

The Retailer



NIIRTA
Northern Ireland Independent
Retail Trade Association

The Magazine for the Northern Ireland Independent Retail Trade Association



NIIRTA LAUNCHES 80 POINT ECONOMIC PLAN AT TOWN SUMMIT

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from left to right Ross Brown, Green Party, Alex Attwood, SDLP, Tina McKenzie, NI21, Glyn Roberts, NIIRTA, Anna Lo, Alliance, Diane Dodds, DUP and Jim Nicholson, UUP

NIIRTA LAUNCHES ECONOMIC FIVE POINT PLAN FOR EUROPE

The EU needs to establish a Town Centre Taskforce for Northern Ireland—that was one of the key points in the EU Five Point Plan launched by the Northern Ireland Independent Retail Trade Association (NIIRTA).

Local European Parliament candidates Jim Nicholson, Anna Lo, Alex Attwood, Diane Dodds, Tina McKenzie and Ross Brown attended the launch in Ballyhackamore.

NIIRTA Chief Executive Glyn Roberts said:

“We are publishing our EU 5 Point Plan because Retail makes a huge contribution to the economy of the EU employing over 33 million people and over 11% of GDP. In Northern Ireland it is the largest part of our local private sector, employing 1 in 10 local jobs”

“Given that Northern Ireland has twice the UK shop vacancy rate, one of the main points in our Plan is for the establishment of an EU Town Centre Taskforce. This taskforce would examine new ways of harnessing funding local Town Centre Regeneration and identifying good policy practice in other EU towns and cities which have successfully addressed dereliction and returned to vibrancy.”

“The new URBACT III is one funding stream which promotes sustainable urban development which should be a top priority for our 3 MEPs”

“We also want a reduction in the numbers of European Commissioners and the appointment of a Commissioner for Small Business and Better Regulation, capable of strong resolute action in addressing red tape and the EU’s 23 million SMEs”

“Action is also needed to ensure that the Waste Framework Directive and the Packaging Directive are reformed to reduce the burden on independent retailers”

“Small traders need to be taking advantage of Horizon 2020 and NIIRTA wants to see a one stop shop for information aimed at small retail firms where relevant information on innovation initiatives can be shared”





Photo 1

NIIRTA LAUNCHES ECONOMIC 80 POINT PLAN FOR LOCAL COUNCILS

The business community needs to wake up to the challenges of the new eleven super-councils - that was the message from the Northern Ireland Independent Retail Trade Association (NIIRTA) as it launched its Programme for Local Government, Local First.

Local First which was launched at NIIRTA's second Town Centre Summit, supported by Danske Bank, was addressed by the Ministers for Environment, Regional Development and Social Development and also the Lord Mayor of Belfast. The audience included over 150 independent retailers, Council candidates and many other key stakeholders at the Belfast Metropolitan Arts Centre (The MAC).

Speaking at the launch, NIIRTA Chief Executive and author of the report, Glyn Roberts said:

"By and large the local business community needs to wake up to the huge challenges and opportunities

that the new Councils will offer. They could be the change-makers for economic development, radically new town centres, innovation and urban regeneration"

"With their enhanced powers these Councils will be vital players in shaping the future of our economy and it is essential that the private sector engages with party candidates in this election to ensure that they can hit the ground running when power is transferred in 2015"

"Local First is an economic Programme for Local Government, setting out eighty ideas about how the eleven Councils, working with the NI Executive, can help to create employment, regenerate town centres, revamp car parking and ensure they adopt a fair planning policy"

"This is not just a retail manifesto, but a programme for economic and social change for Northern Ireland"

"Given that we still have twice the UK average of shop vacancies, we are bringing solutions, not more problems to the challenges facing our town centres. We want to see our town centres reclaiming their rightful position and role as places that serve their communities, visitors, businesses and key stakeholders, with a quality of experience that encourages them to keep coming back and staying longer"

"NIIRTA wants to see the eleven Councils set ambitious targets for





Photo 2

economic and social regeneration and above all, deliver for the communities that elect them”

Katherine James, Head of Small Business at Danske Bank, said:

“The eleven newly created

Councils will undoubtedly become very important players in terms of driving our economy forward. Danske Bank is forecasting 2.3% growth in the Northern Ireland economy for 2014 and 2.4% growth in 2015.

Despite the obvious hardships that our towns and cities are still facing as we come through recession we are confident enough to say

“NIIRTA wants to see the eleven councils set ambitious targets for economic and social regeneration and above all, deliver for the communities that elect them”

Photo 1: Lord Mayor of Belfast, NIIRTA Chair Nigel Maxwell, DRD Minister Danny Kennedy MLA, Danske Head of Small Business, Katherine James, DSD Minister Nelson McCausland MLA, DOE Minister Mark H Durkan MLA and NIIRTA CEO Glyn Roberts launching Local First at the MAC.

Photo 2: Social Development Minister Nelson McCausland MLA addressing the launch of Local First

that our economic indicators show that a recovery has most definitely started and is taking root. SMEs are the absolute heartbeat of our local economy and we look forward to continuing to support their growth throughout 2014 and in the years ahead”.

Among the eighty recommendations in Local First are:

- Strong Town Centre First Planning Policy
- Councils and Executive helping to create 3000 independent retailers right across Northern Ireland by 2020
- Strong partnership Cabinet model for local government
- Free Wi-Fi for all town centres by 2020
- iPhone Apps for all town centres by 2016
- Small Business Commissioner for Belfast, based on New York City model
- Regeneration Commissioner for Derry/Londonderry, replacing existing agencies
- Retail Incubators for every town centre
- Councils establishing Local Growth Partnerships
- Restructured and enhanced Chambers of Commerce
- On street Car Parking transferred to Councils by 2020
- Extended Empty Premises Relief qualification from 12 months to 6
- Community Hub model for Town Centres
- Digital High Street Strategy for every town centre

Following the launch NIIRTA Chief Executive Glyn Roberts undertook a tour of 22 towns to promote Local First with NIIRTA members, councillors and Chambers of Commerce.

Among the towns Glyn visited, were Derry/Londonderry, Strabane, Omagh, Coleraine, Ballycastle, Ballymoney, Ballymena, Newry, Banbridge, Portadown, Bangor, Newtownards, Ballyclare, Carrickfergus, Larne, Warrenpoint, Cookstown, Magherafelt, Newcastle, Antrim, Lisburn and Dungannon.

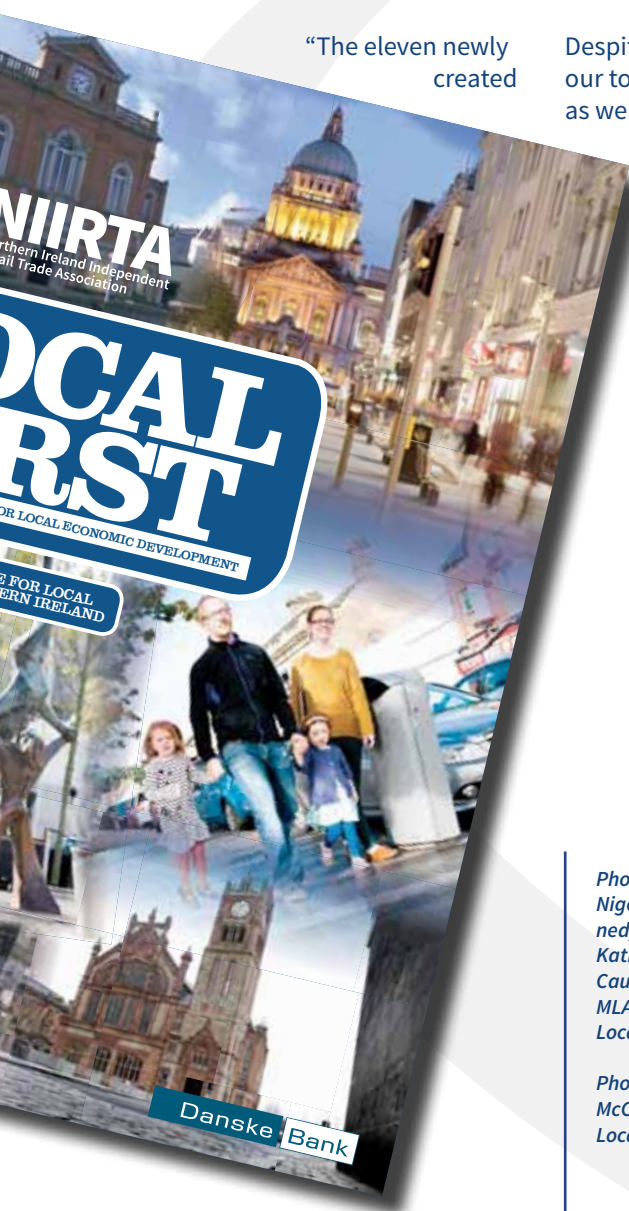




Photo 1

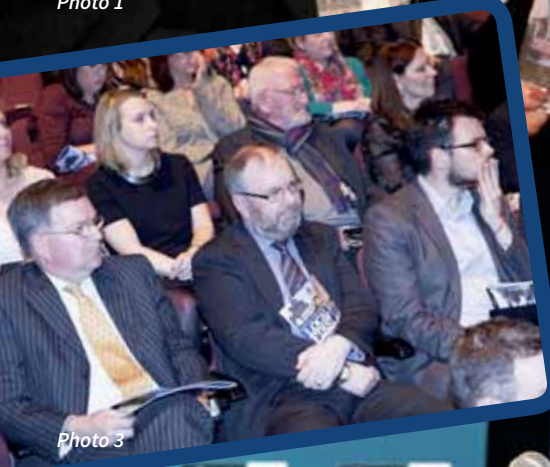


Photo 3



Photo 2



Photo 4



Photo 5

Photo 1: Diane Dodds MEP, Ald Alan Ewart, NIIRTA CEO, Glyn Roberts and First Minister Peter Robinson MLA launching Local First in Lisburn

Photo 2: Environment Minister Mark H Durkan MLA addressing the Local First launch

Photo 3: Audience at the Local First./Town Centre Summit at the MAC

Photo 4: DRD Minister Danny Kennedy MLA addressing the launch of Local First

Photo 5: Lord Mayor

Photo 6: First Minister at Local First launch in Lisburn



Photo 6



Photo 7



Photo 8



Photo 9



Photo 10

Photo 7: Dungannon Launch

Photo 8: Banbridge Launch

Photo 9: Derry Launch

Photo 10: Ballymena Launch

Photo 11: Omagh Launch



Photo 11

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Translink cupid Ellie Heaney and Selina Hutchinson, Visit Belfast find the perfect match for Belfast passengers with the Love Metro Saturdays £2 fare available only with a dayLink card.

TRANSLINK LOVE METRO SATURDAYS

Translink's ever popular 'Love Metro Saturdays' campaign is back! This special promotion offers unlimited day travel throughout Belfast on Translink Metro for only £2 with a dayLinkcard. The promotion is available every Saturday 9.30am - 7pm, until 28 June.

Carol Lundy, Translink brand manager said, "The Love Metro Saturdays campaign has evolved over a number of years and we are delighted by its ongoing success and support from passengers. Our latest campaign that incorporates the

dayLink card has been developed with passengers in mind - offering greater flexibility and safer, cash free travel. We are dedicated to delivering real improvements for the thousands of people using Metro every day and want to help make people's lives better by encouraging them to leave the car at home and give the bus a go.

"Indeed more people are choosing to use the bus and train due to bold initiatives like 'Love Metro Saturdays' and 'fares freeze' - which will see our fares frozen at their current levels throughout 2014. As 52% of people come to Belfast by bus and rail and half of shoppers using Metro services spend over £35 per visit, it is vital we continue to work hard to maintain service quality and high customer satisfaction.

"Through these great deals we are urging people to leave the car at home, give the bus or train a go and avail of the many benefits that passenger transport has to offer - cost savings; free wi-fi; more time to relax and catch up with friends." Love Metro Saturdays with W5

Translink has teamed up with W5 to offer bus passengers an exclusive deal on Saturday 14 June 2014 in celebration of the Love Metro Saturdays £2 fare. Spend some quality family time together and enjoy a special day out at W5 to benefit from 10% discount off general admission upon production of a valid Translink Metro ticket.

To get involved, join the conversation online #translinklivesbetter.

For further information about Translink's special value fares and offers visit: <https://www.translink.co.uk/Special-Offers/>

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SMALL BUSINESS SATURDAY IS BACK! - 6TH DECEMBER 2014

Following the success of Small Business Saturday 2013 in Northern Ireland, the initiative is to be run again on 6th December 2014. Full details to be unveiled very soon.

NIIRTA Chief Executive Glyn Roberts who is Small Business Saturday coordinator in Northern Ireland said:

“Following the fantastic support for Small Business Saturday, received right across political parties, local Councils, Chambers of Commerce, Business Organisations and a formal vote in the NI Assembly, we are delighted that the Small Business Saturday 2014 is to be held on 6th December”

“Small Business Saturday is not just a



Photo 1



Photo 2

Photo 1: Ministers, MLAs, Cllrs and local business owners launching Small Business Saturday 2013 outside Belfast City Hall

Photos 2 & 3: NIIRTA CEO Glyn Roberts with Shadow Secretary of State for Business Chuka Umunna MP



Photo 3

‘shop local’ campaign - it is about highlighting the huge contribution all of our small businesses make to the economy in Northern Ireland and throughout the UK”

“It is our national entrepreneurs’ day, celebrating the jobs, investment and services our small businesses provide for us all”

Championed in the UK by the Prime Minister, Chancellor, Chuka Umunna, the Shadow Secretary of State for Business Innovation and Skills, and supported, the Business Secretary Vince Cable and the Minister for Skills Matthew Hancock, this non-political campaign highlights small business success and encourages consumers to ‘shop local’ and support small businesses.



Photo 4

Photo 4: NIIRTA Vice Chair Paddy Doody, NIIRTA CEO Glyn Roberts discussing Small Business Saturday with Prime Minister David Cameron at a NIIRTA sponsored reception

Photo 5: MLAs Feargal McKinney, Alastair Ross, Judith Cochrane, Phil Flanagan, Sandra Overend and Danny Kinahan promoting Small Business Saturday at the NI Assembly with Glyn Roberts

Photos 6 & 7: NIIRTA CEO Glyn Roberts attending a Small Business Saturday Reception in Downing Street with Chancellor, George Osborne



Photo 5



Photo 6

Photo 8: Prime Minister David Cameron addressing a NIIRTA sponsored reception, promoting Small Business Saturday

Photo 9: Promoting Small Business Saturday in Comber

Photo 10: NIIRTA CEO Glyn Roberts discussing Small Business Saturday with Chancellor George Osborne



Photo 7



Photo 8



Photo 9



Photo 10

RETAILERS SHOULD PREPARE NOW FOR THE NEW PENSION REFORM

BY IAIN FERGUSON,
WORKERS PENSION TRUST

The new pensions auto-enrolment legislation is now a reality for many of Northern Ireland's independent retailers, says Iain Ferguson from Belfast-based Workers Pension Trust.

The legislation requires every business to automatically enrol eligible employees into a qualifying workplace pension scheme and to pay contributions on their behalf. It is up to individual employees to opt out if they wish. Eligible employees include full-time and part-time, temporary and permanent workers who are over 22 years old and earning enough to pay basic-rate income tax.

The legislation is being phased in with larger employers being affected first. However, by the end of July 2014, all businesses with between 62-499 employees will have had to comply and it will be the turn of those with lower employee numbers. Many of the larger NIIRTA members will fall into the organisations which will auto-enrol during 2014 and may well have already received notification from the Pensions Regulator.

Contrary to what the "auto-enrolment" name suggests, the process is by no means automatic. In order to comply with their legal obligations, every business must decide on a pension provider, put a qualifying scheme in place, assess their workforce to see who must be automatically enrolled, communicate with all employees and have a mechanism in place to make the appropriate deductions from wages.



The whole auto-enrolment process can seem daunting to even the most organised businesses. The key to successfully implementing the process is to start early. The old saying "retail is detail" applies to auto-enrolment just as it does to every other aspect of a successful retail operation. With the proper planning, support and guidance it can be much simpler and more manageable.

When choosing an appropriate auto-enrolment scheme, business owners should look at the provider's experience of running similar schemes, the guidance and support offered; including how the message will be communicated to employees, the mechanics of how the scheme will be operated and flexibility in terms of contribution levels. Choosing the right pension provider can help ease the burden and make the process much less daunting.

Workers Pension Trust is a local not-for-profit organisation and the only Northern Ireland-based full auto-enrolment solution available to all businesses. The pension scheme is suitable for all employees, across all income brackets and is based on more than 30 years' experience delivering multi-employer pension schemes.

For more information on auto-enrolment and your responsibilities as an employer, please visit www.workerspensiontrust.co.uk or contact Iain Ferguson on 028 9087 7142 or iainf@workerspensiontrust.co.uk

NIIRTA WELCOMES 5 HOURS CAR PARKING FOR £1 PILOT FOR 25 TOWNS

The Northern Ireland Independent Retail Trade Association (NIIRTA) has warmly welcomed the announcement by the DRD Minister Danny Kennedy that he is

to extend the 5 hours for £1 Christmas scheme for a six month pilot, covering 93 Car Parks in 25 towns.

“THIS IS VERY WELCOME NEWS FOR THE 25 TOWN CENTRES AND FOR THE RETAIL SECTOR AS A WHOLE”

NIIRTA CHIEF EXECUTIVE GLYN ROBERTS

NIIRTA Chief Executive Glyn Roberts said:

“NIIRTA has been urging the DRD Minister to extend this successful Christmas scheme to support our members and ensure that town centre car parking is affordable for shoppers, given the competition from free out of town car parking”

“Given that off street car parking is to be transferred to the new supercouncils, this decision sets down a marker for them to continue and indeed build upon this discount scheme”



Launching 5hrs for £1 with DRD Minister Danny Kennedy MLA

NIIRTA PUBLISHES RESPONSE TO NEW PLANNING POLICY

The Northern Ireland Independent Retail Trade Association (NIIRTA) has published its detailed response to the consultation on the new draft Single Planning Policy Statement.

NIIRTA Chief Executive Glyn Roberts said:

“While we welcome the broad thrust of the Single Planning Policy Statement (SPPS) it does need more work to ensure it is fit for purpose for our economy, environment and future growth of our town centres”

“We want to see a Planning Service which makes timely and responsible decisions, focusing on sustainable economic applications which create real jobs and prosperity”

“In just under a year’s time our new eleven Councils will assume responsibility for most planning decisions and it is crucial they are fully prepared”

“SPSS focuses on economic considerations and states that large scale investment proposals with job creation potential will be given particular priority. NIIRTA would reiterate that not all economic growth is sustainable. In practice most out-of-town retail developments claim significant investment and employment, but in reality simply results in relocation of jobs out of town or city centres”

“NIIRTA wants to see planning applications, which have real and sustainable economic potential. In

furthering sustainable development there is a need to balance economic, social and environmental objectives in a clear and objective manner in the management of development and decision taking otherwise economic factors will be determining”

“We agree with the town centre first and sequential test approach and support the enhancement and diversity in the range of town centre uses. All leisure, cultural, community, housing and business facilities should be directed toward the town centre in order to promote town centres as the first choice for business. Applicants proposing these uses outside the town centre should have to demonstrate why it couldn’t be located at a town or city centre site through a site selection process”



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‘THE LAST STRAW’ DOCTRINE

Good news for employers as the High Court has confirmed that employers can rely on ‘the last straw’ doctrine to legitimately dismiss an employee for gross misconduct.

In this case, the claim that was made was that of wrongful dismissal, not that of unfair dismissal. In brief, the court held that, the ‘last straw’ doctrine permits an employer to dismiss an employee in response to an event which in itself may be insubstantial but when, taken together with a chain of earlier events, amounts to a fundamental breach of contract. The doctrine is more commonly used by employees who are claiming constructive dismissal against their employers- however the recent case of *Kearns v Glencore Ltd* is the first case to bring the use of the last straw doctrine to a level ground between employers and employees.

In the case of *Kearns v Glencore Ltd*, Kearns was summarily dismissed after he failed to attend a critical business meeting, which was believed by his employer to be due to excessive alcohol consumption. As there had been a number of previous similar incidents by Kearns, including lateness and failure to attend meetings, this incident was considered to be the ‘last straw’ by his employer. The employer argued that Kearns had breached the implied terms of trust and confidence in their contract and that his final absence amounted to gross misconduct and as such, immediate dismissal was warranted.

The court agreed with the company, ruling that an employer is entitled to rely on the “last straw” doctrine when asserting a breach of the implied term of trust and confidence. It is worth noting that although Glencore did not fully investigate the last act of misconduct by Kearns and did not carry out a formal disciplinary process, the court upheld the dismissal for gross misconduct as Kearns had been told a repeat offence would result in his dismissal. However, it should be noted that the fairness of the dismissal was not tested, only the right to notice pay and further, this decision may be subject to an appeal and so employers should approach this subject with caution. As a means of best practice, employers should fully investigate all instances of misconduct and take appropriate disciplinary action, as cases are assessed individually and future outcomes may not be so favorable.

To assess whether instances are covered under the last straw doctrine, consider the following:

- The final act must not be utterly trivial or innocuous
- But the final act need not, by itself, amount to a fundamental breach of contract
- Nonetheless, the final act must contribute, however slightly, to the particular breach
- In certain circumstances, the final act may have an only tenuous time link to previous acts

Advice to employers:

- Deal promptly and appropriately with breaches – even if they are relatively minor:

A final minor act of misconduct can act as a last straw for employers in light of a string of incidences. However, employers must be sure to investigate all incidences of misconduct thoroughly and if proven, take appropriate disciplinary action. If misconduct is tolerated in early stages, you will not be able to rely on it at later stages.

- Investigate and corroborate before you dismiss: As the series of conduct amounting to the last straw can be fairly minor, you must ensure that the chain of events relied on is serious enough to warrant dismissal and that you can provide evidence to prove this.
- Have clear guidelines about business policies and the type of conduct which will not be tolerated – this will minimise the risk that a tribunal will characterise the conduct as less serious and the dismissal as unfair
- Consider the last act on its own – does it amount to gross misconduct under your company policy? If so, a summary dismissal may be permissible.

If you need advice on ‘The Last Straw’ doctrine or any other employment issue contact Peninsula Business Services on 0800 917 0771 and quote NIIRTA for a free advice call.

WWW.PENINSULA-NI.COM

Belfast needs a Small Business Commissioner based on the New York City model to provide a one-stop shop to assist new start SMEs and to support existing businesses. That was the call from NIIRTA at the joint Belfast Chamber of Trade & Commerce and NIIRTA Local Government Hustings, which recently took place in Belfast

Candidates from Sinn Fein, DUP, SDLP, Alliance, UUP, PUP, NI21, Greens and NI Conservatives took part in the joint event at Ten Square Hotel.

Addressing the event NIIRTA Chief Executive Glyn Roberts said:

“NIIRTA has produced a Programme for Local Government for this election, Local First, which sets out eighty policy priorities for the new Councils”

“We need to see the new Belfast City Council being able to hit the ground running with radical new ideas to support the next generation of entrepreneurs, regenerate the City Centre, promoting economic development and a fair planning policy”

“NIIRTA would urge the new Belfast City Council and NI Executive to jointly appoint a Small Business Commissioner for the City, based on the successful New York City model”

“This Commissioner would be a one stop shop to help create and assist new start SMEs, be a champion for economic growth and spearhead regeneration of the City Centre and arterial routes”

“We want to see targets set for establishing new start small businesses with six monthly progress reports to Council, alongside targets for free Wi-Fi, a City Centre App and increased investment into the Renewing the Routes scheme. The new Council needs to have a comprehensive Shop Vacancy Strategy in place and creating retail incubator units in vacant shops to support new start retailers”

“NIIRTA has set a province wide target of the new Councils and Executive helping to create the conditions for 3000 new independent retailers by 2020. For Belfast we are challenging the new Council to at least contribute 1000 to that target”



Photo 1

BELFAST NEEDS SMALL BUSINESS COMMISSIONER- NIIRTA

“We need a new Car Parking Plan for Belfast. We want to see the introduction of first hour free on-street car parking and the 5 hrs for £1 scheme in off-street car parks which will bring the city into line with other local towns and cities”



Photo 3

Photo 1: NIIRTA CEO Glyn Roberts and Belfast Chamber President Paul McMahon launching the Belfast Hustings

Photo 2: Tom Kelly from Stakeholder Communications Chairing the Hustings

Photo 3: Candidate from the main parties at the NIIRTBelfast Chamber Hustings



Photo 2

STEPHEN'S CATERING EQUIPMENT AWARDED TOP ACCOLADE AT IFEX 2014



Ballymena-based Stephen's Catering Equipment has been awarded the top accolade at IFEX 2014 Northern Ireland's premier food, drink, retail and hospitality event for its Garland Group Induction Griddle cooking technology.

Competing against 50 products and services from exhibitors in the food and hospitality sectors, Stephen's Catering's Garland Induction Griddle was named as the Overall Product of the Show by an independent panel of judges that included Glyn Roberts, CEO of NIIRTA and UK food expert, Jane Milton.

Ian Manson, Sales Director at Stephen's Catering Equipment says "We are absolutely delighted that our Garland Induction Griddle has won the overall product of the show at IFEX. Induction technology is the future of cooking. It applies cooking energy on demand and when required, and these reduces the overall energy costs of the customer."

The Judges were looking for all-round excellence among the exhibitors' products in categories such as catering equipment, food & drink and technology.

Glyn Roberts, CEO of NIIRTA and Product of the Show judge adds: "The Garland Group Induction Griddle from Stephen's Catering Equipment is an extremely smart piece of technology. It's a worthy winner for the Overall Product of the Show accolade due to its efficiency and green credentials, which includes delivering significant energy savings for food establishments.

"All of the finalists' products were extremely impressive and they're great examples of the innovative food, drink, retail and hospitality products and solutions that are being exhibited at IFEX. These are just some of the hundreds of products and business solutions that were showcased to the 5,000 visitors over the three days of the event."

Other award-winning companies included CBE, Suki Tea and Golden Glen Catering who were awarded gold. Receiving a silver accolade for their products or services were Masseys Catering and Yummy Bakes, and Luscombe Organic Drinks, Cunninghams ACR and Leggygowan Farm Ltd all received bronze awards.

Soraya Gadelrab, Event Director of IFEX concludes: "For the Overall Product of the Show winner – Stephen's Catering Equipment – and all of our finalists, we sincerely hope that this industry endorsement and recognition will help to generate new business in the months ahead."



DSV Solutions: taking the stress out of stock control on and off the road

From day-to-day stock control to handling high-volume promotional activity and seasonal spikes, logistics can be a tricky proposition for the grocery trade at the best of times. Tight margins in recent years have only increased the pressure for greater efficiency.

DSV Solutions, 'a global company with a local touch', offers cost-effective options for businesses struggling to store, handle and distribute their own stock and balking at the investment required to secure their own warehousing and transportation.

"We're the staging point between manufacturing and getting products to customers," says Dermot Connolly, Director Business Development at DSV Solutions.

Its Belfast Harbour site includes 100,000-square-feet of 12-metre high warehouse space, featuring adjustable racking which can be tailored to different pallet sizes. Clients can rack upwards rather than across the floor space, offering a more cost-effective solution, says Dermot. A further local site, in Lisahally, offers 50,000 square feet of warehousing.

All goods held within the warehouse are identifiable by bar code and exact location, offering instant inventory details if customers request an update on their stock.

However, DSV Solutions goes beyond storage to offer value-added logistics for market-leading clients such as Rank Hovis, Bushmills, Lily O Briens, Aldi, and the Musgrave Group.

This might involve, for example, making up presentation packs on its mezzanine level above the busy warehouse floor.

Grocery retailers struggling to handle the high volumes of stock associated with promotions or seasonal activity avail themselves of DSV Solutions' services.

"With seasonal spikes, we can help in that period and give them some breathing space to cope with seasonal demand," says Dermot. "Companies need to focus on promoting and selling their products and we're the ones with the expertise in storage and logistics, and can offer them flexibility. For retailers, we can take their stock, their overspill and then when they see the flexibility we can give them, we hope they'll stay with us."

Campaign management services might include, for example, preparing a retailer for a promotional offer by swapping out ambient stock not required in the short-term to make room for produce on promotion. A DRD or defined return date will be specified for the stock, such as kitchen roll or teabags – to be returned the following week when the



promotion has run its course.

"It affords the space to move campaign produce into shops," says Dermot. "It's just handling that bulkier element to free up the space."

Out-sourcing enables retailers to achieve the logistics holy grail of 'rubber walls', he says, referring to an ability to shrink or expand the warehousing space allocated to a particular company as required.

DSV Solutions uses ABC, or activity-based costing, to bill its clients; as stock goes out, the space used diminishes as does the warehousing cost.

"If you're looking for space in the Belfast area, it's difficult to find quality space," says Dermot. "One option for companies is to invest themselves but then you're tied into a five to 10 year lease and if you're only using the space for half the year, it's dead money. If a company is doing it themselves, they have to employ people whether they're required year-round or not. We factor labour into the cost."

Customer engagement and questions are actively welcomed by the business. "That's the way we want to work, and we can then come back to customers with suggestions that may enhance their current model if they want us to," says Dermot. "We're trying to adapt to their requirements instead of forcing customers into our system. We welcome customers ringing us with questions and ideas. We also like to look at their current model, and ways we can improve it."

Clients are often buried in their day-to-day trading patterns, and stand to benefit from the impartial view DSV Solutions can offer alongside its expertise and assets.

In addition to its major all-Ireland presence, "we have a dotted line into Europe," says Dermot. "There's a wealth of knowledge and experience there we can tap into. We can ask questions and go and get answers, and see how the model is working in different countries."

DSV Solutions is also constantly investing in new technology, aimed at improving performance for customers. For example, the replacement of radio frequency hand-held scanners with 'pick by voice' technology remotely directing staff around the warehouse floor has improved efficiency by 15% in one of DSV's operations.

DSV: operating in the top five globally

DSV is a Danish-owned group, ranking in the top five global operators of transport and logistics, with a presence in 70 countries and 22,000 employees. FMCG and Retail are among the key sectors in which it operates, alongside High Tech, Automotive, Industrial and Healthcare & Life Sciences sectors.

DSV Solutions is one of three divisions; the others being DSV Road and DSV Air & Sea.

In the island of Ireland, DSV has 400 employees at seven locations including two warehouse sites in Northern Ireland at Belfast and Londonderry~Derry.

Services offered by DSV Solutions include:

- Distribution
- Warehousing
- Supply chain management
- Cross docking
- Order pick and pack
- Inventory management and replenishment
- Outsourcing

Contact Dermot Connolly on +353 45 444777 or dermot.connolly@ic.dsv.com.



Let us take control of
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DSV is a leading global supplier of transport and logistics services. With a network of fully integrated warehouses strategically located throughout Ireland, Uk and Europe, **DSV** are ideally placed to manage your supply chain from the management of raw materials to delivery of the finished product to your customer.

In the current economic climate it makes sense to analyse your fixed costs to identify where savings can be made. That's why at **DSV** Solutions we offer:

- A shared-user storage facility that allows you to change your fixed costs into variable costs during both low and peak periods.

DSV operate ambient warehousing in Lishally Derry and Belfast Harbour. The warehouses are of food grade standard and are ISO 9001.2000 certified. They are managed by our dedicated warehousing staff with over 30 years experience in logistics solutions.

By using state-of-the-art Logistics Warehousing Systems and Radio Frequency Technology we manage your stock efficiently.

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The Cedar Foundation

Cedar's core purpose is to provide exceptional services that meet the current and changing needs of people with disabilities. We passionately believe in the right of people with disabilities to make a contribution to all aspects of community life in line with our Vision of a society accessible to all. Everything Cedar does is about inclusion for people with disabilities, whether at work, in the home or socially.

Cedar develops and delivers services to support children and adults with physical disability – congenital such as Cerebral Palsy, Spina Bifida, or Hydrocephalus, or acquired such as a brain injury resulting from a car or sport related accident.

Cedar is one of the oldest charitable organisations in Northern Ireland established in 1941. We now have 24 locations helping over 2,000 people with disabilities and their families per year.

Cedar's Services:

- Empower people with disabilities to be in control
- Support individuals and families to build personal and family resilience
- Build the personal capacity of individuals to live, work and take part in their communities
- Continually improve and innovate to provide the best services for people with disabilities



Charity of the Year

Choosing Cedar as your company's Charity of the Year has many benefits:

- Creates excellent PR opportunities, demonstrating your commitment to corporate social responsibility
- Enhances public image by company committing themselves long-term
- Encourages staff members to dedicate themselves to a long-term goal
- Fundraise for people with disabilities throughout Northern Ireland
- Provide a memorable experience, forging a common bond between all those who take part
- Excellent team-building opportunities



Contact Us: Tel: (028) 9077 0551 email c.tweedie@cedar-foundation.org

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NIIRTA WELCOMES DOE DECISION TO REJECT MAGHERAFELT OUT OF TOWN STORES

Environment Minister Mark H Durkan recently refused four retail applications in Magherafelt.

All four applications were located out of town and include proposals for large foodstores. Locations for the proposed developments were the Moneymore Road, Castledawson Road, Thornhill Avenue and Ballyronan Road.

Mark H Durkan said: “Magherafelt has a strong and vibrant town centre, with one of the lowest levels of retail vacancy in Northern Ireland. There is already a strong retail provision with a mix of local independent traders and main food providers. This needs to be protected which is why, after careful consideration, I am refusing all four applications.”

“There is already a Tesco operating outside the town centre and I believe the town centre could not survive another main food retailer at an out of centre location without having a detrimental impact on existing businesses.”

“Protecting the town centre was not my only consideration in making these decisions. Road safety, impact on the environment and residents were all significant factors.

“Pedestrian and road safety are important considerations for all towns. There are a number of schools in close proximity to Magherafelt town centre so I am particularly conscious of it here. There are existing traffic problems within Magherafelt, particularly the Diamond and I felt each proposal would further aggravate this problem.”

“Retail planning policy is not solely focused on the impact to town centres. The use must also be appropriate to the surrounding area and I was not persuaded that this was the case with all the applications. Large foodstores and their associated high levels of car parking would not have been in keeping with the predominantly residential character of the surrounding area and would also have had a significant impact on neighbouring properties.”



The Minister concluded: “These decisions announced today are all shaping a planning system that delivers for business but not at the expense of our environment, planet or people. A system that builds a better environment and a stronger economy.”

The Northern Ireland Independent Retail Trade Association (NIIRTA) has welcomed the decision by DOE Minister Mark Durkan to reject all four out of town superstores.

NIIRTA, along with Magherafelt Chamber of Commerce and Residents Groups in the town, had strongly opposed the out of town applications because of their likely impact on the town centre.

NIIRTA Chief Executive Glyn Roberts said:

“This is good news not just for independent retailers in Magherafelt, but for its town centre as a whole. It was simply ludicrous that such a small town could possibly sustain one out of town superstore, never mind four”

“Given the Town Centre First emphasis of the new draft Single Planning Policy Statement, it is entirely right the DOE reject economic unviable out of town applications”

“NIIRTA has always maintained that these type of stores need to be in appropriately sized town centre sites, rather than in unsustainable out of town locations which draw away footfall, trade and ultimately jobs”

“Magherafelt town centre should be the top priority for future retail development as it still has a challenge with shop vacancy rates. It is vital that independent and multiple retailers work together on this”



DISMAY AS DOE GOES AHEAD WITH NEWRY OUT OF TOWN DEVELOPMENT

Newry Chamber and the Northern Ireland Independent Retail Trade Association (NIIRTA) have expressed shock and dismay on the decision by DOE Minister Mark Durkan to approve the planning application for a mixed used out of town development at Carnbane, which includes proposals for a major retail store.

Deborah Loughran, President of Newry Chamber of Commerce and Trade said:

‘The Newry business community works extremely hard to provide an attractive and convenient retail offering in the heart of Newry City Centre. The local retail environment has changed dramatically over recent years. Global trading conditions and changing consumer habits have created a challenging environment for our retailers resulting in vacant units scattered throughout the City. Imposing this outrageous decision on the Newry business community has the potential to decimate our City Centre’.

‘This decision and indeed the Minister’s assertion that he is ‘confident the town centre can compete’ completely contravenes his own Planning Policy Statement on Town Centres First, dated as recently as February 2014. There

are numerous development sites within Newry City Centre where this development could have been located. This site is not zoned for a retail food store and for the Minister to grant approval of this out of town site flies in the face of his own policies and Departmental guidelines’.

NIIRTA Chief Executive Glyn Roberts continued:

“We are bitterly disappointed with this decision by Minister Durkan which will result in jobs and businesses being lost in Newry City Centre. This decision is in complete contradiction to his own department’s draft policy of Town Centre First”

“What is the point of his department putting forward a draft Town Centre First policy if he makes decisions which put out of town locations first?

“Minister Durkan has ignored the views of Newry City Centre traders and instead listened to the views of developers who have no interest in the City Centre”

“Both our organisations are demanding an urgent meeting with the Minister.”



BELFAST MORE ATTRACTIVE FOR CYCLISTS AND WALKERS - KENNEDY

Over half of people travelling into Belfast in the morning peak are doing so by public transport, walking or cycling.

The figures were revealed in a report into the impact of the Belfast on the Move initiative over the last two years.

Key findings include:

Overall, in the morning peak there is an increase of:

- Over 2,000 more people entering the city centre;
- An increase of around 19% in the number of cyclists and a 12% rise in number of pedestrians entering the city centre; and
- A 36% rise in the number of people entering the city by train.
- On a daily basis there is an increase of 40% in bus based Park and Ride usage serving Belfast city centre.
- Around 11,000 fewer vehicles in the core city centre streets each day (a reduction of some 16% since 2010).
- Morning peak traffic flows have reduced by around one third in the city centre.
- 500 more parking spaces were used on weekday mornings and over 1,000 more on Saturday mornings.

Danny Kennedy said: “The changes made to the streets in Belfast city centre have made travel by public transport, walking and cycling an attractive alternative to travel by private car. I am very pleased to see that more people are now choosing to travel into Belfast city centre by bus, train, walking and cycling on a daily basis.

“Despite the fact there are more people are coming into the city centre in the morning peak, there are now fewer vehicles on Belfast’s city centre streets each day, with the associated reductions in traffic flows through inner city residential areas. This has improved the environment for shoppers, workers, local residents and visitors.

“As a result of the project some of the ‘through traffic’ which formerly used the city centre streets has re-routed to more strategic roads including Westlink, where traffic flows have increased by about 6,000 vehicles per day.”

The Minister added: “I am pleased that the number of cars parking in Belfast city centre has increased by more than 500 on weekday mornings and by more than 1,000 on Saturday mornings.

“There are many positive outcomes from the project, not least the increased use of public transport in and around Belfast city centre. My Department’s recent investment in new trains and Park & Ride facilities, for example, has also undoubtedly played a part and this further supports the case for continued investment in our public transport system.”

NIIRTA Chief Executive Glyn Roberts said:

“There is no doubt looking at the DRD report that we have made solid progress in encouraging more City Centre users to use public transport, walk or cycle”

“In our recent report Local First, NIIRTA outlined the need for a greater choice for shoppers when travelling into the City Centre”

“We still have some way to go in addressing rush hour congestion on Belfast arterial routes and acknowledge a significant reduction in the numbers of ‘through traffic’ in the City Centre”

“NIIRTA wants to see a greater focus on reducing the cost of off and on street car parking and for the private sector owned car parks to provide more discount schemes in Belfast City Centre”



Photo 1

NIIRTA LOBBYING FOR ITS MEMBERS



Photo 2



Photo 3



Photo 4

Photo 1: NIIRTA and Visit Belfast host a senior delegation of Fine Gael TDs to Belfast City Centre

Photo 2: First Minister and NIIRTA CEO at a recent DUP Dinner

Photos 3 & 4: NIIRTA CEO Glyn Roberts at Sinn Féin Ard Fheis with Party President Gerry Adams TD and deputy First Minister Martin McGuinness MLA

Photo 5: NIIRTA CEO Glyn Roberts on UUP Party Conference panel on Economy

Photo 6: Centre Finance Minister Simon Hamilton MLA visits the NIIRTA office

Photo 7: Lisburn DUP councillor Alan Ewart, Shadow Secretary of State for Northern Ireland Ivan Lewis MEP & NIIRTA CEO Glyn Roberts

Photo 8: Glyn with UUP Leader Mike Nesbitt MLA at UUP Conference



Photo 5



Photo 6



Photo 7



Photo 8

MCCAUSLAND ANNOUNCES PILOTS FOR FIRST BUSINESS IMPROVEMENT DISTRICTS

Social Development Minister Nelson McCausland has announced the successful applicants for participation in the Business Improvement Districts (BIDs) pilot programme.

Seven areas - Enniskillen, Belfast Lisburn Road, Strabane, Belfast Cathedral Quarter, Newry, Belfast City Centre and Ballymena - will each receive extensive capacity-building support and training through a BID Academy to help them prepare for the establishment of a BID in their area. A consortium made up of the Mosaic Partnership, Place Solutions and the Association of Town and City Management will lead the BIDs Academy.

Expressions of interest were invited last year from areas throughout Northern Ireland to apply to take part in a BID pilot scheme and following a selection process the successful areas have now been announced.

Speaking on a visit to one of the new pilot areas, Belfast's Lisburn Road, Minister McCausland said: "Becoming a Business Improvement District enables local traders working alongside their local council to self-manage and self-fund improvement projects which they feel will be of benefit to the area through tackling specific local issues and thereby attracting more visitors to the area.

"BIDs are pivotal organisations in representing stakeholder interests, in providing leadership for an area, and in acting as catalysts for real improvements. This is an exciting opportunity for these locations to benefit from the expertise of a consortium which has collective experience of developing over 50 BIDs and I look forward to seeing the economic and social benefits that the BIDs will bring throughout Northern Ireland."

Peter Carrington from the Lisburn Road BID said: "The BID will help bring businesses in this great district together, to share ideas and feel supported, as well as give them the ability to take responsibility for their area and work together for its future in an inclusive manner."

Mo Aswat, Director of the Mosaic Partnership which heads up the consortium said: "BIDs are a proven way of managing places more effectively and in a true partnership. We are excited to be working with these locations over the next 18 months to ensure that the development and delivery reflects all the best practice that we have accumulated in our work in England, Scotland and the US."

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NORTHERN IRELAND INDEPENDENT
RETAIL TRADE ASSOCIATION

bfa
BUSINESS FRANCHISE ASSOCIATION

IFA
INDEPENDENT FRANCHISE ASSOCIATION
MEMBER

ACS
ASSOCIATION OF CONVENIENCE STORES

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