to the core of the problem is paramount. Equally, hybrid and homeworking have changed, and at times, complicated the way we record and manage absence from work, causing headaches later down the line.



Having a solid background in sectors with high Employee Relations issues, such as Food Manufacturing and Care, Lauren will draw on her experiences to take you through the patterns and cultural influences that can contribute to absenteeism,

identifying the common 'red flags' that can easily be addressed with a little focus.

### **HR FOCUS AGENDA**

**9:30 to 9:45** – Arrival, Refreshments and Mingle

**9:45 to 10:15** – Recognising and Resolving Workplace Conflict

**10:15 to 10:30** – Workplace Conflict Q&A

**10:30 to 11:00** – The Underlying Truth of Absenteeism

**11:00 to 11:15** – Absenteeism Q&A

**11:15 to 11:30** – Peer to Peer Reflection

Closing with some time to reflect on discussions before heading back to the car, and the opportunity to discuss with other attendees or the speakers.



**BOOK HERE**

## 10. CHAMBER IN FOCUS FEATURE

# HELLO FROM...



## Marie

Marie enjoys spending time with her two teenage daughters and husband. She enjoys visiting National Trust venues and taking her dog Jack on long walks, shopping trips with her girls and wild camping holidays in Wales.

Director of Finance



## Richard

Richard loves the outdoors and if he isn't walking his dogs, he is walking a golf trolley around his favourite course. He enjoys family time, especially with his daughters and his adorable young grandson.

Chief Executive



## Will

Will is passionate about travelling and exploring new places. His hobbies revolve around sport, watching football (the mighty Wolves), cricket and Formula 1 at any given opportunity. He also enjoys relaxing in his free time by catching up on various TV series and films.

Export Documentation Assistant

Ingrid enjoys family life and spends some of her free time baking for the ones she loves. Her favourite pastime is cross-stitching but she also likes reading and binge watching MCU shows & comedy series. She is looking forward to travel again and meet with her family, now the COVID restrictions are easing.

Export Documentation Manager



## Ingrid



## Gwynneth

Gwynneth has been married for 39 years and her family is her world, especially grandson Alfie who is six. In her spare time she enjoys travel, eating out and the occasional gin & tonic – ideally combining all three! Reading is also a passion and Gwynneth is a member of a local book club.

Membership Sales Executive

## Shernel



Shernel enjoys being active whether it's walking around the neighbourhood trying to get her steps in, going on walking holidays or travelling around the UK or abroad she enjoys the outdoors and most definitely the beach! You can also find her in the kitchen cooking up (no baking!) meals for family and friends while listening to music, there must always be music. She's also an avid reader (mainly spy novels) who laughs in her sleep!

Head of International Trade

A wife, twin mommy and a do-acholic, Mia loves nothing more than seeing others enjoy themselves and is always organising the next outing, holiday or day trip for friends and family. Other times Mia can be found dancing in the kitchen to some rather questionable music or deeply invested in a good book, when it's not Peppa pig it's usually in the realms of Psychology but she is partial to a bit of fiction.

## Mia



Director of Membership



## Hollie

Hollie enjoys keeping fit she likes the gym, running and attends kick boxing classes, she has 2 daughters who she likes to spend time with and 2 fur boys she enjoys taking on long walks or rather they take her for a walk! She enjoys one or two pina colada's and then makes a fool of herself on the dancefloor.

Training Manager

# YOUR CHAMBER TEAM



Ruth

Stepping outside her comfort zone seems to be a mantra for Ruth which is seen in her constant pushing to be challenged both professionally and personally. Physical challenges seem to be part of her make-up with recent examples being SkyDiving, Abseiling, 50 Mile Long Mynd walk and Boxing. Seems she may have some sort of death wish.

Deputy Chief Executive

Rachel



Rachel enjoys spending time with her family, she has an 18 month old little girl who she adores and spends a lot of time with, along with her niece who famously calls her Aunty Rara. Rachel is a film fanatic; she will always know what's good to watch! She also follows the boxing too!

Director of Member Engagement

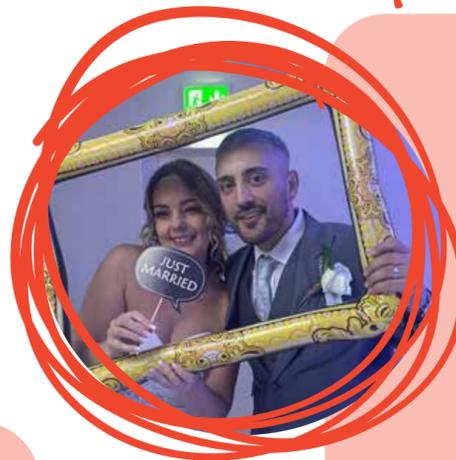
Nicola



Nicola is very family orientated and loves to spend her free time with her family, she has 4 girls ranging from 7 to 20 years. Weekends are usually filled enjoying long walks in the countryside. Nicola also enjoys spending time at the beach, Tenby being a family favourite place.

Finance Assistant

Kelly



Kelly is enjoying her newly married life, still going strong after 2 months and so far so good! Kelly loves weekends out with the girls and will always be first on the dancefloor but more importantly she loves her family time especially spending time with her son and two step children, they have plenty of adventures and holidays making memories.

Events Manager

Steven



As well as being a music, tech and fitness geek; Steve generally takes an interest in most things he comes across. Not so much a collector of stuff but of general knowledge. Sadly, this has not won him many pub quiz trophies. But there's still time!

Chamber Customs Manager

Alex



For hobbies, Alex likes mountain-biking and walking. In his free time, Alex also homebrews his own craft beer which started as a lockdown project. When not brewing beers or riding bikes, he can be found watching the latest films and series whilst enjoying a glass of homebrewed ale. Alex is also interested in sports, particularly football with the team he supports being Manchester United

Policy and Projects Officer

Alison



Alison spends most of her weekends and holiday time in Wales where her partner lives. At home in Shrewsbury, she relaxes by walking and listening to music. She loves studying, and she can be found with her head in a book most days. She loves playing the fool singing and dancing with her youngest daughter Claire.

Marketing and Communications Manager

Gail



Gail enjoys family life with her two youngest children, who take part in many activities including rugby and cadets and Gail can regularly be seen as Mom taxi ferrying them from venue to venue. Gail loves the outdoors and all kinds of wildlife and has a menagerie of animals that she looks after including hens and ducks. She also has two very special ladies in her life, her Rhodesian ridgeback dogs, Nala and Zola, she certainly likes to keep herself busy.

International Trade Advisor

## 12. CHAMBER IN FOCUS

# THAT'S ALL FOLKS!...

David



David enjoys family life, caravan holidays travelling around the UK or abroad, he enjoys the outdoors and most definitely the beach!

He enjoys watching football (the mighty Villa), meals out and enjoying quality food and drink.

International Trade Advisor

Norman



Norman has worked in the Middle East, Central Asia, Africa and the Asia Pacific, where he was based in Singapore, Hong Kong and Kuala Lumpur.

As you can see he enjoys travel and the challenge of working overseas, so his experience is now put to good use by assisting Shropshire companies achieve their goals to grow their business overseas.

Norman also enjoys spending time with his new grandson.

International Trade Advisor

Caroline



Caroline was born in Brazil and has been living in the UK since 2009. Her main work background is in online and mainstream retail administration, and she is very much looking forward to a change of focus working with international trade documentation. Caroline has a passion for the sciences and is currently finishing her BSc in Physics. In her free time, she enjoys spending time with my family and friends, reading and doing some amateur astronomy when the weather permits.

Customs Agent

# JUNE

# TRAINING

## 9

**PRESENTATION SKILLS AND  
CONFIDENT COMMUNICATION**

**Telford Office  
Full-day**

## 14

**COMBINED IMPORT and  
EXPORT**

**Telford Office  
Half-day**

## 15

**INSTA for BUSINESS**

**Telford Office  
Half-day**

## 21

**WORDPRESS  
IN A DAY**

**Telford Office  
Full-day**

## 22

**DIGITAL PR and SOCIAL MEDIA  
- How to do it**

**Telford Office  
Full-day**

# EXPORT DOCUMENTATION

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

Our friendly and knowledgeable team is on hand for all your export documentation requirements.

As a fully accredited issuing body, we can certify UK/Arab certificates of origin and UK-EURI movement certificates.

We will also authenticate other commercial documents as well as facilitating the process of ATA Carnets and Letters of Credit.

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- Express
- Standard options

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[THE SGS WEBINAR RECORDING](#)

**Want to get in touch with the Export Documentation team?**

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Send your email to:

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

Visit our website pages [HERE](#)



## 14. CHAMBER IN FOCUS

# CHAMBERCUSTOMS

### Is your business customs compliant?

Since 2021, businesses across the nation have had to adapt to new rules and regulations when moving goods outside of the UK.

Now we're approaching mid-2022 and the changes brought about in January introduced more challenges for importers, not to mention the far-reaching implications brought about by the recent conflicts taking place in Ukraine.

Do you trade internationally but are still unsure you have everything covered? Are you looking to expand your export portfolio? Does your current third-party logistics partner 'truly' handle everything as they should?

Appointing your own Customs agent can have many benefits to your business as well as giving you full control over your Imports and Exports.

ChamberCustoms ensures you get the documentation needed for any surprise visits from HMRC, we check the information submitted and come back to you if something is not right and we are uniquely placed to offer clearance through all UK ports.

We understand the requirement for businesses to be HMRC compliant as the Exporter or Importer of record. This is why we strongly recommend appointing your own customs agent for all goods movements so you can build a strong working relationship and have full recourse in any eventuality.



If you would like to find out more about our **customs clearance services**, 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)

CHAMBER  
CUSTOMS®

## The Ludlow Nut Company 17 May 8.45 - 11am

The Ludlow Nut Company have kindly agreed to host our Meet the Neighbours event.

The event gives members the opportunity for a site tour and networking opportunities.



Established in 2004, we are a SALSA accredited rapidly expanding fine food company, based in the beautiful Shropshire town of Ludlow selling our award-winning range of products to the retail, wholesale and food service

trade. We also supply our own products, under "white label", to various high end stores including Selfridges and Fortnum & Masons and currently export to Germany, Norway, South Korea & Japan.

With the help of a European Regional Development Fund grant we purchased land and built our existing 8,000 sq ft production unit on the outskirts of Ludlow and now employ 10 staff. At the design stage we elected not to have a gas connection to the building and had a 200 x solar panel array installed on the roof. In our modern, climate controlled accommodation we produce our own range of healthy "free from" food products including granola, muesli and

porridge mixes, nut butters and a wide range of nut, seed and fruit based snacks, including our own roasted and flavoured nuts.

As a responsible business we strive to improve our green credentials and in addition to the 200 x solar panel array, our new premises were designed and built with energy conservation in mind. The orientation of the building and the design and pitch of the roof was built so as to maximise the efficiency of our solar panels, all lighting is led and high levels of insulation was installed to the roof and wall coverings and beneath the floor slab. All of our cardboard waste is recycled and we have recently switched to using fully recyclable packaging for our range of breakfast cereals and nut butters.

### MEET THE NEIGHDOURS AGENDA

**8.45am** - Arrival, signing in and gowning up (coats and mob caps provided)

**9am** - Tour of the facilities

- Picking, packing and dispatch
- Production kitchen
- Warehouse and storage

**9.45am** - Refreshments and networking

**11.00am** - Close



# INTERNATIONAL TRADE

## Department for International trade

The Department for International Trade (DIT) is the Government department that helps UK businesses export and grow in global markets. DIT also drives inward and outward investment, negotiates trade deals, and champions free trade.

The DIT Shropshire Team supports local businesses of any size or export experience, by connecting them with a team of experienced International Trade Advisers (ITAs), who are experts in matters of international trade and who work one-on-one with businesses to develop their export capabilities, providing them with free tailored advice and access to a range of Government backed services.

ITAs provide a variety of support to match their clients' export needs.

**The support includes but not limited to:**

- Local account management, offering support and advice from an experienced adviser
- Developing a bespoke strategic export action plan
- Complex Markets advice, including Intellectual Property, Licensing, Contracts and JV advice
- Language and Culture advice

- Finding the right markets and undertaking tailored research with our network of overseas experts
- Introductions to overseas contacts and buyers
- Website and e-commerce advice offering guidance on navigating the global digital marketplace
- Tradeshow access, providing grants to eligible businesses so they can attend overseas events.
- Exclusive access to a programme of events including Specialist Webinars, Meet the Buyer sessions, 1-2-1 meetings with Overseas Specialists and Commercial Officers
- Access to 1000's of live export opportunities
- Funding to support export activity via our ESIF Programme

**Over the past 15 months we've received daily queries and provided advice on:**

- Export Health certificates
- Export Licences
- Rules of origin
- Market specific labelling requirements
- Exporting to Northern Ireland and ROI Assisted businesses in getting their products to Ireland and Northern Ireland.
- Accessing complex markets such as Russia and Kazakhstan

# INTERNATIONAL TRADE

## DIT Shropshire in Action

### Case Study 1

#### Export Requirement

Client had significant challenges since EU Exit around the export of their devices, particularly with the NI protocol and getting product into both Northern Ireland and the Republic, product range included those designated as dangerous goods.

#### ITA Assistance

Client worked closely with their ITA to formulate the most effective and efficient methods to export, undertaking a thorough review of Incoterms and providing guidance on suitable specialist couriers and ensuring there is a defined process to submit the correct information for each shipment as legislation changes, increasing their ability to service clients effectively.

The ITA has also significantly contributed to ensuring the company and its charitable arm, are able to export their products to conflict-torn countries through complex logistical channels.

#### Outcome

The company is now in a position where exporting is a more efficient, repeatable process, where each new piece of legislation can be reviewed and incorporated due to the platform we have developed. The support provided by the ITA has helped secure business of ~ £1.5M this year.

“Without the support of our ITA, we would not have been able to have such process in place, the greater complexity we faced post-Brexit, would have had a huge effect on our upstream and downstream supply chain. Our ITA is proactive, has an in-depth knowledge of our business and can forewarn of potential pitfalls and help us make the necessary amends to internal processes”

### Case Study 2

#### Export Requirement

The client was approached by an overseas business to design and develop a bespoke product.

#### ITA Assistance

Discussions and prototype work moved quickly and following discussions with their local ITA it was evident that the client needed support with their contract and protecting their Intellectual Property. The ITA introduced the client to the Complex Markets Advisor, who provided advice on Intellectual Property, Licensing and Royalties

#### Outcome

After several meetings with the Complex Market Adviser, the client signed a contract which was mutually beneficial to both parties and strengthened the relationship.

Please contact the DIT Team on West Midlands helpdesk [info@tradewm.co.uk](mailto:info@tradewm.co.uk) or +44(0) 345 222 0159

# Let's Connect!

9 - 15 May 2022

#MentalHealthAwarenessWeek

**We're encouraging you to build meaningful connections with your friends, family, colleagues and communities!**

The theme for Mental Health Awareness Week is 'loneliness'. Loneliness affects many of us at one time or another and we know that it can be both the driver for and a product of poor mental health.

**Let's connect during Mental Health Awareness Week, and together, we can:**

- **Raise awareness** of the links between mental health and loneliness
- Provide **safe and welcoming spaces** to talk and support each other
- **Upskill people to use technology and keep in touch** with loved ones
- Create an army of **volunteers to support** lonely people

We're asking people and organisations alike to consider their 'unique contribution' in tackling loneliness, isolation and the barriers to connection.



## We need you to...

### 1. Raise awareness

Help people to understand links between loneliness and poor mental health, and actively check in on those around you at work and in your communities



### 2. Invite conversations



Use our advice, information, and conversation starters, and join our community on Clic to foster conversations about mental health

### 3. Volunteer your time

Give back some of your time – either by helping our service users to get online or by helping us to moderate Clic, keeping users safe



### 4. Ask others to act

Raise these issues within your community and encourage more people to act



# CV WORKSHOP

Are you currently over 18, unemployed and out of education?

Maybe you have any friends or family who meet this criteria?

We're currently offering CV training to anyone who fits these requirements, completely free of charge!

Whether you already have a CV, or are starting from scratch, our team at The CV Workshop are ready and waiting to teach you everything you need to know.

Book your free CV workshop by emailing [h.jones@shropshire-chamber.co.uk](mailto:h.jones@shropshire-chamber.co.uk)

**The**  
**CV**  
**WORKSHOP**

GRAB A

**FREE SESSION**

TO DRAFT, CREATE  
OR UPGRADE YOUR CV



# MEMBERSHIP

### Your membership and its value...

- **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 RESULTS



The results from our Quarterly Economic Survey Quarter 1 have been published and be accessed [HERE](#)

This data shows the early impacts of the invasion of Ukraine and high fuel prices although the effects of these were only becoming apparent as the survey closed.

The next Quarterly Economic Survey launches on 16th May 2022.

The data from this will determine the longer-term impact on the economy of the rising fuel prices, invasion of Ukraine and supply chain issues.

The Accredited British Chambers of Commerce Network have run the Workforce Survey through April to gather views on staff retention, staff skills and training, and other topical issues.

The data will be published in the coming weeks and will also be used by the Chamber

Network in their lobbying efforts and when consulting government on business matters.

Last Month saw us run our Net Zero Summit in partnership with Aico which included informative presentations from speakers sharing their experiences through various stages of the journey towards Net Zero.

If you have any policy questions or concerns, please do not hesitate to contact the Policy team on **01952 208200** or email [policy@shropshire-chamber.co.uk](mailto:policy@shropshire-chamber.co.uk)

# FEATURE

# QUEST

## Make the most of your Chamber HR and H&S Services...

CHAMBER HR



### ONE2ONESERVICES

DISCOVER

REVIEW

COMPARE



Book a complimentary meeting with a Quest Business Support Manager

Three choices - what suits you best?



#### DISCOVER

Find out how to make the most of the Chamber HR Service and see how it can help you and support your business. A Quest Business Support Manager will cover the scope of the Chamber HR service, how the HR advice line can help you, what is included in the Document Library, other featured services available via the website, how to access the service and hours of operation.

#### REVIEW

An opportunity to talk to a Quest Business Support Manager about how your business may be changing, where you were and where you are going to. What HR issues does this raise? The meeting will cover areas of risk, your responsibilities and what you need to have in place to ensure you are compliant and protected. Effectively this gap analysis will identify what you need to do.

#### COMPARE

If you have an existing outsourced HR service you may wish to do a comparison with Chamber HR to see if Chamber HR can fulfil your needs. A Quest Business Manager will look at your current provision and explain how Chamber HR differs from it. Chamber HR is included in your membership fee so it may be that you don't need to pay anything extra to anyone else!

#### REQUEST AN APPOINTMENT

Contact Myles Day on [mday@questcover.com](mailto:mday@questcover.com) or scan the QR code to book an appointment.

Please quote "DISCOVER", "REVIEW" or "COMPARE" in the notes.



Members now have access to three complimentary One2One services.

You can book a meeting with a Quest Business Support Manager to find out how you can make the most of these key member services. They are both included in your membership fee, and you have unlimited access to the advice and documents they provide...but do you really understand exactly how they can help you?

Now you can find out!

There are three different One2One meetings and you can choose one or take all three. It's up to you

**Discover** – helps you understand the full scope of the service, how it can help you, the advice line service, the document library, how to access it etc.

**Review** – if your business is changing this is an opportunity to discuss areas or risk, get to understand your responsibilities and ensure you are compliant and protected

**Compare** – find out how the Chamber services compare in terms of service and cover to any current outsourced provision.

To find out more or book a complimentary meeting email Myles (Business Support Manager) at [mday@questcover.com](mailto:mday@questcover.com)



PROFESSIONALS  
PARTNERSHIP

CHAMBER IN FOCUS .23

EVENT

## Professionals Partnership 20 May 7.30 - 10am

Do you work in the professional and business services industries?

If that's a yes then we would love for you to join our Professionals Partnership networking group. The group members share a common interest in supplying and collaborating with professional business services.

What does the Professionals Partnership do?

- \* Business categories range from accountants to website designers but all have a common interest in supplying professional business services.
- \* We share knowledge and collaborate with like-minded business owners.
- \* We support and work together with people who have a direct link to the professional services industry or can offer crossover education for those in the professional services industries.
- \* We offer access to the largest professional services network in Shropshire.
- \* We meet quarterly with top speakers on the agenda.
- \* We share knowledge, best practice and help you and your team to continue your professional development
- \* We don't ask you to do a 60-second pitch.
- \* We reward you with a lovely full English breakfast but a lighter option is available too!

This meeting will see our members welcome Shane Stark who will share his knowledge on what lessons we have all learned from Shropshire's flooding, Brexit, the pandemic,

the on-going war in Ukraine, rising prices through the supply chain and what decisions businesses can make to ensure they are durable enough to survive the difficult times and evolve in a sustainable way.

What is Shane's background?

- \* More than 30 years experience of running, working with and managing businesses in a wide variety of sectors in the US and UK.
- \* Helped organisations develop from start ups to global organisations with over £250m in turnover and everything in between.
- \* I use my hard earned business knowledge to provide practical advice, support and coaching to ambitious businesses.
- \* By working together we can establish or improve business models that maximise returns from the assets and talent available.

Book your place and advise any dietary requirements by emailing Kelly at [k.riedel@shropshire-chamber.co.uk](mailto:k.riedel@shropshire-chamber.co.uk)

**AGENDA** (Timings are approximate)

- 07.30-08.15** - Registration, coffee and networking
- 08.15-08.45** - Seated full English breakfast
- 08.45-08.50** - Welcome
- 08.50-09.45** - Presentation
- 09.45-10.00** - Q&A and networking
- 10.00** - Closing comments

Please note, you do not need to be a member of Shropshire Chamber to attend this event.

## 24. CHAMBER IN FOCUS

# MAY CALENDAR

DATE	TITLE	TIME	VENUE
04	Shrewsbury Network Club	8:00am – 9:30am	Origins Restaurant
05	Telford Network Club	8:00am – 9:30am	AFC Telford United
05	Digital Marketing, SEO, Website and Google Fundamentals to increase your online visibility	9:30am – 4:30pm	Virtual
10	Google Analytics - Beginners	9:30am – 4:30pm	Shropshire Chamber
10	Maximise Your Membership	11:00am – 12:30pm	Virtual
11	HR in Focus	9:30am – 11:30am	Love2Stay
12	Oswestry Network Club	8:00am – 9:30 am	Oswestry Golf Club
12	Emergency First Aid at Work	9:30am – 4:30pm	Shropshire Chamber
17	Meet the Neighbours	8.45am - 11.00am	Ludlow Nut Co Ltd
17	Methods of Payment including Letters of Credit - A Practical Guide	9:30am – 4:30pm	Shropshire Chamber
17	Customs Procedures & Documentation	9:30am – 4:30pm	Virtual
18	Shrewsbury Network Club	8:00am – 9:30am	Origins Restaurant
18	Become a Powerful & Persuasive Speaker	9:30am – 4:30pm	Shropshire Chamber
19	Telford Network Club	8:00am – 9:30am	AFC Telford United
19	Starting Your Employees, The Right Way	9:30am – 12:30 pm	Chamber House
19	Customer Service Excellence	9:30am – 4:30pm	Shropshire Chamber
20	Professionals Partnership	7:30am – 10:00am	AFC Telford United
24	Corporate Training - What needs to happen to get the sale	10:00am – 4:00pm	Chamber House
25	Network of Women	11:00am – 2:00 pm	Lion Quays Hotel Ltd
26	Oswestry Network Club	8:00am – 9:30am	Oswestry Golf Club
31	COSHH training	9:30am – 12:30 pm	Shropshire Chamber

# JUNE CALENDAR

DATE	TITLE	TIME	VENUE
01	Shrewsbury Network Club	8:00am – 9:30am	Origins Restaurant
01	Corporate Training - HR & People Recruitment	1:30pm – 4:30pm	Shropshire Chamber
02	Telford Network Club	8:00am – 9:30am	AFC Telford United
08	Shropshire Chamber Business Awards <b>Showcase - BOOK YOUR STAND</b>	10:00am – 3:00pm	Mercure Telford Centre Hotel
08	Shropshire Chamber Business Awards <b>Showcase - BOOK YOUR FREE VISIT</b>	10:00am – 3:00pm	Mercure Telford Centre Hotel
08	Shropshire Chamber Business Awards <b>Conference - BOOK YOUR PLACE</b>	10:00am – 3:00pm	Mercure Telford Centre Hotel
09	Oswestry Network Club	8:00am – 9:30am	Oswestry Golf Club
09	Corporate Training - Leadership - Leading through Change and Uncertainty	9:30am – 4:30pm	Chamber House
09	Presentation Skills and Confident Communication	9:30am – 4:30pm	Shropshire Chamber
10	Shropshire Chamber Business Awards <b>Night - BOOK YOUR SEATS</b>	6:30pm – 1:00am	Telford International Centre
14	Combined Import & Export	9:30am – 2:30pm	Shropshire Chamber
15	Shrewsbury Network Club	8:00am – 9:30am	Origins Restaurant
15	Insta for Business	9:30am - 1.00pm	Shropshire Chamber
16	Telford Network Club	8:00am – 9:30am	AFC Telford United
21	WordPress in a Day	9:30am – 4:30pm	Shropshire Chamber
22	Bridgnorth Networking Breakfast	8:30am – 10:00am	Woodberry Inn Ltd
22	Digital PR and Social Media - How to do it	9:30am – 4:30pm	Shropshire Chamber
23	Oswestry Network Club	8:00am – 9:30am	Oswestry Golf Club
23	Chamber Golf Day	10:00am – 4:00pm	Astbury Hall
24	Netwalking - The Wrekin	10:00am – 12:00pm	The Wrekin
27	Charity and Not for Profit Networking	10:30am – 11:30am	Virtual
29	Shrewsbury Network Club	8:00am – 9:30am	Origins Restaurant

## 26. CHAMBER IN FOCUS

# JUNE CALENDAR

DATE	TITLE	TIME	VENUE
30	Telford Network Club	8:00am – 9:30am	AFC Telford United
30	Shropshire Property Partnership	9:30am – 12:30pm	Shropshire Chamber

### Shropshire Chamber Golf Day

Enjoy an afternoon of high-level networking and golf in a relaxed environment. You are welcome to enter a team of four or book individual places and we will organise you into a team.



**23**  
**June**  
**BOOK**  
**NOW**

### Property Partnership

Aimed at keeping interested individuals and companies informed on legislation changes, business opportunities, partnering opportunities and support.



**30**  
**June**  
**BOOK**  
**NOW**

# EARLY JULY CALENDAR

05	Understanding Export & Export Docs	9:30am – 4:30pm	Shropshire Chamber
06	Search Engine Optimisation (SEO)	9:30am – 4:30pm	Shropshire Chamber
07	Oswestry Network Club	8:00am – 9:30am	Oswestry Golf Club
07	Evening Business Expo	5:30pm – 7:30pm	Furrows
12	Emergency First Aid at Work	9:30am – 4:30pm	Shropshire Chamber
12	Corporate Training - The Sales Follow up - What you have to do to keep your customers and get new ones	10:00am – 4:00pm	Chamber House
13	Shrewsbury Network Club	8:00am – 9:30am	Origins Restaurant
14	Blogging for Business	9:30am – 12:30pm	Shropshire Chamber

#SAYNOTOABUSE



# 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.

*The Haven Wolverhampton is a Registered Charity: 1065427*

# NEW MEMBERS

## March and April

- Brush Up Accountants
- DecoStitch Limited
- Samplas Ltd
- Start Technology Limited
- The Cheese Wedge Company
- The Den Kit Company Ltd
- The People Effect Shropshire Limited
- Transport 29 Ltd
- Chantelle Spare Photography
- Alexa & Bud
- Cool services
- CDM Risk Check Ltd
- Agri Tech aston
- AmyLucy
- TIA Treadsetters
- ETS
- County Training
- Ferro Manufacturing
- Regency Bar Ltd
- Croft and Oakes Chartered Financial Planners Limit
- EVC Solutions Limited
- Madeley's First Aid Plus
- Phillips Chartered Accountants
- Plastic Machining Services Limited
- ANTA Education Ltd
- Bauer Media
- Famous Wolf Digital Marketing Agency
- JAM Care
- Spring Networking
- Albright Hussey



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)

