

MEMBER'S NEWSLETTER

NOVEMBER 2021



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Dear Member,

The delayed reopening of offices into Q1 '22 did not come as a major surprise, with increasing Covid-19 cases being blamed for the policy shift. It is very difficult for a small business to understand the restriction on a return to blended office working while 1,500 revellers can enter Copper Face Jacks on a Friday night, but our pandemic management has unfortunately been riven by such inconsistencies. We hope this is the last delay attached to the return to normal working, as March will see the second anniversary of societal shut-down.

The debate about a bank holiday “gesture” to public service workers rumbles on. As of 1st November, a St Brigid’s bank holiday, the Monday nearest February 1st, looks most likely. It is unclear if this is a once-off bank holiday or an annual feature. ISME has not taken a negative position on this issue, other than to say that a bank holiday should not be introduced merely to placate public service unions. Ireland is two days below the EU average of 11 bank holidays. However, the discussions currently being held by Government about the proposed holiday exclude the representatives of small enterprise. This is not sensible.

The Commission on Taxation and Welfare has finally announced that it is open for consultation with the public. The consultation will close for public submissions on 7th January 2022. While ISME will make a submission of its own, we encourage all members to make their own submission on behalf of their own business. It does not have to be long, but remember these opportunities are rare- the last Commission took place in 2009. So please consider making a short submission [here](#).

Inflation is with us for the first time in many years. The CSO’s September data showed a 3.8% increase in CPI, while the Eurostat HICP index showed a (provisional) 5.1% increase for Ireland for October. EU-wide energy price inflation is currently running at roughly 20%. These are extremely difficult times for businesses which have been used to static pricing for many years. This may be a time for you to review your pricing structures, as there is only so much that can be done to contain inbound costs. On top of cost inflation, we expect consumer inflation to lead to significant wage demand pressure.

The National Council has been doing a considerable amount of review of ISMEs corporate governance structures. I hope to have some news for you before Christmas and what this will mean, but expect to be asked to vote on some changes to our Association Constitution in the near future.

Lastly, our pensions Equity Challenge is expected to move forward in the near future. We are in discussion with a number of parties about formulation of our claim, to be presented before the courts at the earliest possible opportunity.

Neil McDonnell | CEO | neil@isme.ie

Aladdin Schools / Cloudware Ltd

Biosensia Limited

CI Studio

Hogan Healthcare Ltd.

HR Officer

Ireland T & T Ltd.

Jumbos Family Restaurant

Learning Force

Leitrim Volunteer Centre

Maverick Communications International Ltd.

Nippon Express Ireland

Pat Hennerty Sales Limited

PEM Automation Ltd

PHL Hydraulics Ireland Ltd

Project Pro

Quality Print

Sutton House Hospitality Ltd t/a Barberstown Castle

Teambuild

THE HIVE Agency

Thomas Mullins Ltd.

Tipping Point Ltd T/A Travel Centres

Walsh Draughting Services Ltd.

Westire Technology Limited

ISME Wall Planner



2022

JAN MAR JUN AUG OCT DEC
FEB APR MAY JUL SEPT NOV

A fantastic advertising opportunity for ISME Members

Following on from the success of the 2019, 2020 and 2021 Wall Planner, ISME are pleased to offer another opportunity for businesses to promote themselves with ISME Members in their place of work.

The 2022 Wall Planner will be distributed to ISME Members nationwide.

4 x 6 inches

4 x 8 inches

Member Rate:
€550

Non Member Rate:
€1,000

Member Rate:
€450

Non Member Rate:
€750

4 x 4 inches

Member Rate:
€350

Non Member Rate:
€600

Member Rate:
€650

Non Member Rate:
€1,200

9 x 3 inches

There are four sizes available for advertising, and as always, ISME Members receive a discounted rate.

Email marketing@isme.ie to book your place

ISME NEWS

Pitch My Business – pitch your 2022 plans

The last **Pitch my Business** for 2022 will take place on **Thursday 25th November, 10.30 a.m.** ISME's CEO, Neil McDonnell will say a few words at the start of this session looking back at 2021 and his thoughts for 2022. It is free and open to all, offering you a platform to network and promote your company. Each attendee will have 2 minutes to pitch and your business details including a special offer will be displayed on screen. You can include as part of your pitch your plans or promotions for 2022. Please register [here](#)



ISME 2022 Wall Planner

A popular way to reach ISME members and SME with exposure to your brand for 12 months, is through our annual Wall Planner. They are sent to all members in December. There is still time to book but limited space is available and booking closing in mid-November. Ads rates from €350, you can view the full spec. [here](#) and or contact marketing@isme.ie

Shop Local for Christmas

As we have done all year, ISME will continue to back **Shop Local** through our [B2B](#) and [B2C](#) portals for Christmas shopping and looking ahead to 2022 purchasing. We want to ask businesses to support each other- either to purchase or refer business. Members can advertise for free, please fill out the form [here](#) or contact marketing@isme.ie.

How to Retain Staff and Avoid 'The Great Resignation'

Join us on 19th November at 8am to 9:30am where we will provide you with advice and guidance on how to create cohesion and engagement in the workplace, in the context of growing uncertainty and challenges. Employers and managers will be provided with practical tips on how to manage the human fall out and stressors as the economy reopens.

The webinar will be hosted by Mary Lou O'Kennedy who is an experienced workplace mediator and conflict management specialist and understands the challenges that both employers and employees face on a daily basis in the new commercial reality

[Register here.](#)

A promotional graphic for a webinar. It features a portrait of Mary Lou O'Kennedy on the left. To her right, the text reads: 'ISME Business Advisory' in a dark box, followed by 'Managing Uncertainty' in bold, and 'How to Retain Staff and Avoid 'The Great Resignation'' in a smaller font. Below this, it says 'with Mary Lou O'Kennedy'. At the bottom, it states 'Join us on 19th November 8.00am - 9.30am'. The ISME logo is in the bottom right corner. The background is white with decorative dashed lines.

ISME NEWS

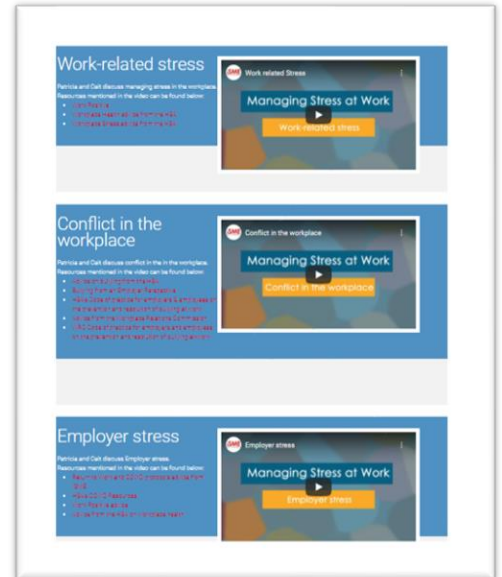
ISME & HSA: Managing Stress Video Series

Patricia Murray, Senior Work & Organisational Psychologist with the Health and Safety Authority is in conversation our HR Advisor, Cait Lynch on a series of videos to discuss **Managing Stress at Work**.

The videos will focus on three key areas:

- Work-related stress
- Conflict in the workplace
- Employer stress

View the videos and other key information [here](#).



Budget 22

ISME has expressed its disappointment that the opportunity for major investments are overlooked in Budget 2022. However, ISME will continue to push its tax reform agenda in the future. The major priority in Budget 2022 appears to be in tackling cost of living increases for the lower paid, with which it largely succeeds.

ISME's summarised notes for Budget 2022 can be found [here](#).



Tánaiste Publishes Reviewed Work Safely Protocol

The Labour Employer Economic Forum published an updated Guidance note to assist employers and workers plan for the phased return to the workplace. A technical update of the Work Safely Protocol has been prepared with some minor changes to reflect both the most up-to-date Public Health advice as well as the LEEF Guidance note.

Read more [here](#).

ISME NEWS

Christmas and public holidays

Did you know that when a public holiday falls on a Saturday or Sunday, some people assume that the following Monday is treated as a public holiday? However, **this is not the case**. This year Christmas falls on a Saturday and St. Stephens day is on a Sunday. If a public holiday falls on a weekend, employees **do not have any automatic legal entitlement** to have the next working day off work. When this happens – some employers might treat the following Monday as a public holiday but an employer can require employees to attend work on that day. If a public holiday falls on a day that is not a normal working day for a **business employees are still entitled to the benefit** for that public holiday.

When this happens, employees are entitled to one of the following:

- A paid day off within a month of the public holiday
- An additional day of annual leave
- An additional day's pay

The benefit is given at the discretion of the employer.

Protecting your business from Cybercrime



Re-watch this free online panel discussion about protecting your business from cybercriminals. Brought to you by the Department of Justice and An Garda Síochána as part of European Cybersecurity Month.

Neil McDonnell, ISME CEO chaired the discussion with the following panellists:

- Jacky Fox, Managing Director, Accenture Security Ireland
- Brian Honan, CEO and Principal Consultant, BH Consulting
- Donna O'Shea, Chair of Cybersecurity, Munster Institute of Technology
- Detective Chief Superintendent Paul Cleary, Head of the Garda National Cyber Crime Bureau
- Detective Superintendent Pat Ryan, Garda National Cyber Crime Bureau

Watch back [here](#)

ISME NEWS

ISME Wellness Programme

In these unprecedented times of a global pandemic, the health and wellbeing of employees is more important now than ever. As we support our members and their employees working remotely, we are committed to delivering the best, most appropriate, and most accessible solutions along with our partners, Laya healthcare and their health & wellbeing provider, Spectrum.Life with our ISME' Wellness Programme. This 24/7 Mental Wellbeing Support Programme (EAP) offers unlimited access to employees and their families. For members with up to 30 employees the fixed cost is €500 + VAT and each subject employee is €9 for one year. To find out more go click [here](#).

ISME CEO, NEIL MCDONNELL

'We know there is a significant need for Employee Wellness Programmes, yet many people don't realise the help that is already available.'

You are not alone; help is available through the ISME Wellness Programme'

Support Scheme for Energy Audits

The SEAI has launched their Support Scheme for Energy Audits. The scheme offers a voucher of €2,000 for eligible SMEs to enable them to get a high-quality energy audit from a Registered Energy Auditor. You can read full details on the the SEAI website [here](#).

Worried about saying the wrong thing when engaging with different cultures?

Intercultural Competence is a transversal skill that plays a primary role in career development, international collaboration and economic growth. Quality training for this difficult skill to master, is in high demand and short supply. [The Trinity Centre for Global Intercultural Communications](#) joins academic and industry expertise to bridge this crucial gap and offer bespoke, flexible and accessible training in all aspects of Intercultural communication. Trinity has created the first Irish Intercultural Communications hub dedicated to upskilling lifelong learners, leaders and entrepreneurs from all sectors. Our training provides the tools to communicate with confidence in multicultural contexts and co-operate successfully on the international stage.

For example, the Centre will regularly deliver: '[Intercultural Communications for the Global Workplace](#)' a CPD (Continuing Professional Development) offering professionals new perspectives in intercultural communication, ethical decision making, localization and multi-platform storytelling. This 6-week part-time program is designed to enable participants to apply newly developed skills to their own work and contexts.

Get in contact with the Manager of the Centre for Global Intercultural Communications, Elisabetta Favero (Faveroe@tcd.ie), if you want to be involved as part of our Industry Engagement Program or would like any further information.

ISME NEWS

Upcoming events from InterTradelreland

Through their **Go-2-Tender Workshops**, interTradelreland is offering a series of practical, sector specific workshops to give firms across Ireland the edge when it comes to applying for public tenders. Workshops will take place in November and December.

In association with Enterprise Ireland, InterTradelreland is hosting **Seed Finance Workshops** in November offering free advice to early-stage companies seeking to raise business angel or venture capital advice.

Delivered by Grant Thornton, their **Funding Advisory Workshops** can help SMEs who are looking for new or alternative sources of funding to grow their business. These are taking place on 8th and 17th November.

The Equity Advisory Clinics are one-to-one clinic aimed at companies seeking Equity Investment. Companies can receive advice on their fund-raising activities including a business plan review and investment pitch practice. These take place in December.

See full details on events [here](#).

Back to Business Mentoring & Coaching Programme

Back to Business Mentoring & Coaching Programme

ISME Skillnet are offering ISME members the opportunity to apply for fully funded business coaching and mentoring in their **Back to Business Mentoring & Coaching Programme**.

Business coaching and mentoring has long been recognised as a highly effective method to review, improve and grow a business; however, it can prove to be costly and out of reach for many small businesses. We want to change this for ISME members. This fund will allow ISME to engage 60 businesses and develop new ideas and strategies they wish to implement. The six hours with a business coach / mentor will provide an organisation with the right skills, tools, and competencies to develop their business.

Read more [here](#)

ISME **WELLNESS** PROGRAMME

EMPLOYEE ASSISTANCE PROGRAMME

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.

[LEARN MORE >](#)

HR UPDATE

Updated work safely protocol

On the 21st October last, the Government published an updated Work Safety. This is the fourth version published of the Protocol since it was first published in 2020.

The updated Protocol follows the Government's announcement on 19th October last, in relation to Ireland's further steps in re-opening the economy, that important and necessary public health guidance would remain in place after 22nd October, despite previous hopes that public health measures could be removed after that date.

For employers, the upshot is that the work from home guidance remains in place for the time being, along with face masks and social distancing measures, but a "phased and staggered" return to the workplace can continue "for specific business requirements".

The updated Protocol is accompanied by an Updated Guidance Note dated 20th October from the LEEF Consultative Group which has been incorporated into the Protocol. The Guidance Note can be found [here](#) and the updated Protocol is [here](#). It had been hoped that the public health measure to "work from home, where possible" would be removed after October 22nd which would allow for a more substantial return to workplaces. However, it now appears that the working from home guidance will remain in place until Spring of 2022.



Since late September, workers have been able to return to the workplace for "specific business requirements" and on a "phased and staggered basis". This will continue under the updated Protocol while take into account appropriate attendance levels, with the use of staggered arrangements such as non-full-time attendance and flexible working hours, and that attendance is for specific business requirements.

It is important for employers to bear in mind that the updated Protocol sets out the minimum Public Health infection prevention and control measures required in every place of work to prevent and reduce the spread of COVID-19 following temporary closures and in the ongoing safe operation of workplaces. It is not designed to prohibit the introduction of additional measures in particular sectors or workplaces which could further enhance the measures set out in the updated Protocol.

HR UPDATE

Updated work safely protocol



The updated Protocol advises that, irrespective of the vaccination roll out, Public Health infection prevention and control measures (such as physical distancing, hand and respiratory hygiene, face coverings/masks, increased ventilation), and working from home as much as possible to facilitate reduced numbers in workplaces, should remain in place.

Many employers have expressed concern that the phrase “specific business requirements” is not defined. Unfortunately, the updated Protocol has not shed any further light on this phrase and only states that the interpretation will depend on the specific circumstances of each workplace and should be informed by consultation with workers.

Any employee who develops symptoms of COVID-19 must stay at home and stay out of the workplace, getting tested and self-isolating in accordance with public health guidelines. The Government’s current enhanced illness benefit payment arrangements for COVID-19 will remain in place.

The legal position has not changed regarding vaccinations. Employers in Ireland cannot mandate that their employees are vaccinated before returning to the workplace, neither can they ask about vaccination status, apart from some limited exceptions in specific sectors, such as healthcare.

The Government has committed to continuing to engage with trade unions and employment representations in relation to guidance required for employers and workers for the period ahead, taking account of latest public health advice. There will also be proactive communication by Government, and through trade unions and employer representatives, of the key public health messages, and the importance of their full application in workplaces.

MEMBER FEATURE

The Printed Image raises €520 for 'Bewley's Big Coffee Morning Social'



Managing Director Tom Moriarty and Chief Operations Office Tracy Dodd ready to present a cheque for the €520 raised on the day.

Bewley's Big Coffee Morning Social for Hospice is one of the most important annual fundraisers for Our Lady's Hospice & Care Services, Blackrock & Wicklow. 2021 has been a hugely challenging year for Our Lady's Hospice.

On 23rd September The Printed Image held a coffee morning and internal bake off (as part of together for hospice) to help raise funds which totalled to €520 on the day.

Director of Fundraising and Communications at Our Lady's Hospice & Care Service said: 'we were so grateful for The Printed Image's donation; this precious gift will enhance the comfort and care we can provide for our patients and in our Hospice'.

Hospices were faced with many challenges throughout 2020 and while the event was drastically impacted by Covid-19, 2021 has provided a light at the end of the tunnel in bringing back these vital events.

Marketing Manager of The Printed Image, Conor Crowley, said: 'It has been fantastic to support Bewley's Big Coffee morning over the years, we have a great team here at The Printed image, it is a true credit to everyone for getting involved.'

To know more about this event, see here:
www.togetherforhospice.ie



LEARNING & DEVELOPMENT

Back to Business Mentoring & Coaching Programme

Business coaching and mentoring has long been recognised as a highly effective method to review, improve and grow a business. It can prove to be costly and for this reason used more frequently by large businesses and out of reach for many SMEs. This we believe will change for ISME members as we will be offering our member companies a fully funded business coaching and mentoring programme. Skillnet Ireland have been instrumental in supporting SMEs during the pandemic. Their “Future Dynamics – Industry/Regional Innovation Initiative” was exactly what ISME needed to further assist our member companies with their future growth plans, and we are very grateful for their support at this difficult time for Irish businesses.

How many businesses will benefit?

This fund will allow ISME to engage 60 businesses and develop new ideas and strategies they wish to implement. The 6 hours with a business coach / mentor will provide an organisation with the right skills, tools, and competencies to develop their business.

The areas we will cover, but not exclusively are:

- Digital and Automation
- Growth and Finance
- People and Leadership
- Business Improvement Strategies
- Business Processes

Our Mentors

Our panel of experienced coaches and business advisors have either sectorial or domain expertise. They have been through ordeals that many businesses are going through themselves. Therefore, offering to share their experience allows the development of a trusted partnership, and set a confident path to success. The progression of this relationship will aid a business owner to delve into their true purpose, both personally and professionally.

Who can apply?

Private sector businesses based in Ireland with between 5 and 250 employees are eligible to participate in the ISME Back to Business initiative. Additionally, you must be an existing ISME member to avail of this programme.

Before applying:

Please ensure that you have devoted some thought and effort into the following when applying:

- Shortfalls in your current business performance
- How you think you might be able to do better, and identify what you would like to achieve.

APPLY HERE



LEARNING & DEVELOPMENT

Transform your business

Calling all Owner Managers, if you want new business development strategies & techniques, increasing your ability to generate and maintain sales, then this programme is for you. This programme will give you the tools to dramatically improve how you run your business. Each month you learn a new skill enabling you to turn strategy into practical results:

- Your company will communicate better, internally and externally
- You will be focused on achieving higher turnover
- You will have greater staff performance
- You will feel good about yourself!

Course Content

Focusing on the real requirements of Irish businesses, this programme will help the Owner Manager and their senior staff to think strategically and give the tools to turn strategy into practical results. It is a task based programme where the learning is put straight into practice in your business. If you commit, you will get the most out of yourself and the talent around you.

- Prepare to have a working strategy for your business
- Prepare to have a systematic way of maximising the resources around you
- Prepare to drive productivity through better work practises and systems
- Prepare to set your business on a path for growth
- Prepare for business and personal satisfaction
- And do all this in an environment of like-minded peers, all working together to drive each other forward.

Methodology

The programme includes:

- 6 Monthly Interactive meetings focusing on Strategy, leadership, operational excellence and Performance Management
- Step by step exercises that will transform how you run your company and generate new business
- High profile guest speakers from the business community
- Access to support and mentoring
- Group dynamics in problem solving for participating businesses

Dates & Venue

Launching November 16th 2021

Fees

€849 per delegate (subsidised from €1500)

Please contact
skillnet@isme.ie
or 01-662-2755
for booking
enquirers.



LEARNING & DEVELOPMENT

Upcoming short courses



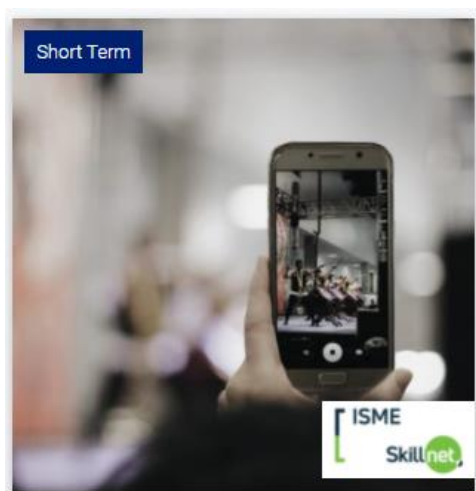
Microsoft Excel Advanced 2016

Dates: 08-11-2021 to 11-11-2021



Microsoft Excel Intermediate 2016

Dates: 16-11-2021 to 18-11-2021



Creating Videos with your mobile phone

Dates: 11-11-2021 to 12-11-2021

Click here or visit
www.isme.ie/learning
for more information or
to book any of these
courses



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 network companies. Skillnet Ireland is funded from the National Training Fund through the Department of Further and Higher Education, Research, Innovation and Science.



An Roinn Breisoideachais agus Ardoideachais,
Taighde, Nuálaíochta agus Eolaíochta
Department of Further and Higher Education,
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