



Isle of Man
Chamber of Commerce

sheshaght Lught-traghtee eLLan vannin

67th
Annual General Meeting
1956 - 2022

Annual Report 2021/2022

BOARD MEMBERS 2021/22

HONORARY OFFICERS

President	Kristan McDonald
Vice-President	Claire Watterson
Treasurer	Jennifer Lowe
Immediate Past President	Caren Pegg

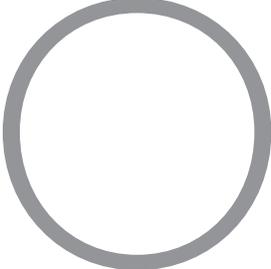
BOARD MEMBERS

Miles Benham	Deb Byron
Carol Glover	Stuart Colligon
Bill Mummery	

SECTOR FORUM LEADS AND WORKING GROUP CHAIRS

Construction Forum	Gary Crittenden
STEM Forum	David Hester
Finance & Professional Services Forum	Stuart Nelson
Digital Forum	Alex Scott
Local Economy Forum (Big Business)	Janna Horsthuis
Local Economy Forum (Small Business)	Rob Cowell
Visitor Economy Forum	Brett Martin
Road, Sea & Air Forum	Rob Arthurs
FUEL Group	Barry Lawson
Skills Group	Kelley Corlett
Climate Change Group	Chris Gledhill
Business Sustainability Group	Ralph Peake
Legislation Group	Gail Yeowell
Think Tank	Barry Lawson

Foreword from CEO

 Our new financial year in April 2021 coincided with the Isle of Man Government's Exit Framework for the long term approach to Covid-19. With the pandemic still causing significant impact on the Island's economy, Chamber kick started the year by rolling out surveys to measure the impact of the situation and to gauge the level of support still required. We focussed our energy into delivering tangible solutions to living with COVID in the format of workshops and digital packs. These ongoing issues formed the key parts of our Business Manifesto which was published in the weeks running up to last year's General Election.

As always, forging strong ties with the Department for Enterprise (DfE) and Treasury to ensure future challenges and those experienced over the last 12 months were not overlooked was key. In June 2021 we held our 2nd Three Ministers Event where MHKs Howard Quayle, Alfred Cannan and Laurence Skelly took questions and offered their reflections on the past year. In January 2022 Chamber held the same event for the 3rd time, this time joined by newly elected Chief Minister Alfred Cannan MHK who was the main speaker. Minister Cannan was joined by former Treasury Minister David Ashford MBE MHK, and Enterprise Minister Dr Alex Allinson MHK. The focus of this 3rd event was to give insight into The Island Plan to build a 'secure, vibrant and sustainable future' over the next five years.

As the year went on and the dark days of COVID appeared to be behind us, it was clear businesses' had hoped for a more pleasant outlook that still hasn't materialised and things continue to be tougher than ever. Ongoing Quarterly Economic Surveys are essential in unlocking key issues and guiding us all in the direction we need to focus. Chamber continues to gather members' feedback and conduct regular temperature checks to inform subsequent Government lobbying to ensure barriers are challenged and

support is rolled out in time for what is set to be a difficult winter for all businesses.

In September 2021 Chamber held its biannual gala dinner at The Nunnery. It was attended by 250 guests from across the Island's business community and was a chance to reflect on Chamber's successes and challenges over the past 12 months in addition to looking ahead at future strategy. At the Dinner Kristan McDonald was formally appointed Chamber President after Caren Pegg completed her two-year term in office.

2022 saw the launch of Chamber's first dedicated Business Sustainability Group. This forum is a task force to assist local business in achieving net zero emissions (a subsidiary group of the IoM Chamber of Commerce Climate Change Programme) and is led by Ralph Peake. Key aims and objectives include; acting as a collective voice for the local economy, promoting a responsible approach to the Climate Change Bill, serving as a rallying point for local businesses looking to improve sustainability and collating concerns and questions, in addition to providing clear and concise answers.

In line with last year's trend, due to both Brexit and fallout from the Pandemic, we have noted a rapid decline in the

 **2022** SAW THE LAUNCH OF CHAMBER'S FIRST DEDICATED BUSINESS SUSTAINABILITY GROUP. THIS FORUM IS A TASK FORCE TO ASSIST **LOCAL BUSINESS IN ACHIEVING NET ZERO EMISSIONS**

issuing of export documents for our members, as and when things pick up it is a service we continue to offer. Moving forward, Chamber are committed to forging greater links with our British Chamber of Commerce network in a bid to improve national and international links and open up future trade opportunities.

Despite the ongoing cost of living crisis and the struggles our members have faced, the Chamber community has never been stronger and we continually strive to offer support and collaboration which simply would not be possible without the army of volunteers who generously offer both their time and expertise to Chamber. I'd like to take this opportunity to wholeheartedly thank each and every one of our volunteers, the newest of which are newly appointed STEM Sector lead, Nick Gibbs and Digital Lead Shelley Langan-Newton, who follow in the footsteps of former Digital lead Alex Scott and former STEM Lead Dave Hester who was at the forefront of developing the STEM space on Isle of Man for over eight years. We also welcome John Hunter as new Lead for our Finance &

Professional Services Forum and Helen Helfrich as Lead for our Legislation Group. Again, a huge thank you goes to Stuart Nelson for his support in leading the FPS forum for a number of years and to Gail Yeowell for being at the forefront of setting up the newly formed Legislation Group. With so much change around, now is probably a good time for fresh perspectives and energy as we face what lies ahead for the winter.

It goes without saying that 2021 and 2022 have once again been extremely challenging for all of our members but through strong relationships, collaboration and support we will continue to listen learn and represent, as our members work to survive and thrive.

This is your Chamber - please always use your membership to highlight barriers to your business at Sector Forum and Board level. The more the business community engages with Chamber, the stronger our voice is to challenge for change. Thank you for your continued support.

Rebecca George, Chief Executive

 THE CHAMBER COMMUNITY **HAS NEVER BEEN STRONGER** AND WE CONTINUALLY STRIVE TO OFFER SUPPORT AND COLLABORATION WHICH **SIMPLY WOULD NOT BE POSSIBLE** WITHOUT THE ARMY OF VOLUNTEERS WHO GENEROUSLY OFFER BOTH THEIR TIME AND EXPERTISE TO CHAMBER

TREASURER'S REPORT

The Chamber of Commerce is essentially a 'not for profit' organisation, however, the profits experienced during both 2019 and 2020 have gone a long way towards covering the losses experienced by the Chamber in the years ended 2021 and 2022.

Overall membership income has continued to increase during the current year, as a result of increased marketing efforts, and the increased publicity and level of support and service we continued to provide our members with as part of the fall out of the COVID-19 pandemic.

Documentation fees income continues to decline due to Brexit, with less businesses requiring importing and exporting documentation due to the added complications now involved.

During the year ended 31st March 2021, the Business Connex (BCX) contract also ceased, as such no BCX income has been received during 2022. During 2022, Chamber has worked hard to manage costs, which has been largely successful. We have been working on new ways to generate income and reduce our losses without having to significantly alter the Membership fees structure, although effect from 1 April 2022, Membership income has been increased to reflect our rising costs. Prior to this increase Membership fees had not been significantly revised since 2015/16.

In the Profit and Loss below, staff costs appear to have increased significantly, however Chamber has received Government Grant income and full support from Barclays

Plc to 100% cover the costs of the salary of the employee who performs the role of the Eaglelab Manager. The Eaglelab Manager commenced the role in the year ended 2021, as such, the salary costs and related support income have increased accordingly in 2022.

Aside from staff costs, Chamber's main expenses consist of marketing costs and accommodation costs. The contract for marketing was reviewed early in the financial year ended 2022, and with effect from August 2021, the monthly cost has been reduced by 50%, without impacting on the efficacy of the marketing required by the Chamber. Accommodation costs have remained consistent, and relate to the rent of the Eaglelab suite which Chamber occupies on Victoria Street. The accommodation contract is for an initial period of 5 years.

The audit of the financial statements for the year ended 31 March 2022 is due to commence shortly. As always, we would like to extend our thanks to our auditors Crowe Isle of Man Audit LLC.

Below is an extract of the Statement of Comprehensive Income taken from the draft financial statements for the year ended 31 March 2022:

Jennifer Lowe
Treasurer

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEARS ENDED 31 MARCH 2022

	2022	2021
	£	£
Income		
Subscriptions	91,340	88,260
Recharges of EagleLab costs	54,944	43,396
MTI Income	20,800	34,209
Business Connex income	-	11,567
Functions	50,940	8,235
Documentation fees	5,555	8,700
Eaglelab - salary recovery	11,454	1,062
Government grant income	11,021	1,912
Miscellaneous income	366	1,102
Bank Interest	-	-
	246,420	198,443
Expenditure		
Staff Costs	112,826	91,346
EagleLab Costs Incurred	54,944	43,274
MTI Expenses	13,733	29,946
Accommodation: Rent and Expenses	19,921	19,426
Marketing	8,815	12,000
Meeting Expenses and Sundries	5,543	6,482
Cost of Events	36,570	5,846
Documentation fee costs	1,750	1,892
Bad debts written off	-	1,565
Car Parking	1,200	1,200
Irrecoverable VAT	(157)	1,476
Affiliation Fees	593	1,071
Depreciation	458	673
Printing, Stationery and Postage	409	560
Training and Travel	-	195
Business Connex Expenses	150	160
	256,755	217,112
Total surplus for the year and total comprehensive income transferred to reserves	(10,335)	(18,669)

THINK TANK

The Think Tank is a mixed collective of people, across a variety of sectors. Our primary focus is to look at future trends and how they may impact the Isle of Man and the local business community. Additionally, we also focus on identifying new or emerging sectors, considering how we can support these growth areas. It provides a platform for emerging leaders to develop and share their views, while working alongside Chamber and the wider membership to help shape the future of the Government policy and initiatives.

PROJECTS & FOCUS AREAS

Following the conclusion of our successful General Election project, we have begun to concentrate on our two key areas of focus; the Future of Work and the Ageing Population. We appreciate that these are wide areas of focus and have held discussions around how these areas would take shape for the Think Tank. Ultimately, we decided that the best course of action was to break these topics down into smaller areas of focus

We decided to explore medicinal cannabis as a new emerging sector gaining momentum on Island. We met with members of government to discuss and find out more about this exciting new sector. Once the development of medicinal cannabis licensing has advanced further, we will produce a paper outlining the benefits and opportunities that this emerging sector can bring to chamber members and indeed the wider island.

Skills shortages and job vacancies are an issue of concern to a variety of sectors, particularly as the Isle of Man has an ageing population. With that in mind, we met with the Department for Enterprise to discuss their current plans to address these key issues. The Department for Enterprise is working on a plan to address them, and the Think Tank along with the other Chamber of Commerce sector leads were able to provide input into

the Departments proposed plans. Once the Departments plans are finalised, Think Tank will look to further engage with chamber members.

Housing is currently another area that is under pressure due to availability and prices that have an impact on our focus areas. We met with Chamber Board member, Carol Glover to discuss the current situation that faces the island and to come up with ideas that support the new Government economic initiative that could alleviate some of the housing issues in the short, medium, and long term. In cooperation with Carol, we produced a paper of proposed ideas that has been released and will be presented to relevant parties. Think Tank worked superbly on this paper, deliberating the ideas, and creating the paper so it was good to see that it was well received.

Moving in to the 2022/23 period, we will be expanding further on our areas of focus, the Future of Work, and the Ageing Population. If the topics are of interest, we would invite new members to join our group and contribute their thoughts to our debates and workstreams. We are also happy to take suggestions for focus areas from the Chamber Board and membership to ensure our work and focus remains aligned to the needs of the Island business community.

Barry Lawson
Think Tank Lead

ONCE THE DEVELOPMENT OF MEDICINAL CANNABIS LICENSING **HAS ADVANCED FURTHER**, WE WILL PRODUCE A PAPER OUTLINING THE **BENEFITS AND OPPORTUNITIES** THAT THIS EMERGING SECTOR CAN BRING TO CHAMBER MEMBERS AND INDEED THE WIDER ISLAND.

CONSTRUCTION Forum

2022 has been a rollercoaster of a year; impact from COVID-19 has reduced, but labour and material shortages which with increasing energy prices, have contributed to intense inflationary pressure on the construction sector. The better than anticipated economic recovery has increased the demand for materials both in the Isle of Man, UK and globally forcing higher prices and lengthening delivery times.

Energy prices have soared in 2022 affecting many products such as plastics, steel and brickwork with significant price increases experienced. The conflict in the Ukraine has also caused uncertainty in the market. The longer this persists the greater the effect on prices and material supplies will become.

Contractors are now struggling to accept risks and passing costs onto clients. The call for two-stage tendering will become more prevalent, as contractors face increasing costs and the inability to tie sub-contractors and suppliers down to fixed prices.

The Construction Industry is still buoyant and although some larger schemes have or are ending; there are a number of large projects scheduled to commence in late 2022 or early 2023. The Manx Development Corporation

of urgency. Lack of opportunities for the certification of gas engineers on the island has presented a significant challenge to the industry, which could lead to a loss of revenue and fewer qualified technicians on the island.

Gas Safe certification is a legal requirement to work on gas infrastructure and appliances with certification renewal required every five years. There is concern that the lack of a coherent training programme could lead to gas engineers losing their qualifications, with no reasonable local path available to renew them sustainably.

Construction IOM continues to support of the IOM Government's net zero carbon emissions 2050 target. Chamber of Commerce and CIOM are actively working with the DfE, Climate Change Transformation Team and UCM regarding low and zero carbon possibilities, in developing

CONTRACTORS ARE NOW STRUGGLING TO ACCEPT RISKS AND PASSING COSTS ONTO CLIENTS. THE CALL FOR TWO-STAGE TENDERING WILL BECOME MORE PREVALENT, AS CONTRACTORS FACE INCREASING COSTS

has submitted its first planning permission for the Former Nurses Home site on Westmoreland Road. Hopefully this is the start of regeneration of brownfield sites across the Island.

Labour shortages persist in the construction sector, which will be a growing factor going forward. To address the need for young talent to enter the construction industry, Construction IOM have been active in engaging with schools to advise roles available and the advantages of learning a trade. Further investment is required in training and encouraging people to relocate to the Island.

Consultation with the industry has recently been sought on a mandatory health and safety qualification to work on a building site and Micro Certification Scheme for the renewables installation sector. The consultation period is due to close shortly and results will be published when complied.

It is very disappointing that we still do not have on-island facility to provide gas training or renewal of qualifications. The Island needs a dedicated training facility as a matter

strategies for increasing awareness, educating, and upskilling the industry to assist in delivering green and clean technologies in both new and existing buildings. CIOM actively contributed to the Gemserv Renewable Heating Strategy Report.

CoC and CIOM have also made themselves available to assist the IOM Government in its Economic Strategy and Planning reform and are hopeful of significant input on both.

Whilst it is pleasing to see that the Green Living Grant scheme is now operational, the scheme appears to be moving forward very slowly. At the time of writing 1,992 applications have been approved, 1,581 energy audits completed, with 152 grant applications received. However only 18 applications have been approved. Any delays to approval of applications will result in increased installation costs, as renewable technology equipment is in short supply and equipment prices are continuing to rise. It is essential that government drive this scheme forward at pace to reduce carbon emissions and household energy bills.

Gary Crittenden
Construction Lead

STEM Forum

The STEM committee has a broader, cross-industry scope, wider than that of the previous Engineering and Manufacturing (E&M) committee. However, the membership remains biased towards E&M as this is where most engagement and traction has been achieved. This will continue to evolve as the strategy for the IoM economy unfolds.

This update will be split into headings that reflect the strategy / main themes of the STEM committee.

PROACTIVELY GROW THE SECTOR

The scale of the IOM E&M sector remains an issue (lack of 'critical mass') which is why growth remains a primary goal. Government data indicates that E&M represents ~3% of the economy (compared with our UK neighbours at ~11%). With this metric, we are primarily measuring % of total IOM jobs, because measuring GDP for this 'export sector' may not truly reflect growth (e.g. most of the bigger IOM companies have operations in multiple countries and their structures and business models vary such that GDP growth is not a proxy for success).

CONTINUE TO TACKLE SKILLS SHORTAGES

Support the Awareness of Careers in Engineering (ACE) programme, promoting engineering and manufacturing as a career choice for people starting their careers and those wishing to change careers.

The scope and focus of ACE continues to evolve, to maintain momentum and effectiveness. However, the Covid-19 pandemic inevitably impacted progress. Events like STEMfest (October 2019 Villa Marina; 650 primary students) will be repeated in September 2022. We also embarked on a 3-year programme (in collaboration with UK experts 'Primary Engineer') to support our ~32 primary schools with STEM based lessons and kits. The programme relies on industry volunteers and funding comes from STEM companies and DfE/DESC. This will also continue for 2022-23, along with a STEM competition (open to all students) and the Lego League.

Support the University College, IoM in developing the manufacturing apprenticeship scheme and the Advanced Manufacturing Training Centre (AMTC); and its other Engineering courses.

AMTC continues to be an essential resource for supporting the Engineering and Manufacturing Apprenticeships. Summer work placements are included within the scope of the AMTC and ACE collaboration; and many students gain employment with local engineering companies each year. AMTC continues to host many events involving students, companies, schools, parents, and teachers. UCM will consolidate all its engineering facilities at AMTC over the coming months to increase collaboration and effectiveness.



IT IS IMPORTANT THAT GOVERNMENT HAS A CLEAR **'INDUSTRIAL STRATEGY'** THAT SETS OUT A VISION AND ROADMAP TO CREATE THE TYPE OF **STEM PRESENCE THAT IS APPROPRIATE AND SUSTAINABLE** FOR THE ISLE OF MAN.

BUILD A ROBUST INDUSTRIAL STRATEGY THAT POSITIONS THE ISLAND FOR SUCCESS

In addition to the well-established aerospace sector in the Island, the non-aerospace STEM companies have customers across many sectors, including oil, gas, chemical, consumer product, renewable, medical, semiconductor and many other general industrial and specialist sectors. The reduction in focus on aerospace for the STEM committee will allow more focus on these other growth areas. Covid-19 has also shown that a heavy dependence on one sector provides less resilience than a multi-sector approach.

ALIGN THE EMC/STEM STRATEGY AND PRIORITIES WITH GOVERNMENT'S INDUSTRIAL STRATEGY

With reference to the 'challenges' listed below, the STEM committee continues to develop its strategy to align with the priorities of the DfE Business Agency and vice-versa. It is important that government has a clear 'industrial strategy' that sets out a vision and roadmap to create the type of STEM presence that is appropriate and sustainable for the Isle of Man. This will include clarity around the size of the industry and the types of companies/markets/



ENTICING MORE MEDIUM SIZED BUSINESSES TO THE ISLAND WILL BE HELPFUL TO SIGNIFICANTLY INCREASE THE SIZE OF THE SECTOR BUT HISTORY SHOWS THIS TO BE VERY DIFFICULT.

products that will enhance the reputation and economic strength of the Island. The Business Agency has focused on prioritizing 'high potential benefit' work streams. The biggest of these relates to medicinal cannabis, which has the potential to be of huge benefit to the IOM economy across sectors. Also, the ATG (airport technology park) will be a step towards addressing one the shortage of high quality industrial zoned land to attract high-tech businesses. The increased focus on climate change will also lead to some crossover with the E&M sector; and the CleanTech group within DfE (currently biased towards construction / facilities and energy / the MUA) will also cross over with E&M. As we will all be aware, Government is working with KPMG to define a clearer vision and strategy for the IoM economy 'post-covid'.

CHALLENGES - NEW AND OLD

Covid-19 has led to job losses in the STEM sector companies. But there were also success stories in terms of E&M companies supporting the medical industry as 'key workers'. The 2019 sector ambition 'to grow significantly' was replaced with a more modest 'survival' goal for 2020-21. However, in the longer term, there is still ambition to

grow the sector. To do so, the Island's infrastructure may need to be enhanced (e.g. transportation - sea/road/air; industrial zones; housing, etc). This would bring increased incentive for the educational institutions to offer greater bias to STEM subjects to support growing employment opportunities in this sector. There are currently very few companies employing >50 people. There are many smaller businesses, and some may find it increasingly challenging to invest in the technologies, processes and systems needed to compete on a global scale. Enticing more medium sized businesses to the Island will be helpful to significantly increase the size of the sector (this is unlikely to happen solely by growth of the current businesses) but history shows this to be very difficult. We do have several current businesses continuing to grow and supporting these should remain a priority for DfE. We continue to positively address diversity issues to attract greater participation from female engineers through changes in manufacturing culture and progressively transforming perception, image, and reputation of the industry.

David Hester

STEM Lead and DfE Business Agency rep. for the E&M sector

FINANCIAL & PROFESSIONAL SERVICES Forum

Finance and Professional Services continue to be a significant part of the Isle of Man's economy, whether measured by employment, GDP or tax contribution. It is a very interesting and diverse sector, with many mature industries represented alongside a number of innovators / disruptors.

Membership of the Finance and Professional Services Committee of the Chamber of Commerce is drawn from a broad cross section of the Isle of Man financial services sector. We are actively recruiting more members for the Committee to reflect the diversity of the sectors which we represent. During the last year the Finance and Professional Services Committee has maintained a broad focus on the Isle of Man financial services sector interacting closely with Treasury, the Department for Enterprise, along with other relevant authorities and regulators.

Many of the Financial and Professional Services industries have their own professional bodies, which represent their industries very well. One challenge for the Chamber Committee is to better link in with these bodies, and ensure that concerns and opportunities in one professional body can be given wider scrutiny and input.

The last 12 months have presented new opportunities and challenges for the Isle of Man, and the Financial & Professional Services sector in particular. Overall the sector has maintained its position at the cornerstone of the Isle of Man economy, and over the last 12 months there are a number of companies who are experiencing significant growth. However, we also know of a number of companies who have significantly contracted over the period. Each company has its own story, and they are as diverse as the sector itself.

Looking forward to the next 12 months there may be some challenges which the sector faces along with the wider economy, not least significant inflation, and job vacancies. We continue to work with other areas of Chamber on recruitment, retention and training. Whilst numbers vary there is still a significant number of vacancies in the FPS sector, and we believe that if we can find a way to fill these positions, then that in itself would provide a major benefit to the economy.

Working with the Finance Agency we continue to drive international recognition for the Isle of Man to ensure that we are renowned for our innovation, professionalism and positive engagement with international initiatives and standards. There are a number of strategic areas being pursued, international pensions and Insurtech to name a couple.

I am indebted to the support of the committee in reviewing and contributing to a number of the consultations there have been over the last 12 months.

In closing I would like to thank my fellow committee members for their hard work and dedication, and would reiterate my earlier comments about always exploring new members who can add value to the Committee.

Stuart Nelson

Finance and Professional Services Lead

LOOKING FORWARD TO THE NEXT 12 MONTHS
THERE MAY BE SOME CHALLENGES
WHICH THE SECTOR FACES ALONG WITH THE
WIDER ECONOMY, **NOT LEAST SIGNIFICANT
INFLATION, AND JOB VACANCIES.**

DIGITAL Forum

In 2019, Futurist historian Yuval Noah Harari said: “There are three big challenges facing humankind in the 21st century. They are: nuclear war, climate change and technological disruption, especially the rise of artificial intelligence (AI) and bioengineering.”

In 2022, in the wake of a global pandemic, we find ourselves on the precipice of a global recession with interest rates climbing, a war induced energy crisis.

With an unfortunately gloomy outlook ahead, it's hard to see that there are any positives. Along with the ability to continually confuse economies that would prefer a more predictable stability to the world, technical disruption does bring its benefits.

Over the last few years, it's been a sprint for organisations to support access to healthcare, education and government services since the first wave of the pandemic hit. Organisations that had been prevaricating over it for years got their act together. Universities put courses online, doctors started having video calls with patients, we even started to accept digital signatures as the norm. All good things to help people access services more easily than they could do before.

The pandemic has shown that we can, and should, invest further into digitisation of our businesses and the economy,

For an individual:

- cyber crime, hacking, phishing, spoofing
- losing jobs to AI
- adequate access to low-cost, high speed internet

For an organisation:

- cyber crime, ransomware, DDoS attacks, controlling data use/access
- lack of access to skilled or technical professionals
- supportive and reasonably priced infrastructure
- climate change and energy costs

For society:

- cyber warfare
- supporting training, education and skills
- supporting the roll out of infrastructure that underpins digitisation
- climate change and energy costs

There are no easy solutions to these challenges, and they're ones that the whole world is facing, as well as the Isle of Man.

AS INDIVIDUALS, ORGANISATIONS AND GOVERNMENTS **WE NEED TO BE AWARE** OF NOT ONLY THE BENEFITS, BUT THE CONCERNS OF THIS **INCREASINGLY DIGITISED WORLD** WE LIVE IN

and anyway we're well past the point of no return. So, it's "do or die" now.

Show me an organisation that has no use for technology - at the bare minimum, if you use a bank, social media or even a messaging app then you, whether you like it or not, are in the midst of a disruptive tech movement.

And, digitisation will only increase.

The creation of digital information is exploding. Research shows that we generate (creation and consumption) 94 zettabytes of data every year. It's an incomprehensible figure, and no I haven't just made up the word zettabyte. Advances in sensor technology and the Internet of Things (IoT) will continue to inflate this generation figure as more and more "things" come on-line due to Moore's law and access to more ubiquitous and faster connectivity.

Of course, as individuals, organisations and governments we need to be aware of not only the benefits, but the concerns of this increasingly digitised world we live in and how we mitigate those.

These are the sort of topics that the Digital Forum wrangles with every month. Some good news for Chamber members is that we have some pretty "bright sparks" on the Forum, and a huge enthusiasm for supporting our members to navigate these uncharted waters successfully.

As we look to the next year, after a quick refresh of the Forum Aims and Objectives and feedback to the Government on their recently published economic strategy, we are going to be continuing the wider conversation around the key topics with open forums, as well as bringing in discussion around new topics. Personally, I'd be keen to investigate the considerations around the governance of AI and Machine Learning, and how the Isle of Man business community can further leverage growing technologies, such as IoT, Fintech and the Metaverse.

Other recent notable events from the Forum: We said goodbye and a heartwarming thank you to Alex Scott (thank you again, Alex) as I was passed the Digital Lead baton, and with my newfound responsibility, I figured out how to use "the Owl"... at last!

Shelley Langan-Newton
Digital Lead

BUSINESS SUSTAINABILITY Group

In March 2022 the Isle of Man Chamber of Commerce agreed to form the Business Sustainability Group (BSG) following representation and submissions from local business and organisations, keen to understand how to prepare for a sustainable future, as well as identifying the opportunities for new business.

Since April, Conister Bank have sponsored five BSG events, which have included presentations from the Isle of Man Government Climate Change Transformation Team, Manx Utility Authority and Manx Gas.

While the content was interesting, it was clear that there is a strong desire amongst the group to start the journey, although some uncertainty on what to do. The issues that faced many local businesses and organisations, are not just the short term, as many local businesses are family run and are also looking for sustainability and future opportunities, while internationally owned businesses are concerned with policies that provide a clear direction and communicate genuine Isle of Man net zero credentials.

To avoid the temptation of addressing specific problems, a different format was used. The group undertook two workshops to determine 'Net Zero: what does it mean for us?'

This explored our emotional connection to the Isle of Man and what we wanted, the place we live and work, to look like in the future. The open dialogue encouraged genuine engagement, with the overwhelming majority wanting affordable, renewable and secure energy.

We often consider ourselves lucky to live in the Isle of Man, being all too aware of the strong winds, numerous seasons in one day and the hilly terrain.

There is a feeling that these local natural resources can be utilised for the benefit of the Isle of Man in the future.

This simple vision now provides the members of the BSG with the motivation to take responsibility for the future we want, and work together for a sustainable Isle of Man.

An example of the willingness to work together, for a better outcome for the Island was offered by BDG member 'Capital International'. After working on their own Carbon Audit Project, they were keen to provide training and awareness of Carbon Calculation methods, to other members of BSG, so they too can see the benefits their company could enjoy.

The members of BSG have, in just six months, demonstrated they are willing to invest their time and effort to learn how their businesses can be sustainable and co-produce outcomes which will make a difference for the whole Island.

I look forward to this next year and see what we can achieve, with a better understanding of action which is effective, in reducing businesses carbon footprint and improving their sustainability.

Ralph Peake
Business Sustainability Group Lead

THE OPEN DIALOGUE ENCOURAGED GENUINE ENGAGEMENT, WITH THE OVERWHELMING MAJORITY WANTING **AFFORDABLE, RENEWABLE AND SECURE ENERGY.**

VISITOR ECONOMY Forum

The last twelve months has seen the Visit sector transition out of the pandemic relatively successfully. There have been challenges, in particular through the 2021/22 winter period, but the continuance of government support to March this year made a crucial difference, enabling the sector to slowly rebuild its market through late 2021 and early 2022 as Covid restrictions were eased and visitors gradually returned.

Since the lifting of the final pandemic restrictions at the beginning of April, we have seen a strong recovery, with summer season numbers likely to match or beat the most recent pre-pandemic numbers, from 2019. This bucks the trend being seen in some comparative UK regions, which appear to be suffering from a combination of staycation fatigue and the re-emergence of restriction-free continental travel. The Island's market is a little different in that our bedrock is event traffic, repeat visitors and an older demographic that feels very comfortable with what we have to offer as a tourist destination. Consequently, we've been insulated from the rush back to warmer climes that has taken the edge of demand for some staycation destinations in the UK.

Earlier this year, Tynwald approved the 'Visit 2032' strategy, which aims to grow our visitor numbers from the current baseline of circa 300,000 per annum to a total of 500,000 per annum by 2032. It's an ambitious target and requires nothing short of a 'national will' to achieve. Building more tourist accommodation will not work in isolation - our demand is currently too concentrated into the summer season and new capacity will only serve to make the winter unviable for existing, older bed-stock. The peaky nature of our visitor demand stems from our structural lack of a meaningful domestic tourism market. If you visit Douglas from Ramsey, you go home afterwards; if you visit Devon from Durham, you stay in local accommodation for the duration of your trip. So, domestic tourism in the UK is broadly one-half of annual demand and UK hospitality stays busy year-round with domestic visitors (and some international business due to its scope of attractions) whereas Isle of Man declines to subsistence levels. The result is a 77% average annual room occupancy in the UK but a 55%-60% average here.

We may achieve modernisation with a build programme, but for the reasons explained above, we won't achieve sustainable capacity increases. To modernise and grow, our first priority must be to extend the season to 8-9 months and narrow the gap between our average occupancies and those seen in the UK. The challenges to achieving this have only grown post-pandemic. Corporate travel, a previous mainstay of the winter period, is highly unlikely to return to pre-pandemic levels; working from home, remote technology and emerging corporate environmental policies are all conspiring to reduce business travel going forward. Consequently, there is a pressing need to both backfill this loss of corporate market and grow the overall quantum of winter and off-peak traffic to achieve a long period of high occupancy. Realistically, this can only be done by

developing new events and low-cost offers to our older demographic, who are more time-rich than families and younger people, and more likely to take breaks in the off-peak or winter. If this can be achieved and the occupancy gap can be narrowed, new capacity may be able to sustainably feed into the market without the concern of room for room displacement of older stock.

Achieving growth does also depend on remaining competitive, and we do face looming challenges in this respect. The Island has always had to contend with higher travel costs, and this has mostly been countered with lower accommodation prices. However, maintaining this balance is becoming increasingly difficult. The cost of goods and services on the Island are increasing at an alarming rate from an already higher level than the UK. Gas prices are 50-100% above the rates paid by most UK hospitality businesses, and government has embarked on a fast-track policy to harmonise minimum and living wage by 2025. All things being equal, and based on current comparatives and exchange rates, this harmonisation policy will probably mean that we will have the highest legislated rate of pay in Europe. This may be admirable from a social perspective but, against a backdrop of increasing recessionary pressures, the proposed speed of transition to living wage could backfire badly, with businesses being forced to lay off staff and reduce services as a result of an unaffordable economic policy on government's part.

If the die is cast, and we must accept the transition to a high-cost economy, it is imperative that visitor businesses have access to capital to improve their offering to a premium standard. Prior to the pandemic, new and improved infrastructure funding schemes were being discussed, but these were put on hold when Covid struck. As a matter of urgency, these need to be revisited. Two years of closed or restricted borders and the consequent much-reduced income has inevitably led to underinvestment, and this now needs to be reversed if Visit 2032 is to gain traction.

Despite the myriad of challenges we face, our underlying product is still a good one. The Island has much to attract our core markets, from world-class motorsport to unspoilt countryside and a millennium of heritage. Provided we can continue to offer value for money going forwards, our prospects for growth remain good and with the right support and resources, our ten-year strategy stands as an ambitious but achievable plan.

Brett Martin FCA
Visitor Economy Lead

ROAD, SEA & AIR Forum

Living on an Island means the movement of goods and people is paramount to our everyday lives. Recent times have only served to reinforce the importance of sustainable transport to develop our economy and maintain the wellbeing of our community. The committee aims to provide a voice of industry on all matters pertaining to Road, Sea and Air.

SUMMARY

2022 has been all about post pandemic upturn and rising costs of energy for well reported issues. The Road, Sea and Air sectors are directly impacted and susceptible to these financial pressures. As we approach an inevitable recession this pressure shall continue to grow, and we must adapt and draw upon the resilience we have collectively demonstrated in the last few years to further ride this storm.

In 2023 we shall secure sea service links with the Northwest of England through the Princes Half tide dock development in Liverpool as well as welcoming the new “Manxman” to our shores in Spring.

As a committee we have revamped our vision/mission statement and would welcome new members to deliver this vision.

ROAD

A key focus area for the committee is the support of alternative fuels for vehicles. In January, this year we met with representatives from Manx Utilities Authority (MUA) where we learned of the developing infrastructure to support the roll out of Electric vehicles on island. Their goal is to have 1 vehicle charge point per 10 electric vehicles. The number of registered electric vehicles had just exceeded 700 however MUA are expecting exponential growth based on recent annual upturn. Whilst this meeting generated some optimism there remains significant challenges to move the hearts and minds of the public where no financial incentives are available, and the source of energy still links back to burning fossil fuels.

In 2021 draft Vehicle Road tax changes were shared with the committee in line with the 10-year review cycle however due to Covid and planned changes within government these proposals were postponed. Whilst the net financial burden on vehicle road tax sees less than 1% increase the spread of the costs will further target HGVs and put more pressures on an already constrained sector. We will remain active in the discussions with the Department for Infrastructure on this matter.

SEA

The new Steampacket vessel and aptly named “Manxman” is nearing completion with delivery scheduled for Spring 2023. Increased freight capacity, modernised passenger accommodation and future state compliant exhaust emissions are just some of the benefits being socialised. Photos and videos of the ship build are available on the Isle of Man Steampacket website.

Work continues on the Princes Half tide dock in Liverpool which shall replace the current Pier Head location. This is now

expected to be complete in June 2023 and collectively these entities shall secure sea links to the UK for the next 25 years. Whilst the landing dock comes with many restrictions around freight this sea link is critical for the future success of the Island.

Planning permission for windfarms in the middle of our established sea routes are progressing which have the potential to increase crossing times and costs but more importantly our ability to service the basic logistics’ needs of our businesses. As a committee we are providing support to Steampacket to oppose this planning and ensure the UK decision makers are considerate to the impact to Isle of Man economy.

“Increasing shipping costs are affecting the viability of some businesses. Whilst these costs are beyond Isle of Man Steam Packet Company’s control they remain real and will have an adverse impact on local business. Just as we secure stable sea links the very businesses that require these services are at risk. This shall be a focal point for the committee going into 2023.

AIR

Our Air services to and from the Isle of Man remain volatile on the simple logic of supply and demand. The demand does not attract major airlines unless we subsidise those routes and so we the consumer and the Island remain exposed. This challenge remains the same and 2022 exposed more volatility post Covid upturn as our airport struggled at times to maintain basic operations. The uncertainty in Airport Leadership has been concluded with Gary Cobb assuming the Airport Director role in August 2022. The committee plan to meet with Gary in the coming months to discuss our member’s concerns and get an insight into the future for the airport.

In March 2022 TravelWatch ceased activities. TravelWatch were a registered charity that worked to support the logistical needs of the Isle of Man. The committee would like to thank Mike Bathgate for his insight and support over many years of service.

Vision/Mission statement

To be recognised as an influential voice of industry on all matters pertaining to Road, Sea, and Air.

We shall achieve this through:

- Listening and acting upon the needs of our members
- Provision of a knowledge base
- Proactive engagement with government and associated stakeholders
- Proactively sharing experience and best practice between members

Rob Arthurs
Road, Sea and Air Lead

CLIMATE CHANGE Group

The last year has been one of mixed success for the Climate Change Forum. We have seen some great activity and enthusiasm for immediate, business led activity channelled through the Business Sustainability Group and a slightly frustrating hiatus in the more strategic engagement with Government on longer term issues.

We now operate with a clear separation between the activities of the Business Sustainability Group which engages in supporting businesses to undertake whatever sustainability measures are practical now, regardless of Government policy; and the Climate Change Forum which focuses on more long term issues such as energy policy, regulation and government investment for a sustainable economy.

Over the last few months the BSG chaired by Ralph Peake has been very active in engaging members and the wider community to establish the main concerns and goals of Manx businesses for the immediate future. The initial discovery phase of this project is now complete and we are looking forward to hearing the results, conclusions and action plan coming out of this.

THIS HAS CREATED
AN OPPORTUNITY
FOR US TO **REFRAME**
THE WAY WE WORK
WITH GOVERNMENT
TO BE **MORE OPEN,**
ACTION ORIENTED
AND COLLABORATIVE

The recent appointment of Clive Callister as an energy advisor to the climate change team is also very significant. Clive is a long standing member of the CCF and has significant international experience in the implementation of renewables, particularly wind energy, and will bring much needed expertise and practical experience to the team.

Recent and far reaching changes in the senior civil service have included the departure of Richard Lole as director of the climate change team and also a move of the team back from Cabinet Office to DEFFA. This has created an

opportunity for us to reframe the way we work with government to be more open, action oriented and collaborative. This is in my view absolutely essential for the Island as a community to make the transition to a zero carbon economy at anything near the required pace.

In view of these changes Chamber has written to the relevant ministers requesting a review of the approach to working with our Forum as representatives of the business community and we have had an initial meeting with the DEFFA minister Claire Barber and Chair of the Climate Change Board, Daphne Caine supported by Aly Lewin. They have agreed to meet up with us to agree a more collaborative approach to working together and have requested that forum members review the latest climate change plan and economic strategy documents to provide feedback when we meet with them next.

Section 4 of the recently published economic strategy document 'Our Island, Our Future' sets out the following government priorities:

- 'Put the objectives of the Climate Change Action Plan at the centre of our economic planning, ensuring that growth of new and existing industries supports both our economic and climate goals, with Government support to industries tailored accordingly.'
- 'Prioritise the decarbonisation of our electricity system by 2030 as set out in the Climate Change Action Plan - this will ensure that businesses and residents have access to clean, affordable, and sustainable energy supplies and help businesses to achieve their ESG objectives.'
- 'Enabled by the above, support the services sector (which makes up the majority of economic activity on the Island) to substantially decarbonise by 2030.'

These objectives highlight the need for collaboration with local business and will require immediate and significant action. The goal of the CCF over the next period will be to both maximise the contribution and opportunities for local business which are implicit in these goals, and to maintain the momentum within government which will be required.

We will use our next meeting to reframe our goals in the light of these policies and also to discuss our preferred options for collaboration with the government team going forward.

Chris Gledhill
Climate Change Lead

LEGISLATION Group

The Legislation Group ('Group') is now in its second year. Our aim is to support the achievement of Chamber's manifesto and strategic objectives and our continued key focus is on gaining feedback from Chamber's Members and its various sectors on areas of potential legislative change to support the Island's economy and championing positive change.

The Group is currently comprised of 8 volunteers who practice or carry out work related to employment legislation, corporate law, human resources, talent management, tax, and business development.

Since the last annual report, we continued to work closely with Department for Education, Sport and Culture and provided support and input to the Government's draft Child Care Strategy Working Group by seeking input and views from Chamber Members. Analysis was completed on the two surveys issued via Chamber and a summary report was submitted to the Child Care Strategy Working Group.

In September 2021, Chris Corlett delivered a presentation to Chamber Members on the use of electronic signatures re the Government's consultation on the Electronic Transactions Act. Thereafter, the Group submitted feedback on the Electronic Transactions Act supporting the use of electronic signatures and digital signatures being used in legal proceedings. We await a further update on the report from the Department of Enterprise following the conclusion of the consultation.

In April 2022, the Group submitted feedback on the Government's consultation on the proposed new Code of Practice on Disciplinary and Grievance Procedures on behalf of Chamber.

The Group is currently supporting four Government consultations, seeking input from Chamber Members in order that centralised responses can be submitted on the following:

Family Leave Rights: The consultation includes proposals to introduce new statutory family leave rights such as shared parental leave, parental bereavement leave and time off for dependents.

Zero Hours Contracts: The consultation includes proposals to regulate zero hour contracts including a right to request a stable contract for those not in regular employment and extending rights to written statements of employment particulars to workers.

Whistleblowing: The consultation includes short-term proposals to improve whistleblowing legislation, but also seeks views on wider, more far reaching changes to the whistleblowing framework in the Island, including the possible creation of an office for whistleblowers.

National Insurance Reform Proposals: The purpose of the consultation is to obtain views in relation to National Insurance reform proposals.

To conclude, during the year the Group has actively contributed to seven Government consultations.

I would like to take this opportunity to thank the Group members for all their hard work, support and contributions, particularly with busy day jobs.

If you would like to join the Legislation Group or even just share your views over a coffee, please do not hesitate to contact me or any member of the Group.

Gail Yeowell

Legislation Group Lead

OUR CONTINUED KEY FOCUS IS ON GAINING FEEDBACK FROM CHAMBER'S MEMBERS AND ITS VARIOUS SECTORS ON AREAS OF POTENTIAL LEGISLATIVE CHANGE TO SUPPORT THE ISLAND'S ECONOMY AND CHAMPIONING POSITIVE CHANGE.

CHARITY Forum

The past year has continued to be challenging for the third sector, with several new, and some old challenges, still causing issues both now and for the future. On a positive note, the Forum has grown the membership over the last twelve months, and we now have 36 charities onboard.

The threat from Isle of Man Bank to withdraw free banking was given a stay for a further year until January 2023. The reality is that free banking is likely a thing of the past, all the major banks are reviewing their policies in relation to the sector, we are keeping the dialogue open but expect a challenging time next year.

Several members have experienced issues with the Attorney General's office regarding annual returns and accounts. There is a reluctance by the AG's office to provide any guidance on issues they identify. In conjunction with The Council of Voluntary Organisations, The Chamber is seeking a meeting with the AG's office to raise the concerns of our members.

The increase in the minimum wage in April has affected several members, particularly those in the care sector. This increase has had a knock-on effect as other higher paid workers sought an increase to ensure the differential in wages was maintained. Additionally, the rise has affected those workers in receipt of a carer's voucher and receive benefits as the increase will mean they will have to work less hours to maintain receipt of benefits. This adds extra pressure at a time when it is difficult to recruit new staff. The increase was implemented at very short notice giving the charities little time to prepare for this additional

expense when their ability to raise funds following the pandemic was still challenging.

The Forum held its first conference in October 2021 where fifteen charities were able to promote themselves to the thirty businesses who attended. The theme last year was Environmental, Social and Corporate Governance (ESG). Manx Telecom kindly hosted the event at their headquarters in Braddan and Capital International sponsored the lunch. Building on last year's successful event we are moving to a larger venue at The Best Western Hotel to accommodate more charity stands. The focus this year is on bridging the gap between the corporate and charity sectors. Amongst others we are delighted to have the Lieutenant Governor speaking at the event. All Chamber members are welcome to attend the event on the 15th of October.

As a Forum we continue to support the sector with a major drive to increase the profile of our members on the various Chamber platforms. We meet regularly to discuss and share ideas, issues, and how the charities can work with the wider membership.

I would like to thank Rebecca and her team for the fantastic support they provide the Forum.

Richard MacNee
Charity Forum Lead

THE INCREASE IN THE MINIMUM WAGE IN APRIL HAS AFFECTED SEVERAL MEMBERS, **PARTICULARLY THOSE IN THE CARE SECTOR.**

LOCAL ECONOMY Large Business

The sun has been shining all summer and businesses on the Island have been loving every second. The heatwave has shone on the Isle of Man and this in turn sees local business thrive whilst locals & tourists eat out, shop and enjoy the amazing outdoors.

If you could prescribe a remedy for two years of pain for so many businesses especially customer facing including retail and hospitality a heatwave in the first summer of full listing of travel and covid restrictions would be high on your list.

The glorious weather was the catalyst all business and households desperately needed post pandemic.

Hospitality saw the Island bustling with tourists and an ever successful or 'better than ever' TT with thousands of bikers arrive spending their long awaited tourist money into local stores, restaurants, pubs, campsites and hotel/BandB accommodation.

This was so desperately needed by so many after the long awaited wait of Island life lockdown and so many manoeuvring, adapting or taking the difficult decision to close their doors.

We should be proud of once again of this sector who's ability to rise to the challenges of 2021 / 2022 where we all though post covid would be easier...

High demand, high prices, low stock availability, increasing fuel surcharges, energy costs rapidly rising and of course overcoming the labour challenges to fulfil customer / business demand.

Nothing stops the ever turning wheel of retail/ hospitality/ hotel industry - it's the amazing dedication and commitment these business with their teams pull off 365 days of the year with whatever is thrown at them to keep trading and our Island thriving - this MUST be applauded more loudly and held in a higher regard by all.

The heatwave must come to an end and looking ahead from summer 2022 is a distant rumble of the ever increasing energy prices, 10% + inflation which as an operator we know this figure is rising by an awful lot more than that and the squeeze is going to hurt.

Hospitality and accommodation are in particular likely to feel the pain harder than most as winter approaches with the

THE BOTTOM LINE
IS THE GOVERNMENT'S
ASPIRATION IS TO GROW
THE **POPULATION TO 100,000**

knock on to the local business who supply them.

Slight relief was felt when IOM Government Treasury minister announced an electricity cap to all but this simply won't be enough for many businesses and the reduction in VAT is a simple but massively effective way to preserve the profitability of hundreds of businesses which provide jobs, service and choice to our Island.

Government support for grants and funding MUST be proactive and sped up as we have fed back all year the lack of speed along with work permits and visa processes which should be an enabler but are seen by many as a hindrance and this must change quickly before the winter and doors will close for a last time as it's simply costing them money to continue the service.

The bottom line is the Government's aspiration is to grow the population to 100,000 population and as we are heading into an economic storm and our new administration is determined to steer us through to grow as the Chamber of Commerce we ask how can this be achieved if planning, investment, freight costs are seen as a hindrance.

This sector must be seen as a priority to Island life, growth for both employment, retaining retail tax, offering roles to school leavers and younger generation but also to the thousands of people employed by this sector or will a beautiful landscape and lower taxes be enough to increase or retain our population?

Janna Horsthius
Local Economy Large Business Lead

LOCAL ECONOMY Small Business

The hospitality small business owner really has had choppy seas to navigate through the last 12 months. Exiting Covid 19 and moving forward to some form of normality was the goal for us all.

In the last year alone we have seen food prices rocket, utility bills soar and VAT returning back to 20% for our sector. All of these costs have to be passed on to the customer, something we all dread doing but it must be done for our own survival. This knocks on to major increases in inflation which we hope will be a short shock more than the norm for years to come.

As a sector we work incredibly hard to bring services to our community and tourists alike. 2022 saw the return of the Isle

of Man TT Races, a welcome sight for all and an opportunity for our sector to recover some losses. There does feel to be a buzz about the island this summer and I am optimistic that the future is bright for us. If we can get through the last year, on top of the previous Covid 19 year, we can survive anything. Flexibility and adaptability are our strengths.

We are the local economy and we need to continue to push forward with new ideas and concepts to keep our economy thriving. Good luck to all and especially any new start ups this coming year.'

Rob Cowell
Local Economy Small Business Lead

A Year at THE CHAMBER

TOTAL MEMBERSHIP AS AT 31 MARCH 2022

406 businesses representing circa 22,000 employees

STAFF:

Rebecca George, Chief Executive
Julie Stephens, Office Manager
Jessica Kitchin, Business Support Lead

COMMITTEE VOLUNTEERS: 250

EXPORT DOCUMENTS

132 Certificates of Origin and related export documents were issued between April 2021 and March 2022.

Demand for export documents has remained stable compared to 2020/21 but is still down compared with pre-Brexit/pandemic years.

WITH THANKS

The Isle of Man Chamber of Commerce would like to thank the following members for their continued support of the Chamber:

MMC – Media Partners
Crowe Isle of Man LLC – Audit
PDMS – Website
Celton Manx – IT Support

I would also like to extend a thank you to our sustaining members who by paying an increased fee demonstrate their commitment to supporting the work that Chamber undertakes in helping to sustain and grow the local economy.

Also our army of amazing volunteers! Chamber would not be able to provide the level of support and service it does without our Board, wonderful Forum and Working Group Leads and all the members who sit on the various forums and working groups.

And finally, a personal thank you to my wonderful team Jessica and Julie who keep Chamber HQ running so smoothly. I would also like to take this opportunity to pay a special thank you to Board member, Carol Glover, who this year, in particular, has gone over and above in supporting me and the Chamber members.

CHAMBER EVENTS

Thanks to the generosity of member sponsorship at many of our events this year we have been able to keep ticket prices affordable or at cost for our members. We try where possible to run our events just above cost, allowing a small profit to go back into the coffers to cover Chamber expenses.

Between April 2021 and March 2022 we hosted 43 events including lunches, workshops, and seminars attended by 1650 members.

Business Sustainability Group Net Zero: What does it mean for us? Part 2	April 2021
Circular Economy for Businesses	May 2021
Don't blame me – it's not my fault! Dealing effectively with common problem	May 2021
Nature and wildlife for businesses	May 2021
Climate Change Workshop	May 2021
Launch of Isle of Man Chamber of Commerce 'Local Economy Forum'	May 2021
Three Ministers 'Island Plan'	May 2021
Zurich Innovation Championship 2021/22	June 2021
Zero-Ten The Big Debate	July 2021
Member Meetup - January	July 2021
Business Sustainability event MUA Climate Change Transition Programme	July 2021
4 most important steps to improve health and performance in your company	July 2021
MUA Five Year Pricing Strategy, presented by MUA Chairman, Dr Alex Allinson MHK	July 2021
Chamber of Commerce Local Export Network	July 2021
Introducing the Graduate Ecosystem	July 2021
Small Business Workshops Instagram for Business by Kirsty Lawrence	September 2021
Small Business Workshops Digital Marketing: Website Basics by Jess LeMerle	September 2021
Chamber @ The Dome - non-member	September 2021
Xmas at the Lab 2021	September 2021
Finance & Professional Services Open Forum Update from the Digital Agency	September 2021
Tax Returns made easy with PwC Isle of Man	September 2021
2022/23 Budget highlights with the Treasury Minister Online webinar	October 2021
Small Business Workshops Digital Marketing: Website Basics	October 2021
Monday Meetup	October 2021
Pensions considerations for small business owners sponsored by Boal & Co.	October 2021
Biosphere Isle of Man Sustainable Mann Nature and wildlife for business	October 2021
Three Ministers event Sponsored by Appleby	October 2021
Monday Meetup	November 2021
Digital Marketing: Understanding & Using Data Analytics by Jess LeMerle	November 2021
Member Meetup - October	November 2021
Member Meetup - April	November 2021

Cyber Crime, victim perspective and how to prevent it from happening to you	November 2021
Tackling Ageism : How Businesses can Adapt to Access Over-50's Talent	November 2021
Biosphere Isle of Man Sustainable Mann Greener energy for businesses	November 2021
Live Cyber Attack: Your Company is at Risk Sponsored by Riela Cyber	December 2021
Post-Viral Fatigue & Related Conditions - Workshop for Employers	January 2022
Gala Dinner	January 2022
Planning your future workforce from outside the UK & Ireland	January 2022
Greener Energy for Businesses	February 2022
A smarter future for the Isle of Man: MUA 'Smart Metering Programme'	March 2022
Business Workshop Lunch: Economic Strategy	March 2022
Small Business Workshops Founders Mindset for Success	March 2022
Meet the new CEO of Islands Energy Group, parent company of Manx Gas	March 2022

Sustaining Members of the Isle of Man CHAMBER OF COMMERCE

The Isle of Man Chamber of Commerce would like to thank the following Sustaining Members for making a special contribution to Chambers development by paying an additional subscription. Their substantial contributions help secure the financial autonomy of Chamber and enhances the quality of the services we can provide to all our members.

Acclaim Limited	It Works
AngloManx Trust Company Limited	KPMG LLC
Aon (Isle of Man) Limited	Lloyds TSB Bank (Isle of Man) Ltd
Appleby	LMS Partners Ltd
Apricot Investments	Loganair
Auxesia Limited	MAC Group
Barclays	Mannin Group
Boal & Co	Mantis Technology Limited
Bramden Associates	Manx FX Limited
BSpoke 360 Limited (formerly Fidcus)	Manx Gas Ltd
Cains	Manx Solar Electrical
Canada Life International Ltd	Manx Telecom Ltd
Capital International Ltd	Marbral Advisory Ltd
Castletown Golf Links	Marks and Spencer (Isle of Man) Ltd
Celton Manx Limited	Marown TV Ltd
Chancery Advisory	Moni Talks Ltd
Cherry Godfrey	Paragon
Chrystals	PDMS Ltd
CM Partners Limited	Polymetrix
Colas Holdings (IOM)	PricewaterhouseCoopers LLC
Computer Network Defence Network Ltd	Quinn Legal
Conister Bank Limited	Ravenscroft
Continent 8 Technologies PLC	Ronaldsway Aircraft Company
Creechurch Capital	Rosborough Insurance (IOM) Limited
Crowe Isle of Man LLC	Safety Management Services (Isle of Man) Limited
D Q Advocates Limited	Shell Ship Management (IOM) Ltd
Deloitte	Simcocks Advocates
Douglas Technical Limited	Smart HR Solutions Limited
Equiom (Isle of Man) Limited	Stewart Clague Services Ltd
G4S Secure Solutions (Isle of Man) Ltd	Strix Ltd
Grant Thornton	Swagelok Limited
Groudle Cottages	Thornton Associates Ltd
Hansard Global Plc	TLC Business Solutions
HSBC Bank plc	Tower Insurance
I-Bos Limited	Trident Trust Company (IOM) Ltd
IFGL Ltd (ex RL360)	Triumph Actuation Systems - UK & IOM
IQEQ	TSG Interactive
Island Aggregates	Typhoon House
Island Escapes	UHY Crossleys LLC
Isle of Man Enterprises	Utmost Limited (formerly Axa)
Isle of Man Steam Packet Co Ltd	Zurich International Ltd
ISO QA Limited	