



MEMBER'S NEWSLETTER

NOVEMBER 2019

IN THIS ISSUE:

Message from / **The CEO**

ISME Welcomes / **New Members**

ISME / **News**

HR / **A Review of 2019**

Events / **ISME Annual Conference Video**

Training Courses / **Course Updates**

Tax Update / **Dates for the diary**

Legal Update / **VAT Information Exchange
System (VIES)**

ISME WELLNESS PROGRAMME

EMPLOYEE ASSISTANCE PROGRAMME (EAP)

UNLIMITED ACCESS FOR AN EMPLOYEE AND THEIR FAMILY TO:

- 24/7 Freephone Mental wellbeing support
- Up to 6 Sessions of face to face Counselling
- Video/telephone counselling option
- Support across finance, legal, mediation, parenting coaching, life coaching and more

€500 p.a. for up to 30 employees,
for each subsequent employee €9 per employee p.a.

FIND OUT MORE:
[ISME.IE/ABOUT/ISME-WELLNESS](https://isme.ie/about/isme-wellness)

laya
healthcare
proudly part of **AIG**

spectrum
.life



For **Small**,
Medium &
Enormous
gifts this Christmas,
shop local & support **SMEs**

#ShopSME

FIND OUT MORE:
[Isme.ie/membership/shop-local-this-christmas](https://isme.ie/membership/shop-local-this-christmas)

Dear member,

It's that time of year, and we're all doing the last-minute Christmas shopping. ISME has launched its traditional [Shop Local Campaign](#), and we ask all members, as citizens and as member companies, to keep some spend locally. We also encourage members who are considering a staff bonus to use the ISME [Gift Card](#) affinity: as well as being really appreciated by staff, it is also tax efficient for your business.

This is a particularly busy and difficult time of year for our retailers in the prevention of theft. Retail theft is always evolving, and 'yamming,' 'steaming' or 'rushing' are tactics whereby groups of people mount co-ordinated attacks on stores, sometimes via social media.

A difficulty with tackling retail theft is the state of our defamation laws. There is no 'safe script' for shopkeepers to use with individuals they suspect of theft, i.e. a formula of words which will proof them against an assertion by a plaintiff of a claim of defamation. The best advice from those who advise shop keepers is to identify those known shoplifters and refuse them entry to the store.

ISME has also advocated that Ireland changes its defamation act, essentially to introduce the reforms the UK brought in some years back to stop 'libel shopping.' Our submission to Minister Flanagan is available [here](#). Minister Flanagan has indicated that the defamation act needs a 'searching review' but he has given no indication of legislative reform as yet.

The EU Anti-Money Laundering Directive requires all EU Member States to put into national law provisions requiring corporate and legal entities to obtain accurate, current information on their beneficial owner(s) in their own internal beneficial ownership register. The deadline for notifying your company's beneficial owners to the Companies Registration Office Entities was 22nd November, but approximately 30% of companies have failed to do so. The CRO will be issuing warning letters to companies which have failed to comply very soon. If you haven't registered the beneficial ownership of your company, you'll find the process on the [Register of Beneficial Ownership](#) website. Don't delay!

Please don't take your foot off the pedal on Brexit preparations. By a narrowing margin, a Tory majority is the likeliest outcome in the UK general election, and this will most probably bring a 'customs Brexit' by the end of 2020. This at least gives your business time. Please check out our [Brexit Advice page](#). And if you are thinking of taking your business beyond Ireland next year, check out our [Business Abroad](#) page for basic commercial information on other countries.

Finally, this is our last publication of 2019. On behalf of the ISME Chair Ross McCarthy, all the national Council and staff of ISME, I wish you a Happy Christmas and a prosperous and successful 2020.

Thank you.

Neil McDonnell | CEO | neil@isme.ie



Kleeman Ireland Reisen

Kono Pizza Ireland

Mc Grath Construction Consultants

Britelux Lighting

SRS Fire Systems Ltd.

Oakland International

Lucky Beard

The Curl Artist

Daniel Fernandes

Sincon Engineering

Unique Electrical Ltd.

The Laughter Lounge

Serranova

Paula Barrett Properties

Lift Technology Ltd



ISME NEWS

Welcome Tom Corcoran

ISME gives a warm welcome to our new Sales Manager, Tom Corcoran. Tom has 15 years trading experience as an SME in the hospitality sector and 20 years working in Sales Management and Business Development in the Corporate Sector. Tom can be emailed on: tom@isme.ie

As we welcome Tom, we say farewell to Enda Flannery and wish him all the best.



Shop Local, Buy Irish

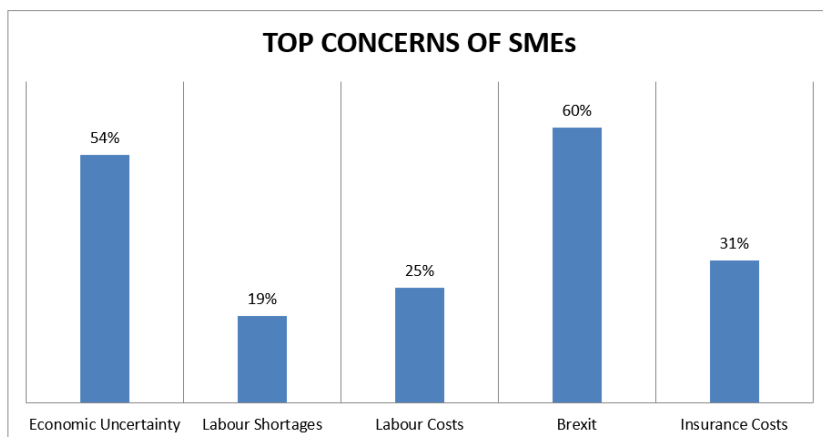


Once again this year ISME are promoting and supporting “shop local, buy Irish” campaign. Uncertain times lie ahead for Irish retailers with Brexit, and ISME encourages people to support indigenous business and SMEs. ISME CEO Neil McDonnell has this to say, *“By shopping locally we support our towns and villages and keep our butchers, jewellers, pharmacies, brewers, distillers, confectioners, post offices, fashion, electronics and hardware stores, and all our local shopkeepers in business.”*

Find out more [here](#), and to be included as a business on our Support SMEs page email [Marketing](#).

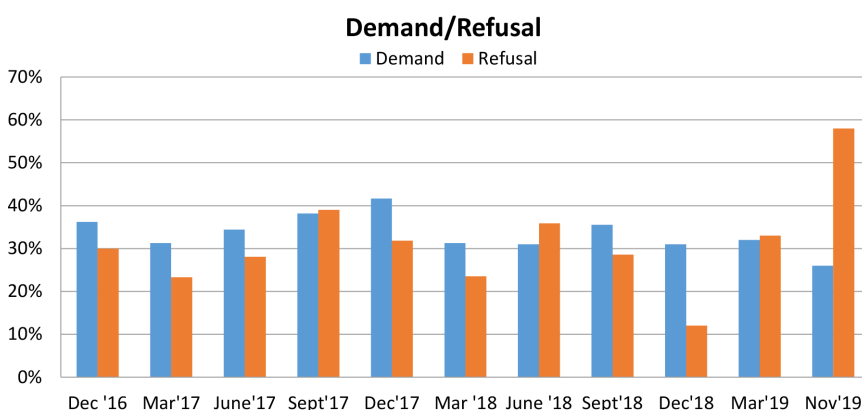
Q3'19 Business Trends Report

Results from our Quarter 3 Business Trends Survey are on the ISME website. The report found that Business Confidence has dropped 27%. SMEs predominant concerns in this quarter are Brexit (60%), economic uncertainty (54%) and insurance costs (31%). View the full report [here](#).



Q3'19 Bank Watch Report

The Report for our Quarter 3 Bank Watch Survey are now live on the ISME website. The report found that loan refusal rates have increased and demand for credit remains high (31%). View the full report [here](#).



ISME NEWS

The bISME – issue 7

The bISME issue 7 was published on Friday 29th November. In this edition we have an interview with IFP Media CEO Rebecca Markey, Cyber Security Tips, End the Stigma – insights into counselling and mental wellbeing arts, The Race for Talent – embracing employer branding with Jobs.ie and Steps to Sustainability with SEAI. Plus much more. Read The bISME [here](#).

PSD2 Compliant

The European Banking Authority has granted an extension for the implementation of Secure Customer Authentication for eCommerce Merchants until 31st December 2020. Don't wait until the last minute, eCAI advise using this time wisely and make sites PSD2 compliant. For support on making your site compliant visit the PSD2 Ready site [here](#).

Victims of Crime

ISME attended the National Strategic Retail Forum Meeting, at Harcourt Street Garda Conference Room on Thursday 21st November 2019. The Garda strategic retail forum recommends victims of crime contact the Garda Victim Liaison Office (GVLO). This department informs, supports and protects victims of crime. Contact them on T: 01 6663349 or E: crimevictims@garda.ie

InterTradelreland Equity Advisory Clinics



InterTradelreland have a number of free Equity Advisory Clinics this December. These clinics help companies seeking equity investment and are run by InterTradelreland venture professional, Drew O'Sullivan. The clinics will be in Cork on Thursday 12 December, in Belfast on Monday 16 December and in Dublin on Thursday 19 December. It's advised to register in advanced for these events. You can view and register for these events [here](#).

Brexit Advice

As Brexit has been delayed until 2020 there is no reason not to get your business prepared this time around. We have an Advice page on our website with available grants and loans, Brexit events, links to organisations who can assist your business and the Brexit Preparedness Checklist. See the page [here](#).

ISME's 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: mark.oconnor@isme.ie or ring 01 662 2755.

ISME NEWS

Business Abroad

We have gathered key websites, links and other useful information to give advice and direct SMEs about doing business abroad with countries across Europe. We hope that this online resource can be used to consider new market opportunities post Brexit. This resource can be found under our Advice section on the website, [here](#).



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.

Member Offers

There are new Member Offers available on the ISME website, [here](#). Monologue, Pine Hub, Prunne Consulting and Recruitment 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.

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.)

2019 – THE YEAR IN REVIEW

January

ISME Introduces HR Webinars. In January 2019 ISME introduced its new series of webinars that are designed to assist with key people management issues. They are designed to address the fundamental processes that managers face on a daily basis. In 2020, we will expand the series to support employers in reviewing and developing company culture.

Minimum Wage Increase. On 1st January the minimum wage increased to €9.80 per hour.

February

ISME HR survey issued. ISME's first HR survey was conducted and results are available [here](#).

March

Miscellaneous Provisions Act. In March 2019 one of the most significant employment law updates of recent times occurred. It covered topics such as 'zero-hour contracts', banding of hours and minimum terms of employment as well as introducing stiff penalties for breaches of it's guidelines. There is a wealth of information on the update [here](#) and a webinar [here](#).

April

Gender Pay Gap Bill Launched. While the legislation is still some time away the launch of the Gender Pay Gap Bill raised awareness of the issue and focused a lot of employer's attention on the equitable status of their remuneration policies.

May

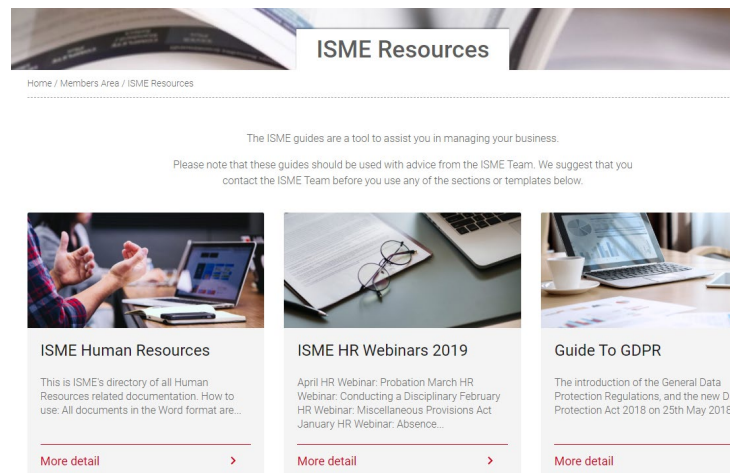
CJEU Outcome Underlined the Importance of Recording Employee Working Time. Although the Organisation of Working Act already covered the topic, landmark legislation on the continent established a clear requirement for employers to record working time of employees. Luckily Irish legislation was already leading the way with regard to this topic!

June

Construction Sector Travel Time Rejected. During a review of travel time in the construction sector, the adjudicator noted that to impose such a cost on employers would effectively result in a 12% hike in salary and refused the motion.

July

New ISME HR Website Launched. ISME redesigned the HR section of the members website to make it more user friendly. Please check it out [here](#).



August

First WRC event at ISME. In partnership with the Workplace Relations Commission, ISME launched a series of workshops designed to inform employers on the function of the WRC and the steps required to maintain compliance. This series will continue into 2020 so be sure to check out the ISME Roadshow calendar.

September

1st September – Update to the Parental Leave Act. There was an entitlement increase of 18 weeks to 22 weeks and the qualifying age of the child increased from eight to 12 years.



October

Budget 2020 maintains the Minimum Wage at the current rate of €9.80.

Launch of ISME Wellness. ISME has introduced a new members-only service, ISME Wellness. This provides employers the opportunity to provide their employees with support services to their employees and their families. The service includes counselling sessions, financial, legal & general health advice with trained professionals and access to a wealth of supporting information.

November

1st November – Parental Leave and Benefits Act is introduced. This act provides new parents with two weeks paid leave in the first 52 weeks after the birth/adoption of a child. The leave is supported by the Department of Social Welfare contribution, but there is no obligation on employers to supplement the payment.

11th November – The Supreme Court upheld the Court of Appeals position in the McKelvey case. This ruling established an important precedent for the right to representation during 'disciplinary' and 'grievance proceedings'. This confirmed that employees are not entitled to have legal representation present during internal procedures unless it is on a point of law or the case is particularly complex.

The employees right to representation is not impacted by this. ISME still recommend that employees have access to a colleague, Trade Union official or a Citizens Information representative (once they confirm they have no legal representation or are not being represented by a solicitor).

December

Review of Usage in 2019. No review of the year would be complete without a top 10 countdown, and this is no different. Here is a list of the 10 most queried people management activities that ISME supported members with in 2019:

- | | |
|-----------------------------------|---------------------|
| 1. Disciplinary | 6. Redundancy |
| 2. Absence | 7. Payment of Wages |
| 3. Templates (policies/documents) | 8. Leave |
| 4. Contracts | 9. Probation |
| 5. Terms of Employment | 10. Grievance |

On behalf of the HR team I would like to extend a big thank you to all of the members that got in touch throughout the year, and for those of you that we haven't heard from yet, we look forward to hearing from you in 2020.

ISME ANNUAL CONFERENCE 2019 VIDEO



ISME Annual Conference 2019 video is here. View the highlights from our fantastic day on 23rd October at Citywest Hotel [here](#).

This year's theme was People and Purpose – the Power Ps of Business. You can view our photos from the day [here](#), see who exhibited [here](#), and you can [download presentations](#) from the Workplace Relations Commission.

ISME ROADSHOWS

ISME, in partnership with Jobs.ie, travelled the country in 2019 with our Roadshows. The ISME Roadshow visited nine locations meeting SMEs in the area. Our Brexit Panel continued to be a point of each discussion at each location with Paul McMahon, Principal at McMahon Legal and Derek Dunne, Custom Compliance Manager at Quality Freight Group. Insurance Reform was also a popular topic. We had talks from Jobs.ie on recruiting, HR talks from ISME's HR Adviser and Training updates from ISME Skillnet.

The ISME Roadshows will continue in 2020. We would like your opinion on where we should go next and what topics SMEs would like to discuss. Tell us where to next and what to speak about by filling out our 2020 Roadshow form [here](#).



ISME AND ERASMUS+ PROJECTS



***FREE - New Online Business Programme - Seeking Learners**

(This programme is in line with the Oct 2019 OECD report's recommendations for Irish business)

Innovation and R&D Programme for SMEs

Through the University of Limerick and other EU partners, we have developed a curriculum to assist SMEs to develop a best practice approach into research, R&D and innovation for their businesses.

We are looking for learners to participate in this pilot phase of the programme.

The programme is **100% online** and can be done in your business environment at a pace that you are comfortable with. Use your current research projects for best practice analysis into new products / services and business venture ideas whilst completing the programme.

This is being offered ***FREE** of any charge at the pilot phase. We are looking at accreditation by January, through the University of Limerick, and we are seeking a **Level 8** status.

- **Module 1 | Using research to identify future opportunities** (September / Oct 2019 enrolment)
- **Module 2 | Smart methods to gather and analyse data** (commencing Jan 2020)
- **Module 3 | Managing your research project**
- **Module 4 | Evaluating success and future opportunities**

For more information on the project click [here](#), or contact Adam at adam@isme.ie.

REGIONAL TRAINING:

The new Business Clinic Series will be taken around the country in 2020. We would like to provide other 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



NEW: ISME BUSINESS CLINIC SERIES 2019 - 2020

This new learning series has been designed to make it easier for owner managers and their employees to engage in topical learning events. These two-hours workshop start at 08:00 and finish at 10:00/10:30. The cost for 2019 is €30 for ISME Members and €40 for Non-Members. This series will be delivered nationwide in 2020.

Each topic will be covered by carefully selected Subject Matter Experts.

The following topics will be taking place in December and January 2020:

- **Online Success for your Business** – Friday 13 December – Michael Foley, Aspire Digital
- **Managing a Heavy Workload** – Wednesday 18 December – Ian Hannon, Activate Training Ltd
- **How to Attract Talent** – Friday 17 January 2020 – Maria O'Dwyer Coaching
- **How to become an Exporter** – Friday 31 January 2020 – Ross McCarthy, Keystone Procurement

Spaces are limited, so please register today [here](#). Or if you have any questions or would like to suggest a topic to be covered email Adam@isme.ie.

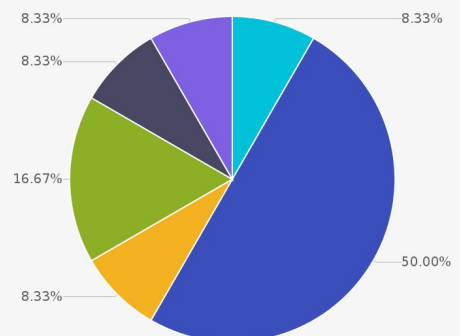
Future clinics include:

- Successful Conflict Conversations
- Data Protection as a Marketing & Engagement Tool

SURVEY: ISME SKILLNET 2020 – 2022 ASSESSMENT NEEDS

The ISME Skillnet Survey will be open for the month of December to hear final thoughts and needs of SMEs.

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, [here](#), so that we can develop a future training with the results.



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
Essential Management Skills– QQI Level 6	January 2020	Dublin	€1650 ISME members, €1850 Non-Members
Cold Calling- Using the Telephone to Generate Sales	12/12/19	Dublin	€230 ISME Members, €325 Non-Members
Breakfast Business Clinic: Digital Optimisation – Online Success for Your Business	13/12/19	Dublin	€30 ISME Members, €40 Non-Members
Breakfast Business Clinic: Managing a Heavy Workload	18/12/19	Dublin	€30 ISME Members, €40 Non-Members
HR Fundamentals for SMEs	16/01/20	Dublin	€230 ISME Members, €325 Non-Members
Breakfast Business Clinic: Positioning Your Business – How to Attract Talent	17/01/20	Dublin	€30 ISME members, €40 Non- Members
Business Breakfast Clinic: Going Global – How to Become an Exporter	31/01/2020	Dublin	€30 ISME members, €40 Non- Members
Business Writing & Email Etiquette	Seeking Expressions of Interest!	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



ISME

Skillnet

**Get in touch...
to design
bespoke SME
training, to
meet your
needs**

CONTACT US:



01 6622 755



skillnet@isme.ie



isme.ie/learning

**33% discount
for ISME
Members**

ISME Skillnet is co-funded by Skillnet Ireland and member companies. Skillnet Ireland is funded from the National Training Fund through the Department of Education and Skills.



An Roinn Oideachais
agus Eolcanna
Department of
Education and Skills

Skillnet
IRELAND

December **Dividend Withholding Tax**

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

Capital Gains Tax

15th Payment due on disposals made between 1st January 2019 and 30th November 2019.

Income Tax

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

Corporation Tax

23rd Company year-end 31st January 2020: Preliminary tax due, minimum 90% of total liability for the year. Small companies can pay 100% of previous year's liability.

Company year-end 31st March 2019: Payment of balance of corporation tax and filing of corporation tax return (ROS filers).

Company Secretarial

28th Filing of Annual Returns dated 30th November 2019.

Corporation Tax

31st Company year-end 30th June 2018: Close companies with undistributed profits may have to make a distribution by this date to avoid surcharge.

Company year-end 31st March 2019: Filing of 'Return of third-party information' (Form 46G).

Company Secretarial

31st Company year-end **31st March 2019**: Final date for holding Annual General Meeting and latest possible Annual Return date for 2019.

ISME VAT INFORMATION EXCHANGE SYSTEM (VIES)

VIES provides a mechanism whereby checks can be made in each Member State on the validity of claims to zero-rating. It helps to detect unreported movements of zero-rated goods between Member States.

Where a VAT registered person supplies goods or services to business customers registered for VAT in another EU jurisdiction, that person is required to complete a statistical return known as a VAT Information Exchange System (VIES) return. This is Ireland's version of the EC Sales List/ESL.

The return does not extend to the receipt of supplies of goods or service by a VAT registered person. There is no threshold for the requirement to register for VIES, but there are some limited exceptions to this.

VIES returns are required to be filed on a monthly or quarterly basis. Monthly filing is required only where trader's reportable supplies of goods are relatively significant. For traders that have only reportable supplies of services, returns can be filed quarterly irrespective of the value of the supplies made.

In practice, such returns must be filed electronically on or before the 23rd day of the month following the end of a monthly/quarterly period. For example, the quarter 1 VIES return is required to be filed on or before 23rd April.

VIES returns normally contain the following information:

- The trader's VAT number
- The recipient's foreign VAT number
- The total value of supplies made to each customer
- The indicator 'S' in the flag column where the supply relates to services
- The indicator 'T' in the flag column where goods were the subject of the triangulation procedure

Revenue and VIES, Intrastat and Mutual Assistance (VIMA) monitor the figures declared in boxes E1 and ES1 of trader's periodic VAT returns to establish whether they should be registered for VIES. Despite this, the onus rests on the taxpayer to determine whether they should be registered.

It is common for tax authorities to collaborate on a cross-border basis in an effort to prevent, deter and detect fraudulent behaviour.

Intrastat

Intrastat is the system for collecting statistics on the movement of goods, not services, between Member States of the EU. The general concept of intra-EU trade statistics is independent from the ownership of the goods. It concerns only their physical movement.

Prepared for ISME by: Byrne & McCall

Tel: (01)612 0580 Fax: (01) 620 5625
email: info@byrnemccall.ie www.byrnemccall.ie

**Accountants & Tax Advisors,
Core B, Block 71,
The Plaza,
Park West, Dublin 12.**

THE MONTHLY NEWSLETTER
DECEMBER 2019



isme.ie

