



MEMBER'S NEWSLETTER

NOVEMBER 2019

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ISME
Irish SME Association

Dear member,

We're back into the swing of things after a really well-received Annual Conference in Citywest. The 'People and Purpose' theme struck a chord with all delegates: as the labour market tightens, it's SMEs who are first to experience difficulty in hiring. But there is a lot that smaller businesses can do to attract talent, despite their commercial disadvantages. The crowd was wowed by our speakers, but a special mention must go to Norah Casey, and Jim Gavin, both of whom made a real impact on delegates.

You can read the Annual Conference opening remarks by Robert Troy, Fianna Fáil Business and Enterprise spokesman [here](#). If there is a change of Government after the next General Election, we will hold Fianna Fáil to those promises.

We also formally launched our [ISME Wellness](#) program, a great offer for employers and employees, which will be running very soon via the Advantage section on our website. Check out the benefits for yourself.

Insurance reform is effectively stalled. I was invited to address concerned businesses at an event in Roscommon on 4th November, and I don't expect this to be the last such event. For those of you affected by insurance, ISME will be preparing material to send to your local TDs and Ministers ahead of our next General Election, which must occur in the next seven months. Please get stuck into your local politicians NOW.

After three years of shadow-boxing, the final shape of a Brexit deal is starting to emerge. The Johnson Brexit is a harder form of Brexit than that proposed by Theresa May, and involves the UK leaving the Customs Union. A hard border between ROI and NI has been avoided with some administrative wizardry, the details of which we have yet to see, but there will be a customs border in the Irish Sea.

This means that there will be additional administrative costs for imports from, and exports to the UK, **even where tariffs are zero**. Assuming that Boris Johnson is re-elected in the UK General Election, this deal will go through, and we will have a transition period until then end of 2020 to make the necessary preparations. Please do not waste time in getting ready; you'll find lots of information on our [Brexit Advice page](#).

ISME was invited to the launch of the OECD report on policy and supports for SMEs in Ireland. The OECD concluded (shock, horror...) that Irish SMEs needed more training and greater government supports in order to encourage growth and international expansion. It's obvious that the OECD has been reading ISME material for the last few years, even if the Department hasn't. You can read the OECD's 11-point roadmap for SMEs [here](#).

Our last [ISME Roadshow](#) of 2019 takes place in New Ross on 12th November. I look forward to meeting as many of our members as possible in the Southeast.

Thank you.

Neil McDonnell | CEO | neil@isme.ie



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ISME NEWS

Introducing ISME's new Wellness Programme

ISME are delighted to announce their partnership with Laya Healthcare and SpectrumLife to provide an exclusive offer on an Employee Assistance Programme (EAP) for Members. The service offers unlimited access for your employees and their family members to a freephone EAP service 24/7, 365 days a year.

Members up to 30 employees
Each subsequent employee

€500 (fixed cost/yr)
€9 per employee/yr

Click [here](#) to find out more or contact Mark O'Connor in ISME on email: mark.oconnor@isme.ie or ring 01 662 2755.



SEAI SME Energy Training Course

Due to popular demand SEAI are running another free course. In the Carlton Hotel Dublin Airport on Wednesday 27 November. The one-day training is designed to help businesses save energy and money. This training is based on Energy MAP, one of the most popular and successful energy training programmes available to businesses in Ireland. Places are limited so businesses need to [register](#) early to avoid disappointment.



Upcoming InterTradelreland Events

InterTradelreland have a number of free events to help your business. Including a [Advanced Brexit Briefing](#) on Wednesday 6 November, Tender Workshops and their Equity Advisory Clinics return in December. It's advised to register in advanced for these events. You can view all of the events [here](#).



Integrity at Work Conference 2019

Wednesday 20 November, Radisson Blu Hotel, Dublin 8. Leading with Integrity – How to foster ethical behaviour in the workplace. Integrity at Work is an initiative developed by Transparency International Ireland that provides employers with the training, tools and support to create an environment where staff feel safe to come forward and raise concerns of wrongdoing. Find out more [here](#).



Member Offers

There are new Member Offers available on the ISME website, [here](#). Monologue, Pine Hub, Prunne Consulting and Rcruitment Plus are just some of our Members offering discounts for their services. View their videos and offers on the [Members Offers page](#). If you have an offer for other members, email marketing@isme.ie.

ISME NEWS

Central Statistics Office – Statistics of Port Traffic

CSO released their tonnage of goods handled by main Irish Ports Quarter 2 on 30 October. The tonnage of goods handled decreased in three of the five traffic categories in this quarter. And Great Britain & Northern Ireland accounted for 40.3% of the total tonnage of goods handled in the main ports by region of trade. Read the full statistics release [here](#).

Storage Available

There is a shortage of storage and warehouse space in Ireland at the moment. Three of our Members have storage options available.

Freightspeed have a vacant warehouse in Greenogue Rathcoole. Read more [here](#).

[Big Space Solutions](#) have options for your storage requirements.

You can also contact Mary Fanning on 087 2430977 for:

4,000 square foot of secure and dry storage 48 kms from Dublin, near Monasterevin Co. Kildare. (Comprises 1,000 square foot shed, dry and secure and a 3,000 square foot American Barn with 12 individual units.)

YESS

The Department of Employment Affairs and Social Protection have launched a Youth Employment Support Scheme (YESS). We are looking for Employers who may be interested in offering work experience to a U25 Jobseekers under this scheme looking at a variety of roles and sectors that may suit some of our clients and employers. This is at no cost to the employer and a minimum wage up to 24 hours is paid by the Department. Find out more [here](#).



Free Online HR Health Check

Management Support Services (MSS) provide a full range of Human Resource and Recruitment solutions, and are offering ISME Members a [free online HR Healthcheck](#). This questionnaire is designed to ask questions concerning the key areas where there are legal obligations, or it is best practice, and will give a good idea as to whether you are getting the basics right.

Q2'19 Prompt Payment and Government Satisfaction Results

Results from our Quarter 2 Surveys are on the ISME website. The [Prompt Payment Report](#) found that 55% of businesses are experiencing delays of two months or more, and it's 'Unacceptable' that 21% of big businesses are taking longer to pay SMEs.

The [Government Satisfaction Report](#) found that medium businesses are most satisfied with the government, whereas micro businesses are least satisfied. While satisfaction in the Construction sector has dropped dramatically. You can find all of ISME's Reports [here](#).

Wellbeing

Over the past number of years there has been an increase in the need for employers to recognise the importance of addressing employee wellbeing in the workplace. This is on the back of an increased national dialogue on the importance of physical and mental health and an increased recognition on the part they play in employee productivity, absence levels and retention. While employers cannot be held responsible for every aspect of their employees there is a need to ensure that while they are at work, they have the resources and support to operate in an environment that allows them to fulfil their potential. This isn't only for the employees' benefit, if the team is operating at optimal levels, productivity will be negatively impacted, absence levels can increase, there can be an increase in 'on the job' accidents and it may be more difficult to retain employees. In a recent CIPD survey 20% of respondents reported an increase in absenteeism rates in the past year with 44% of them identifying stress as a factor contributing to absenteeism among their staff.

For employers there are some very simple steps that can be taken to support their employees:

1) Employee Voice

It is imperative that employees have the opportunity to express themselves to the management. One of the most important methods of ensuring this is a Grievance policy that lays out the procedures for requesting support and making sure that it is communicated to all employees. This should also be supplemented by a Bullying & Harassment policy that reaffirms the company's position on the subject.

In addition to this, it may also be beneficial to establish an employee representative group who regularly meet with management to communicate discussion topics that are impacting the wider workforce.

From here problems can be addressed quickly and it can even expand to include more enjoyable schemes to boost overall employee health such as healthy eating activities, team events such as fun runs, walks and sponsored charity activities.

2) Employee Assistance Program (EAP)

Sometimes employees need additional assistance that goes beyond the support a manager can provide and in these instances the company may need to look externally for support. EAPs can offer employees access to services such as counselling sessions, financial advisors and legal support. Employees spend most of their waking day either in or on their way to work, therefore, it stands to reason that the personal stressors that impact in their private life will also affect their performance while at work. EAP schemes are generally quite an affordable way to support employees that may not otherwise have access to these services due to financial restrictions.

3) Management Training

Ensuring that managers have the right skills is crucial to the success of the team as a whole. Managers are often individuals that are elevated to their role after being identified as exceptional employees. However, that doesn't mean that they have an innate ability to transition from an employee role to a management one. Managers need development on how to lead their teams and this requires specific training on communication, people management, employee relations and performance management to name but a few. If managers aren't able to communicate with their teams or mishandle people management scenarios it can have a significant impact on the wellbeing of their employees, and this will ultimately impact the success of the department.

4) Job Design

Management should be tasked with assessing the suitability of job design, particularly in roles that are excessively repetitive. This might seem like a needless task, but employee wellbeing can be significantly impacted by monotonous duties to the point that it can increase absence levels and lower retention levels. That's not to say that whole production floors need to be redesigned but ensuring that there is variety in the employees' duties through cross skilling, project work and involvement in supplementary tasks will help increase the level of engagement amongst the team.

It is important for employers to remember that while these processes have been outlined from the perspective of how they will benefit the employees, there is a significant benefit to the business for applying them. The people that provide the service of your business are your company's greatest asset and if they have avenues to receive support, mechanisms to help them address personal issues, competent managers and work that engages them they are going to be operating at the best level that they can.

iSME can support members with regard to the above in the following ways:

Grievance Policy Resources:

<https://isme.ie/members-area/isme-guides/humanresources/humanresources-er/>

Employee Assistance Program:

<https://isme.ie/about/isme-wellness/>

Management Training:

https://isme.ie/learning/?fwp_course_categories=management-development-courses

Job Design

Please contact hr@isme.ie or 016622755 (EXT 2)

If you would like to discuss this topic further or require any assistance with regards to Human Resources, please contact hr@isme.ie or 016622755 (EXT 2)



ISME ROADSHOW



Our **final Roadshow** of 2019 will take place Tuesday 12 November in Brandon House Hotel, New Ross, Co Wexford.

As well as complimentary breakfast there will be updates from our CEO, HR and ISME Skillnet. Jobs.ie will give a talk about recruiting for SMEs and we'll have a Brexit panel discussion. Places are free, but limited so please register [here](#).

THANK YOU - ISME ANNUAL CONFERENCE 2019

Thank you to all who attended the ISME Annual Conference on Wednesday 23rd October in the Citywest Hotel and for those who couldn't make it, below are some highlights from the day. More photos are available on our image gallery [here](#).

On the Mainstage:

- Opening the conference was Robert Troy TD, Fianna Fáil Spokesperson on Business, Enterprise and Innovation.
- A thought provoking keynote address from Jim Gavin, with lots of questions and congratulations from the delegates, not just Dubliners.
- Norah Casey gave an inspirational talk on people and purpose with insights from own experiences.



- Lively debates before and after lunch, including, The Great Debate – Is it just about the bottom line? with panellists:

Colm O'Reilly

Conall Mac Coille

Senator Pádraig Ó Céidigh

Richard Boyd Barrett TD

Dr Laura Bambrick



- And the Brexit Panel discussion moderated by David Davin Power with panellists:

Shanker Singham

Professor Dolores Cahill

Dr Alasdair McDonnell

Lisa Chambers TD

Dr Karen Devine



- Christopher Paye, General Manager of Jobs.ie, Ireland's most popular e-recruitment platform shared his insights into the changing shape of the Irish labour market, trends in digital recruitment and revealed the steps businesses need to take to win the race the talent. Find out more [here](#).
- An interview with Marc O'Dwyer discussing Big Red Cloud's journey.
- Head of Wellness for Laya Healthcare, Sinéad Proos talked about Workplace Wellness and how its benefits business.



In the Breakouts:

- Claes Peyron, Managing Director of Universum – the global employer branding company and Jobs.ie partner, who chaired a Talent Workshop which explored how SMEs can attract the best people for their business. Universum is launching its hugely successful Employer Branding Academy in Ireland with a special Early Bird 'Launch' rate available to ISME members for a limited time only. Enjoy €200 off the Academy online (Standard price €1,495) or €1,000 off the Academy in-class (Standard price €2,495). Find out more [here](#).
- Justin Smal, CEO with Monread CRM lead a session on how Digital transformation and how SMEs can harness technology to become a purpose driven organisation.
- During lunch Jody Kennedy and Laya Healthcare ran an Energising session for delegates.
- The Workplace Relations Commission had several presentations. You can view and download them [here](#).



An Introduction to Lean: **INCREASING PRODUCTIVITY AND PROFITS**

AIM:

These breakfast workshops aim to assist Irish SMEs to be more sustainably efficient, increase productivity and growth, via the implementation of proven business improvement tools.

COURSE CONTENT:

- The history and reasons for Lean Six Sigma
- Understanding the concepts, tools and principles of Lean Six Sigma
- How to use analysis tools and techniques to determine the current performance
- How these programmes can be applied to deliver an effective continuous improvement programme to reduce time and increase productivity

LEARNING OBJECTIVES:

In this challenging economy with an ever-growing consumer pressure for cheaper, better and faster products and services, businesses need to work SMARTER. They could and should utilise reliable, systematic and rigorous tools and techniques to solve their problems continuously. Lean and Lean Six Sigma (LSS) tools are your appropriate problem-solving tools towards enhanced customer satisfaction, amplified productivity/operating costs, highly satisfied and motivated employees and STRATEGIC COMPETITIVE ADVANTAGE locally, nationally and internationally.

METHODOLOGY:

Interactive Workshop

TARGET AUDIENCE:

Any SME wishing to streamline their operations, day-to-day working processes, increase productivity and grow revenues.

DATE: 27TH & 28TH November 08:00am - 11:00am

VENUE: TUD, Kevin Street Campus, Dublin 2

FEE: €25 per delegate

CONTACT: adam@isme.ie

Booking is Essential



This project has received funding from the European Union's Horizon 2020 research and innovation programme under the Marie Skłodowska-Curie grant agreement No 734824

ISME Members

Can avail of up to **33%** discount & we can design a suitable training course to meet your needs or we can help you source suitable trainers.

Course	Date	Location	Fees
Starting November Breakfast Business Clinic Series Business Critical Topics for SMEs	Various	Nationwide	€30 ISME members, €40 Non- Members
Essential Management Skills– QQI Level 6	January 2020	Dublin	€1650 ISME members, €1850 Non-Members
Essential HR Fundamentals	06/11/19	Dublin	€230 ISME Members, €325 Non-Members
Customer Service and Complaints Handling	07/11/19	Dublin	€230 ISME Members, €325 Non-Members
Witness a Live Hack-How Safe is Your Business?	13/11/19	Dublin	€30 ISME Members, €40 Non-Members
Effective Sales Planning	15/11/19	Dublin	€230 ISME Members, €325 Non-Members
Closing the Deal – Breakfast Seminar (07.30-10:15)	22/11/19	Dublin	€30 ISME Members, €40 Non-Members
Cold Calling and Appointment Making	28/11/19	Dublin	€230 ISME Members, €325 Non-Members
Handling In-Bound Sales	03/12/19	Dublin	€230 ISME Members, €325 Non-Members
Business Writing & Email Etiquette	12/12/19	Dublin	€230 ISME Members, €325 Non-Members
Contract Management & Contract Negotiation Skills	Seeking Expressions of Interest!	Dublin	€230 ISME Members, €325 Non-Members
Develop Your First Google Ads Campaign	Seeking Expressions of Interest!	Dublin	€230 ISME Members, €325 Non-Members



NEW: ISME BUSINESS CLINIC SERIES THROUGHOUT NOVEMBER 2019

This new learning series has been designed to make it easier for owner managers and their employees to engage in topical learning events. Attendees are welcome from 07:30 for breakfast and tea/coffee with an 08:00. All clinics are due to conclude by 10:15. The cost is €30 for ISME Members and €40 for Non-Members

The following topics will be coming up in November:

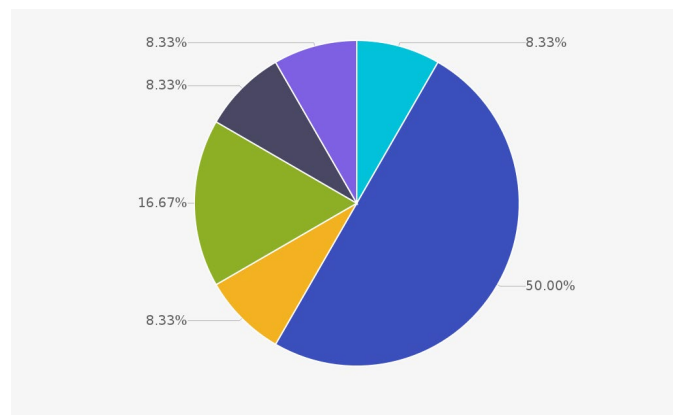
- **Witness a Live Hack – How safe is your business?** – Wednesday 13 November – David Waldron, Radius Technologies
- **Increase Productivity – Managing a Heavy Workload** – Wednesday 20 November – Ian Hannon, Activate Training Ltd
- **Closing Your Deals, A Best Practice Clinic** – Friday 22 November – Simon Haigh & Jason Cooper, GCM Advisory
- **Practical Remote Working Models for your staff** – Friday 29 November – Shauna Moran, Operate Remote Ltd

Sign up or find out more [here](#), or email any questions to Adam@isme.ie.

SURVEY: ISME SKILLNET 2020 – 2022 ASSESSMENT NEEDS

Please help ISME Skillnet to better understand the needs of your business and develop a training strategy relevant to your business. Take a few minutes to fill out our short survey so that we can develop a future training with the results.

The survey will be closing soon, so please take the survey [here](#).



REGIONAL TRAINING:

We would like to provide training for our members around the country and would like to hear from people with training requirements outside of Dublin. Please email us at skillnet@isme.ie

November Income Tax

- 1st** The liability (ownership) date for Local Property Tax 2020.
- 12th** Last date for filing your 2018 Income Tax Return through the Revenue Online Service (ROS).

Dividend Withholding Tax

- 14th** Due date for payment and filing of returns of withholding tax on dividends paid by companies in October 2019.

Corporation Tax

- 23rd** Company year-end 1st - 31st December 2019: Preliminary tax due, minimum 90% of total liability for the year. Small companies can pay 100% of previous year's liability (ROS filers).
Company year-end 1st – 28th February 2019: Payment of balance of corporation tax and filing of corporation tax return (ROS filers).

Income Tax

- 23rd** Payment of PAYE/PRSI/USC/LPT deductions for October 2019 (ROS filers).

VAT

- 23rd** Payment of September – October 2019 VAT liability and filing of related VAT return (ROS filers).

Company Secretarial

- 28th** Filing of Annual Returns dated 31st October 2019.

Corporation Tax

- 30th** Company year-end 31st May 2018: Close companies with undistributed profits may have to make a distribution by this date to avoid surcharge.
Company year-end 1st – 28th February 2019: Filing of 'Return of third-party information' (Form 46G).

Company Secretarial

- 30th** Company year-end 28th February 2019: Final date for holding Annual General Meeting and latest possible Annual Return date for 2019.

Revenue have recently confirmed its view in relation to Irish VAT deductibility treatment for holding companies. The publications of such guidance have been greatly anticipated and it follows lengthy discussions between Revenue and various stakeholders regarding the VAT rules in this area.

A VAT deduction can be taken by a holding company on services acquired provided there is a direct and immediate link:

1. Between the costs incurred and the output transaction which is taxable of qualifying in nature; or
2. To the holding company's economic transactions or form part of the general costs linked with its overall economic activities.

A holding company can incur general costs such as group legal fees, stock exchange listing fees and regulatory fees. Determining whether a link exists between general costs such as the above and the holding company's economic activity is an objective evaluation.

The position can be summarised as follows:

1. Passive holding company – not entitled to deduct any VAT in respect of general costs on the basis that there is no economic activity that would give rise to a right of deduction.
2. Active holding company – entitled to deduct VAT in respect of share acquisition costs where there is a direct and immediate link either to the provision of such services or to its economic activity or those costs constitute general costs linked with the holding company's overall economic activity. Revenue has confirmed that where the level of management fees charged to the subsidiary or subsidiaries is less than the acquisition costs incurred by the holding company this should not in and of itself, impact adversely on the VAT deductibility of such costs.
3. Mixed holding company – for holding companies which are involved in both passive and active economic activities only costs which have a direct and immediate link with the company's active economic activity can be taken as a VAT input deduction. For costs which are related to both the passive and active economic activity an appropriate apportionment should be made.

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