

WATERFORD CHAMBER

NETWORK

ISSUE 11 • Q2 2020



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Message from Gerald Hurley, Waterford Chamber

What unprecedented times we are living in. Just a few short months ago we had never heard of Zoom, staff braced the morning traffic and popping out for the shopping on your lunch break was the norm. Now it's webinars, remote working and for many a realisation that all the hustle and bustle of daily life as we knew it was not actually necessary.

If anything, Covid-19 has taught us to work harder, be more efficient with our time and to take stock of our lives, being grateful for the little things. What has impressed me most at this point is that Waterford has actually made a huge difference in combatting this pandemic. Throughout these pages you will see many examples of this incredible work which we are proud to showcase.

It is encouraging to see the phases move forward and the publication of the *Economic Recovery Plan*, to which we contributed with Waterford City & County Council and other stakeholders, will give us the direction and drive to navigate these uncertain times and move forward.

And then of course there are the projects we are working on ourselves, including the *Big Little Ideas* campaign where we are asking the public to be authors of their own destiny; e-waterford.com where we are endorsing a single platform for all retailers and shoppers in Waterford, and the new *Waterford Business Hub* which is a one-stop-shop for all business-related information.

This is only a small snapshot of the incredible work that is being done in Waterford that will make a real

difference to the lives, not only of Waterford people, but nationally and internationally.

For me, one of the best things about these past few months has been the willingness for collaboration. We have a common purpose – to beat this thing and come back better than ever and it is imperative that this continues post this pandemic.

Let us as a community do everything we can to prevent many local businesses from shutting their doors and having to leave people go, and we are asking everyone to support the *Support Waterford Shop Local* campaign.

We are aware that some companies choose other voucher options but we would appeal to you now to consider the Waterford Shop Local Gift Vouchers. This way you can be guaranteed the money is staying locally and that we are supporting our own business community. We have over 160 redemption outlets, so the choice is certainly there, whether for the weekly shopping, travel arrangements, dining out, household items or gift ideas.

We all have a responsibility to do everything we can to support our local businesses that have experienced the toughest of times. So let's make a difference together.

Gerald Hurley
CEO, Waterford Chamber



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We need creativity and the ability to adapt

■ By JONATHAN EARL, President, Waterford Chamber

Ernest Hemingway once wrote, "How did you go bankrupt?" Two ways. Gradually, then suddenly."

That is how my year as President felt, up to Christmas it was gradual and now suddenly it's over. While I will not officially pass on the presidency until we hold our AGM, I for one will view our President elect Danette Connolly as President from now on. I cannot think of a better or more qualified representative for the next 12 months.

For years, as a Chamber member, director and President, I have challenged the relevance of the Chamber, but over the past two months I have never seen the it play a more significant role for business. We at B2B Communications are advising businesses to 'over communicate' during this crisis, to compensate for the lack of person connect. The Chamber has fulfilled this role and offered support, contact and information, it has been a lifeline

for business at a time when it is needed the most.

Behind the scenes Gerald has been liaising with the other senior Waterford stakeholders to steer us through this crisis and make sure Waterford is in the best possible position at the other end. Gerald like every Chamber CEO has his particular strengths, his creativity and energy are perfectly suited for our current needs. He has evolved the Chamber in two short months and along with Lynda, Michael, Lisa and Angela, the team in the Chamber has never been busier or more relevant.

One of the first to react and adapt to the new reality was Skillnet, Sara immediately moved their training on-line to ensure continuity and service.

Waterford business and the Chamber, like the rest of the world, will come out of this crisis. How we act and react on the way out will dictate how we are judged. Waterford has one of the lowest

figures for COVID-19 infections, which is a credit to everyone in the county. Though business must continue, so we need to be creative and to find the ability to adapt in order to succeed, while ensuring social responsibility.

Waterford and Ireland have adapted well to the immediate and severe changes over the past few months, we all want things to return to normal. But unfortunately, a new normal is being imposed on us, and the sprint of the last couple of months will turn into a marathon over the next year. This though creates opportunities for those are willing and able.

I'd like to thank the teams in Waterford Chamber and Skillnet, and the executive and board of the Chamber for their support over the past 12 months. It was an enriching experience. I appreciated all the kind messages from members and friends and wish Danette the very best in her term.



HIGHLIGHTS



Jonathan Earl with Cllr John Pratt, Mayor of the City and County of Waterford, at the Waterford Chamber Business Awards Dinner



Jonathan Earl with Paschal Donohoe, Minister for Finance at a meeting with Waterford Chamber offices



Jonathan Earl with John Treacy, CEO of Sport Ireland and Dan Mulhall, Irish Ambassador to the US, at the Waterford Chamber Annual Dinner



DELIVERING THE MESSAGE FOR WATERFORD

By LYNDA LAWTON, Waterford Chamber

When Danette Connolly arrived in Waterford in 1998, she didn't know if it was for a year or years. Now 22 years later, she is set to become the next President of Waterford Chamber.

Already well-known for her work as Chairperson of Waterford Hospice, over the past two decades Danette has gone from being an intensive care nurse in University Hospital Waterford, to setting up a nursing agency, owning the Waterford franchise of Home Instead Senior Care and more recently she has moved to a national role within the organisation as National Clinical Lead and MD of the Home Instead Training Academy.

As a business owner, Danette has been actively involved with Waterford Chamber at Board level for nearly ten years and is looking

forward to bringing her own ideas to the organisation as we face into a new normal.

"I'm honoured to have been asked to take on the presidency. I have been so involved over the past number of years as a director, I suppose it was a natural progression. I know I am following in the footsteps of some fantastic past Presidents, outgoing President Jonathan Earl included, so I hope I can play my part over the next year.

"The role of the Chamber is to act as the voice of business for Waterford and that is more important now than ever. As an organisation we must support, help and lead the business community through these unprecedented times. One of the Chamber's strengths is its lobbying activity and acting as a conduit for information for businesses and I am proud to

say we have never been more engaged than during this pandemic. Gerald and the team are always on hand whether you are looking for information on supports or advice and that is whether you are a one-person operation right through to multi-national organisations.

"One of the things I am most looking forward to is getting out and networking again, which is ironic as Lynda and I are chatting now while we should be enjoying my President's Lunch in the Majestic Hotel. But we will be reviewing the calendar on an ongoing basis and we will identify some events that we can host this year in an effort to re-unite the business community.

"Now is also the time to prepare for the opportunities that lie ahead, whether it is the North Quays or the University. If this pandemic has done anything, it has refocused

our minds on the priorities for the Waterford business community and the Chamber will actively pursue those."

THE WORLD OF MEDICINE

Danette, who originally hails from Nelson, New Zealand, left her home for the shores of Australia in search of work as a qualified nurse. From general nursing, she moved to paediatrics and intensive care nursing before becoming a nursing educator in a small private hospital in Sydney. Whilst there she met and married Michael Connolly, who convinced her to give life in the sunny South East a chance.

Now at the top of her profession, Danette has been viewing the COVID-19 pandemic from a national perspective and is hugely complimentary of the people of Waterford.

"When you view this from a national level, the low number of cases we have had in Waterford has been very good. In fact, the region has responded well to the challenges. Compliance is everything and the people of Waterford and the wider region have done this.

"However, what has impressed me most is the camaraderie, volunteerism and levels of engagement within the community. People found they had the time to help those in need, seniors were getting



Michael and Danette Connolly

meals delivered to their homes and it has brought the community closer together. We must see that as a positive. Others have never been so busy, but they are the people taking care of us. It's a small city with a tight-knit community and it makes Waterford what it is."

And it is that community spirit which Danette loves most about Waterford. As a mother of a 17-year-old Waterford camogie player, she finds great spirit and volunteerism in the sporting community which has been so important to her daughter and in the level of giving which she sees daily in her work at Waterford Hospice.

As a city, Danette believes we have everything on our doorstep, from beaches to connectivity. "In my current role with Home Instead Senior Care, I need to

work in Dublin a couple of days a week. As a city we have the infrastructure we need as career professionals to hold a national role and do it from Waterford. We already have top class education at Waterford Institute of Technology, and Waterford Chamber will continue to campaign in earnest for University status. As a mother, I am confident my daughter can get the best education here in Waterford, travel the world and return to Waterford to have a successful career and a lifestyle that rivals any.

"I choose to leave New Zealand to start out my nursing career, but my home country has always been to close to my heart. I have been following and admiring Jacinda Ardern's leadership and she is a most remarkable leader, who is an inspiration for not just young professional women, but for all. Having the right leaders is critical to any success, be it on the sporting field, in a country or in business.

"If you just look at how Waterford companies have led the response to the COVID-19 Pandemic whether it is nearForm creating a tracing app for the HSE, or the research being done at TSSG and the innovation in SEAM, we should be proud to showcase Waterford for what it is – a fantastic city to live, work, invest in and do business. To do that and get the message out there as President of Waterford Chamber is something I am very much looking forward to."



Michael Wright, Director of Public Affairs, Home Instead; Shane Jennings COO, Home Instead; Jonathan Earl, Chamber President; Danette Connolly.

Little ideas = BIG IMPACT

Waterford Chamber, along with Waterford City & County Council, Waterford Local Enterprise Office and Dungarvan & West Waterford Chamber, are actively promoting the Big Little Ideas campaign, calling on the public to be part of the recovery.

According to Waterford Chamber CEO Gerald Hurley, there are some fantastic ideas already emerging.

"We have seen wonderful creativity throughout the applications and while all are not viable at this time, it has certainly given us plenty of food for thought.

"However, a number of the ideas have already been implemented and others are being given careful consideration, so as the lead partners on this initiative, we are very excited to see what can be delivered."

One of the biggest projects under review is the development of William Vincent Wallace Plaza, which will be marketed as 'Where Ireland Begins' and the starting point of the Greenway.

The action group are currently looking at a suitable layout for the space, which will include a large-scale photo opportunity for tourists, as well as a communal outdoor space. The area will also be designed to encourage cyclists into the city.

Another wonderful idea being worked on is 'Happy to Chat Benches', which can be already

found across Europe. Clearly marked, there will be benches throughout the city that people can use if they are open to talking to others and perhaps just being there to chat to someone who might be lonely.

In terms of supporting the business community, there is an active campaign to get people to support the *Waterford Shop Local Gift Vouchers*. These can be bought on waterfordchamber.ie, ewaterford.com or from the Book Centre and are an ideal gift or the perfect reward for hard-working employees. Businesses have also been contacted asking them to consider the local vouchers over other alternatives to ensure the money stays locally.

Following a submission, Waterford City & County Council is currently looking at an alternative to the sterile Covid-19 signage; they have implemented parking discounts, and bars and restaurants are being accommodated to utilise outdoor areas, while grants are available to install awnings outside premises.

The issue of poor signage on the way into Waterford was also highlighted through the *Big Little Ideas* campaign and that has been taken on board and new signage is being looked at. There will also be flags and banners installed along the bridge and the Quay to promote local tourist attractions.

Connecting the 'Blueway' to the Greenway is a very exciting

proposal. It recommends linking the cultural assets adjacent to the Waterford Greenway using the Waterford Suir Valley Railway (WSVR) and an electric commuter boat. The boat would operate from a pontoon adjacent to Waterford City Cultural Quarter and a WSVR station/pontoon adjacent to the Red Iron Bridge (or at the proposed WIT marina site). WSVR would have additional station at Mount Congreve / Woodstown Viking Site and any additional cultural asset along the Greenway. Funding is currently being sought for this idea.

A short story competition that has the potential to be developed in a *Netflix* mini-series, a photography competition and 'Déise Day' have also been proposed and are under consideration.

"There are so many ideas coming in, but we want more. We are looking at each one and assessing how viable they are. We want to deliver as many as we can in the shortest timeframe possible and make a difference to Waterford," says Gerald Hurley.

The ideas will have most benefit in terms of helping revitalise our retail, tourism and hospitality sector, supporting local businesses and ensuring we can all access our public amenities safely.

No idea is too small as long as they can be implemented in a short timeframe.

■ To submit your idea, just go to www.waterfordchamber.ie

ARE YOU SINGLE YET?

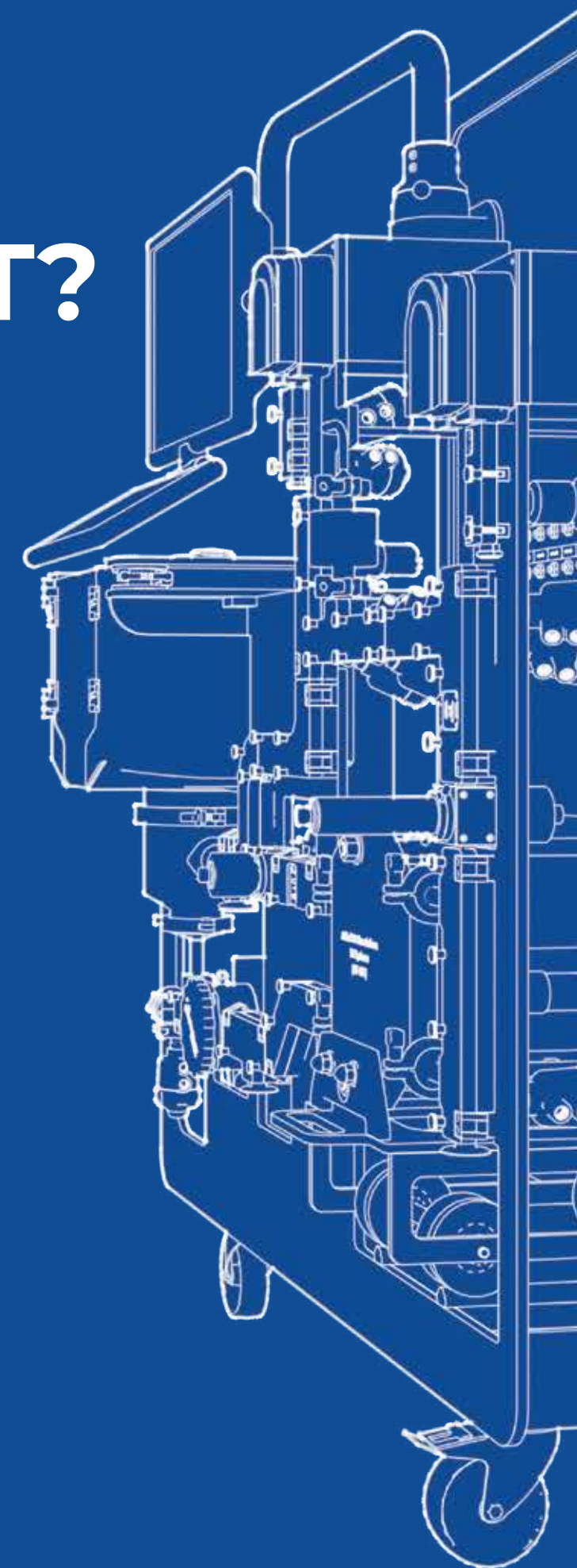
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Working remotely... the Google way

Edwin Rowan, Head of Europe, Middle East, Africa and Latin America Customer Acceleration at GOOGLE was our May guest speaker as part of the Regional Leaders Programme. Throughout his 16-year career at GOOGLE, Edwin has garnered respect as a proven leader with not only exceptional management, operations and execution capabilities, but has also demonstrated success delivering on ambiguous and entrepreneurial challenges. Here he speaks to Lynda Lawton about developing, sustaining and maintaining a company and team culture while working remotely.

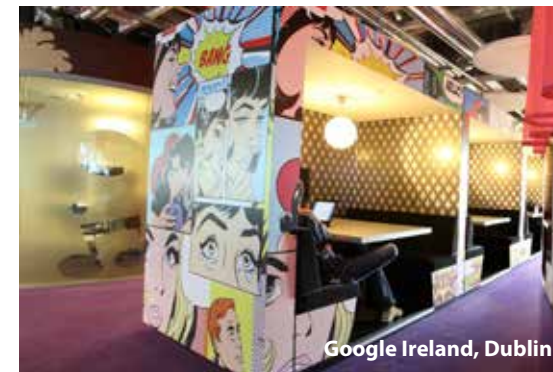
Q: Edwin, we had arranged our Regional Leaders Programme session long before Covid-19. It is certainly a different world we are living in now...

A: Absolutely. When we had begun planning about this session 14 months ago, remote working was a niche activity, to Zoom meant

driving fast and kids bursting into video calls was reserved for BBC presenters.

Q: Remote working is the new norm for many, but not necessarily for you having led large remote teams all over the world. What is the key to success?

A: There are 3 things: (1) Focus on people first – this is a difficult time for everyone: be it the concern around their health or that of their family, the concern around the economy and its impact on their roles, the feeling of isolation or simply getting used to a new way of doing work. This is tough. As leaders, we need to be empathetic to



that. (2) Create a routine – people thrive on knowing what should happen and when; keeping up scheduled weekly events like team meetings, all-hands sales meetings and office socials are all more important now than ever to provide a level of stability. (3) Make time for employee motivation and morale – this will be a mixture of informal get-togethers (who doesn't love a good team quiz?), taking time to celebrate even small accomplishments and ensuring that everyone gets an equal opportunity to speak on video calls.

Q: What doesn't work?

A: Assuming that this is business as usual and that everyone can (or should) continue as before.

Q: What advice would you give companies who are just getting used to remote working practices now?

A: Talk to your teams to understand their personal and professional situations. Propose some norms and look for their buy-in. Not everything will work, so agree to pilot some solutions (meeting frequency, communication platform (e.g. video, phone, etc.), communication norms (agenda, chairperson, note-taker, etc.) for a period of time, with a view to reviewing at the end of that period, and taking input from them on what works/doesn't.

Q: In terms of customer engagement, what advice would you give businesses who are struggling with this in the current climate?

A: As with our employees, not all of our customers are experiencing this situation in the same way. We see clients who are struggling to keep afloat, some who are changing their business model and some who are doing

really well. There isn't a one-size-fits-all solution, so it's important to understand where they are in a business context, and how we can help them through this period. Knowing that suppliers are there to help can be a huge reassurance to customers.

Q: Is now the time to be innovative, or would you suggest caution?

A: I think we have to be innovative. The working world we "left" in early March is not the same as the world we will "return to". Some people like not having to commute and having extra time with their families, while some large companies have already stated that there will be an option to work from home indefinitely. This means the competition for employees will evolve, as will how we communicate and engage with these remote employees. This means that we all need to begin to experiment with how we can develop, sustain and maintain a company and team culture while working remotely now, to deal with the present, and be ready for the future.

Q: Over your 16 years with Google, what have been the biggest challenges you have faced?

A: This will be the second global economic crisis that I have experienced and these have been tough times for everyone, with the uncertainty and fear that recession brings. Identifying how to rally the team in a time of crisis, bringing everyone together to pursue a shared objective has definitely been tough, but also massively rewarding.

Q: And what were the best opportunities?

A: Also the economic crises :-)
These are the periods in which we need to innovate and stretch, while changing economic dynamics create lots of potential. For example, 75% of online purchases in Italy in the past month were from people who were doing an online transaction for the first time. That is a big opportunity.

Q: Any trade secrets for the Google fans among us?

A: We use Google *G Suite* tools internally all the time for our communication and collaboration and Google is offering the Enterprise edition of *G Suite* at no additional cost until 20 September 2020, so companies can access collaborative tools like *Docs* and *Sheets*, and conduct large video conferencing meetings of up to 250 people over *Meet*.





Working together in the fight against COVID-19

Heat pumps, pellet stoves, electric fires, wood and gas stoves, range cookers and now mobile hand wash stations, Waterford Stanley is recognising how people's lifestyles are ever evolving when facing environmental, social and even pandemic factors.

Waterford Stanley, as part of Middleby Corporation and working with their sister brand IMC, are distributing Mobile Handwash Stations, for internal or external use, with no requirement for mains water, drainage or a power supply.

According to Robert Moore, Head of Sales at Waterford Stanley, "With the changes that Covid-19 has brought to our world, we have evolved our portfolio to include products from our sister

companies, that will help businesses get back to work safely protecting their staff and customers. Our hand wash stations are the ideal and quick solution to comply with getting back to work requirements. They are mobile, durable, refillable and require no installation."

MODELS AVAILABLE

To date they have launched three IMC mobile hand wash stations which now include a children's model with reduced height to sink level.

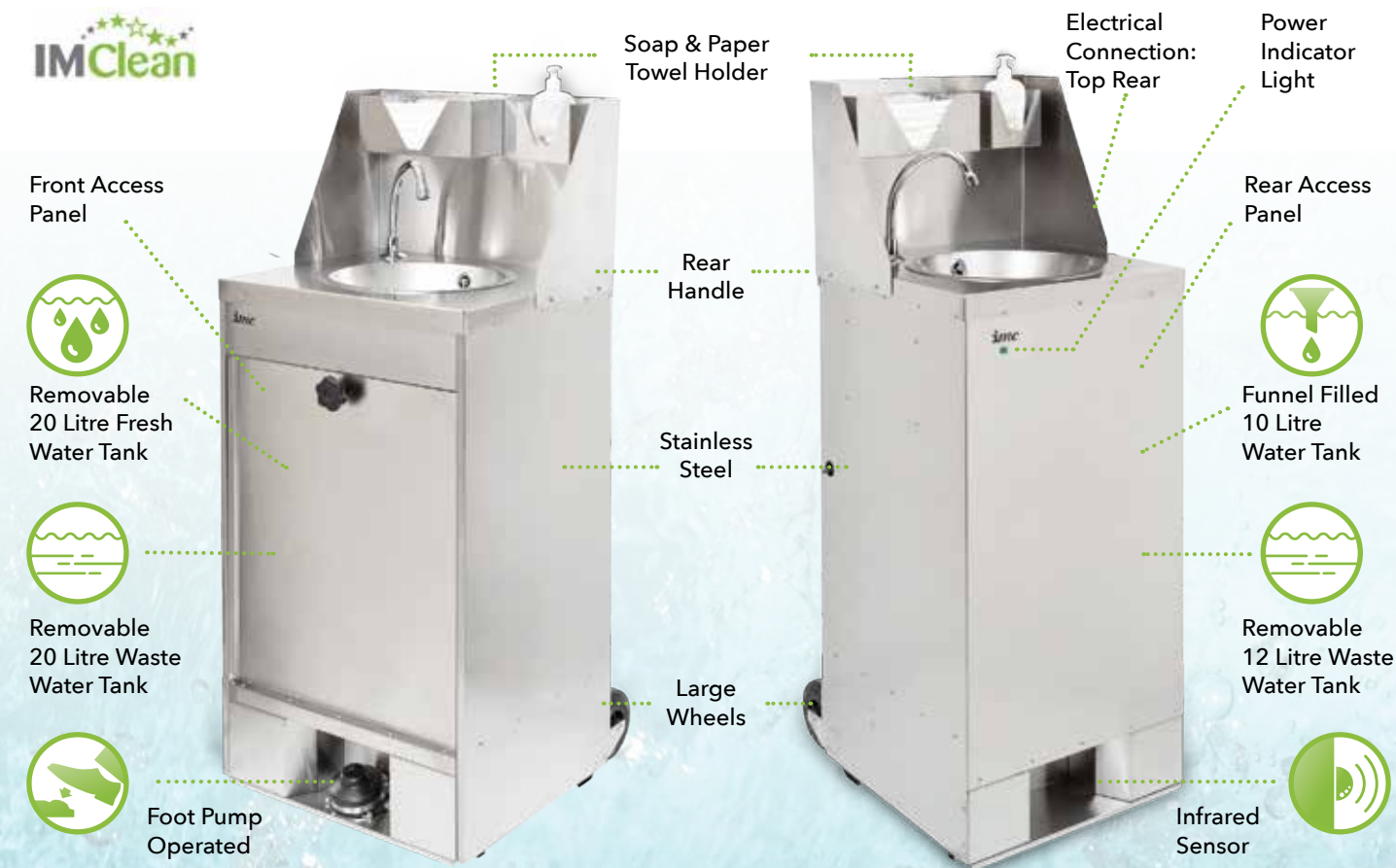
They are easy to use – just fill the unit with water, while a foot-activated, infra-red operated tap dispenses water hygienically. An internal waste collection receptacle holds the dirty water and the sturdy, stainless steel unit comes

with an integrated splash back and built-in soap and towel dispensers, all of which are easy to wipe clean. The station is mounted on large wheels for easy manoeuvring around the intended site.

Customers can take comfort in the company's heritage, superior support and quality, technical call centre and R&D backup.

Always at the heart of the home, Waterford Stanley is proud to bring premium brands such as Stanley, Rayburn, Falcon, Mercury and Rangemaster range cookers, appliances, sinks and taps to the market – all of which showcase style and functionality.

Mobile Handwash Stations to protect your employees and customers



F63/503 Mobile & Self-Contained Ambient Water Temperature

Dimensions: 1220mm(h) x 520mm(w) x 543mm(d)

F63/501 Transportable with Electrical Connection Water Temperature 42°

Dimensions: 1250mm(h) x 450mm(w) x 543mm(d)

Mobile Handwash Stations brought to you by Waterford Stanley

These compact and durable hand wash systems provide flexible options for hygiene compliance. Available in two formats, both freestanding – neither model requires plumbing. They are easy to maintain with a large water capacity. Ideal for Industry, schools and retail use.

- **Hygienic** Foot operated with integrated splash back
- **Stainless Steel Build** Robust, durable and easy to clean
- **No location restriction** Suitable for internal or external use
- **Refillable Water Tank** Up to 20 litre capacity (503 Model)
- **No Installation** No mains water required (both models)
No electricity required (503 model)



Face Shields distribution: some examples of SEAM & 3DWIT handing over 3D printed face shields to National Ambulance Services, Health Centres, UHW Clinicians & Nursing homes in Waterford.



3DWIT Training Lab

SEAM developing critical PPE gear for medics

■ By LYNDIA LAWTON, Waterford Chamber

2020 started on a high for the team at South Eastern Applied Materials Research Centre (SEAM) as they were deemed *Best Industry Research Partner of the Year* with Boston Scientific Clonmel at the coveted Irish Manufacturing Awards 2020.

For over a decade SEAM has been providing innovative materials engineering solutions for companies from a wide range of sectors, including bio-medical devices, pharmaceuticals, micro-electronics, precision engineering and

industrial technologies. With the onset of Covid-19, their expertise has never been in more demand. Speaking to *Network Magazine*, Dr Ramesh Raghavendra, SEAM Centre Director & Founder of 3DWIT, says the centre has never been so busy.

"We are the only research centre in the country that remained operational during Covid-19. We work very closely with medical device and pharma companies, so our work is essential in helping them retain productivity during this

pandemic. We also had companies who needed our support specifically related to Covid-19 so it has been extremely busy. We have half our team on-site because of social distancing and the centre has reduced hours of opening, so it is testament to the team here that we have been able to maintain our standards and help the companies that need us during this difficult time."

Aside from their important research and managing 225 clients, SEAM has provided 3D-printed

face shields to the National Ambulance Service, health centres, UHW clinicians and nursing homes in Waterford over the past few months and are working on a very important product which will be of significant use for medical professionals all over Ireland going forward.

"We are working on a prototype for full face masks with integrated humidity moisture filter for clinicians and frontline medical staff which are sealed effectively and which don't fog up. We were approached by consultants in UHW to help design and develop the prototype and we're now working with local manufacturing companies to see if these can be manufactured effectively and cost-efficiently. It will mean Ireland won't need to source this type of PPE gear from outside the country into the future and will offer full protection of the eyes, mouth and nose for our frontline workers," Dr Raghavendra explained.

Last year, SEAM celebrated 10 years of operations with the opening of their 3DWIT centre, which is a 3D metal printing training centre. While the centre has now ceased training on-site due to Covid-19, SEAM are developing

online training to ensure industry operatives, Junior Cycle teachers and third level students are in a position to get trained in this important advanced manufacturing method, and the centre has been repurposed temporarily as the hub for creating the face masks for frontline workers.

Never ones to rest on their laurels, SEAM has recently received funding from Enterprise Ireland to allow for the updating of their X-ray (CT scanner) systems and to further enhance their capabilities. With 225 companies currently using the SEAM services, Dr

Raghavendra says they have ambitions to significantly increase this over the next couple of years.

"We are motivated daily by the clients we work with and essentially we want to help them all grow their businesses and make them more efficient. We have 225 clients now and aim to increase that to 350 companies over the next two to three years. We have also put in an application to Horizon 2020 so we can continue to bring in more knowledge and pass it on to companies. We are keen to collaborate with other research units outside Ireland to develop and grow."

SEAM is a much sought-after research centre with universities like UCD, NUIG, Trinity and DCU often working with the team on projects, which has certainly raised the profile of SEAM and WIT. Getting their own university status is critical for says Dr Raghavendra.

"University status would be phenomenal for us. It would be a magnet for some of the top researchers who we would love to work with and we can offer them the very best in terms of quality of life, so the sooner it gets over the line, the better for us all," Dr Raghavendra concluded.

■ www.seam.ie



SEAM Team



Vincent Wall, NewsTalk; Eoghan O'Donoghue, Senior Business Development Engineer, SEAM; Dr. Sinead O'Halloran, Scientific Coordinator, SEAM; Dr. Ramesh Raghavendra, Director, SEAM Research Centre; Conor Russell, VP Operations Boston Scientific Clonmel and Colin Murphy, MD Premier Publishing & Events.



Keltech pivot operations during Covid-19

Seeing the positive wave of Irish businesses redeploying their capabilities in recent months to assist in the battle against COVID-19, Keltech Business Development Manager Seamus Lawlor considered what Keltech (an indigenous manufacturing company based in Waterford City) could be doing to make a positive impact.

"In normal times our factory is busy producing complex metal fabrications for the likes of Caterpillar, Combilift, Moffett, JCB, Liebherr etc. We have full capability here on-site to take a sheet of steel and transform it into a finished painted product," Lawlor explains.

"I was watching the news one evening when the report came on about Aer Lingus flying in disposable PPE gear. The sheer volume of PPE required got me thinking: the disposal of all this used PPE is going to be a problem." The next morning Keltech reached out to the HSE to offer support on the manufacture of medical waste bins. The reply was almost instantaneous. Globally these bins are in huge demand for obvious reasons, their procurement is a real pain point for all countries right now.

Having never manufactured the product before and with a short lead-time required the task

at hand was large. Within a week the Keltech engineering team had developed their first working prototype. Some minor tweaks to ensure ease of use and durability of the design were made and Keltech were ready for serial production. Being adaptable and flexible has been the cornerstone of Keltech's success over the past 30 years.

Keltech recently completed an order of almost a thousand bins for the HSE. Bins were distributed all around the country to the various care facilities.

"We are just happy to be doing our bit," says Lawlor. Interestingly however what started out as a mission to support the Irish health system could turn into something bigger. The company has just developed their own range of unique high capacity hand-sanitising stations. "One of our top engineers Ludek Spunda, spurred on by the success of the bin project, dreamed up of a second product that could be used in the fight against COVID-19, a unique high-capacity hand-sanitiser station. When we saw Ludek's concept drawn up in our 3D software we knew we were onto something."

Keltech have combined their 30-year history of making tanks and enclosures for the world's largest brands to create their K-Care



Station, which features:

- Unique internal high-capacity feeder tank with simple refill
- Low maintenance with over 6,000 dispenses per fill
- No-touch auto gel-dispensing operated by our low-power draw system
- Durable metal design, premium paint finish in customer branding

Keltech have been receiving orders for their innovative product from as far away as the USA and the plan is to manufacture several thousand of the product over the coming months.

■ For more information contact Seamus Lawlor at 051 331999 or seamus.lawlor@keltech.ie

Waterford Credit Union
We look after our own



LOAN FUND AVAILABLE AT A SPECIAL RATE OF 6.5%

Waterford Credit Union understands how difficult the last number of months have been for our members, their families and local businesses. Many of us have had to put our plans and purchases on hold. Which is why we have made available a loan fund of €1m to lend at a special rate of just 6.5%, to help increase local spending and in turn help the businesses in our community get back on their feet.

This special rate of 6.5% is only available on the first €1m issued, so get in touch today!

WHAT CAN YOU EXPECT TO PAY?

Loan of €5,000

Monthly Repayments over:
4 years: €118.59 | 5 years: €99.25

Loan of €10,000

Monthly Repayments over:
4 years: €237.16 | 5 years: €198.48

Loan of €15,000

Monthly Repayments over:
4 years: €355.74 | 5 years: €297.72

Source: Waterford Credit Union June 2020.

Representative example:

€5000 borrowed over 4 years at a variable rate of 6.5% (APR 6.7%) equates to 48 monthly repayments of €118.59 and a total amount repayable of €5691.34.

Waterford Credit Union, Parnell Street, Upper Grange & Tramore.

Tel: 051 861 600 | www.waterfordcu.ie | [f](#) [t](#) [@](#)

Waterford Credit Union Limited is regulated by the Central Bank of Ireland. Loans are subject to individual assessment. The rate of 6.5% (6.7% APR) is only available on loans from €2,000 up to €20,000. Max loan term 5 years. T&C's apply.

Teva supporting Waterford during Covid-19

Teva Pharmaceuticals Ireland, based on the Industrial Estate in Waterford, is of major strategic importance within the Teva global manufacturing network and is responsible for the manufacture and development of respiratory products for supply to the United States and global markets.

The site in Waterford employs approx 600 people, and manufactures, packages, and distributes Inhalers, for treatment of Asthma and Chronic Obstructive Pulmonary Disease. It also has an on-site research and development centre. Since 1985 Teva has invested significantly in market leading technologies to manufacture metered dose inhalers (MDIs) and breath-actuated inhalers such as Teva's Spiromax® device.

Maintaining the supply of respiratory products to customers during the COVID-19 pandemic is



their customers. "Our respiratory products are provided to 35 countries throughout the world and are a vital part of the treatment to help people recover from the impact of Covid -19. Our mission at Waterford is to 'improve respiratory health and help people breathe better'. Never has this been more important. It sounds like

of charities, most of which are local and nominated by employees.

"We have always had a strong tradition of supporting the local community and now more than ever we are committed to providing as much help as we can. We have recently purchased additional Waterford Shop Local Gift Vouchers for employees via

"Thanks a million to Teva who donated 1,700 masks and alcohol gel to Havenwood Nursing Home. We really appreciate your kindness."

of significant importance, and in Waterford Teva have continued to manufacture and distribute their respiratory products for export across the world to ensure that supply chains continue without disruption.

Teva have hundreds of employees working in manufacture, distribution and research and development who cannot work from home, who are on the front lines making sure that patients across the world continue to have access to respiratory products. On-site in Waterford, many measures have been taken to ensure they operate safely as the safety of all employees and service providers to Teva is always a priority.

Andy Crowley, General Manager outlined Teva's commitment to

a cliché but we have a fantastic group of people working at the Waterford site and this includes all our service providers. They have adapted superbly and got on with the job of developing and producing the critical products we supply. Everyone at the site is a professional in their given role and I thank them sincerely for enabling the Waterford site to become a recognised *Respiratory Centre of Excellence* in Teva and worldwide, and for stepping up to the challenges of this pandemic."

For over 30 years, Teva (formerly IVAX) and its employees have been actively supporting charitable causes in the local community in which we live and work. Each year Teva provides additional support via donations to a number

Waterford Chamber, which will help support and reboot the local business community in some small way. We have also delivered some protective equipment and supplies to local nursing homes, to give some direct help to the front-line," says Ray Finnegan, Finance Director.

Given Teva's significant footprint in the Irish market, they are an important partner to the HSE and wider healthcare services in Ireland. Their sister plant in Dublin, Tosara Pharma, donated 100,000 pots of Sudocrem to help frontline workers with irritation caused by PPE. Teva will continue with more initiatives as we work through this crisis.

Garrett donate masks to HSE

The team at Garrett Waterford are doing their bit to support the Health Services Executive (HSE) by donating surgical masks for use on the front-line.

As part of the WeCare4 programme, Garrett have donated 5000 surgical masks to Primary Care Lead with the HSE, Susan Murphy, in the company of Occupational Physician, Dr. Niall Macnamara, Gerald Hurley, CEO of Waterford Chamber, as well as employee representatives and members of the Occupational Health Team.

Ms. Murphy commended Garrett on their community spirit and assured Waterford Plant Manager Pat Macnamara, that the donation will be very much appreciated and that the masks will be utilised at a local level in the community surrounding Garrett Waterford.



Mr. Macnamara took the opportunity to thank Garrett's Health & Safety and Occupational Health Team, as well as Employee Safety Representatives, who have worked together tirelessly to help provide the safest possible working environment for all their employees in Waterford.



BRANDED MASKS

SWIFT-19 SPEC & NSAI APPROVED

BREATHABLE
CUSTOM DESIGNS
RE-USABLE





UPMC, Pittsburg, USA



Conor McGovern



UPMC Whitfield

UPMC brings global knowledge and experience to Waterford

■ By LYNDALAWTON, Waterford Chamber

As the saying goes, health is wealth, and that has never been more important in the past number of months. As a society we are so grateful to our frontline workers, and the sense of community and collaboration between our healthcare workers has given us all cause for hope.

This has been especially prevalent between our Waterford healthcare facilities, with UPMC Whitfield and University Hospital Waterford (UHW) working hand in hand to deliver the very best care to those in need.

This collaboration has been growing over the past number of years, strengthening with the takeover of Whitfield by UPMC and new management at UHW. Conor McGovern, Chief Financial Officer of UPMC Ireland, hopes it will continue post-Covid-19.

“We have a long-standing relationship with UHW, even pre-Covid-19, particularly with our radiotherapy unit. We have been assisting with overflow and procedures for some time, and when we heard the cardiology unit and cath lab had to close temporarily at UHW, we built our own in three months to facilitate the consultants who were running the cath lab, many of whom are on-site with us. The plan was for it to be here for 15 weeks so service wouldn’t be interrupted. That then morphed into the developments with Covid-19.

“By mid-March we delivered our proposal on how we could split the care needs with UHW and outlined what services we could provide. Working closely with UHW, by the last week in March we were able to transfer vulnerable oncology patients to UPMC Whitfield

to protect them in a non-Covid treating facility.

“We have been providing chemotherapy for Waterford and Wexford patients over the past three months, as well as orthopaedic trauma and baby services, among others.

“This has also given us the opportunity to perform surgeries and procedures that have never been done at Whitfield before, and it is testament to the team here that they could show their skill and manage anything that came our way.

“Within a week of Covid-19, we also opened a ward in Kilcreene Hospital in Kilkenny to cater to patients who were discharged from UHW but still not well enough to return to their homes or care settings. This allowed UHW to get valuable bed space back during the

pandemic. It was a great effort by everyone, especially the staff who were bused or drove to Kilkenny every day to service the people of the South East.”

DRIVE TO DELIVER

Collaboration in times of crisis is all very well, but looking to the future, are there opportunities to improve healthcare in Waterford? Conor says UPMC are always looking at ways to grow their offering.

“Both UPMC and UHW have the drive and commitment to realise the delivery of healthcare, and we are in it together. There are different things we can both do and do well, and we can help take the burden off them where applicable. We have the medical know-how and a proven track record here at UPMC to deliver.

“There are always gaps in healthcare, and we are always looking at other services that we can provide and maintain our gold standard of best practice. We have all had a family member who has had to drive long distances to have healthcare delivered, and it is our view that nobody should have to do that.

“There are capacity issues in our healthcare system, and there is an

opportunity for us to play a role in that and to partner with the public system.

“We have just announced the opening of our Global Technology Operations Centre, based in Kilkenny, and we continue to invest heavily in both our Waterford and Kildare facilities.”

VITAL RESEARCH

UPMC as a global company are to the fore in their research capabilities and are keen to grow this in Waterford.

“In terms of research, we also have a part to play and have an excellent relationship with WIT in this regard and IT Carlow by extension. Having a university on our doorstep will be an incredible opportunity and one we fully support. UPMC helps to fund the University of Pittsburgh Schools of the Health Sciences and has a shared board. As a result, they drive forward innovation and have masses of data, which are hugely beneficial to driving research and clinical care,” Conor explains.

“There is a lot more research happening on-site in Waterford since UPMC came on board. We are currently working on circa 15 different research programmes,

from oncology to nursing to orthopaedics. A number of medical papers have been published, and there is plenty of on-the-ground experience in terms of feedback and participation.

“Our management team here are all local people with a vested interest in Waterford, and it is a tremendous vote of confidence that UPMC continue to invest heavily on our recommendations. Having that global network has been hugely beneficial, providing us with the resources and technology to maintain operations to the highest of standards. During the pandemic, we imported personal protective equipment and additional temperature checking machines, as well as being the first to implement the rostering of nurses via Microsoft Teams. We have also launched UPMC Virtual Care where patients can have follow-up appointments online.

“Given the number of hospitals and radiotherapy clinics UPMC have, there is very little that hasn’t come up before, and we can leverage off that experience. UPMC are about partnerships, and we want to continue to deliver for Waterford and the South East.”



Waterford is OPEN FOR BUSINESS

■ By LYNDA LAWTON, Waterford Chamber

Waterford is back and open for business with a comprehensive recovery plan in place. Launching Waterford's *Covid-19 Economic Recovery Plan*, Mayor of the City and County of Waterford, Cllr John Pratt said: "Waterford's *Covid-19 Economic Recovery Plan* is about all of Waterford working together to be stronger. This plan is not just for Waterford City, or the larger towns of Dungarvan and Tramore. It is also for all the rural towns and villages from Tallow and Ballyduff in the West to Portlaw and Passage in the East and all points in between. We want to rebuild and recover as one Waterford and this plan allows us the flexibility and the focus to do this."

Speaking after the launch, Gerald Hurley, Waterford Chamber CEO said: "Acting on the advice of our members, we were delighted to contribute to this document and look forward to working with the stakeholders to ensure a safe and vibrant business community that will recover quickly and prosper in the near future. We would encourage all businesses to avail of the supports that are available and to work collaboratively so we can get through these difficult times."

Retailers wishing to avail of the *Outdoor Street Furniture Scheme* are urged to apply for the Outdoor Furniture Section 254 licence, while Waterford Council is waiving the S. 254 licence fee for 2020 so as to assist all eligible businesses apply for the financial assistance under the *Outdoor Street Furniture Scheme* of 75% of outlay up to a maximum of €2,000.

Waterford Council presentation teams have been working throughout the COVID restrictions to ensure public spaces are maintained to the highest standards, with intensive street cleaning, *City in Bloom* flower baskets and social distancing signage. Waterford City and County Council, working in partnership with TQS Integration from Lismore, is developing a pilot Thermal Imaging Reader to add an additional level of safety for shoppers in Waterford City Centre by providing public access to thermal imaging terminals in the City Centre.

Financial supports for businesses to provide a safe environment are available from the Waterford Council *Covid-19 Restart Grant*, alongside a wide range of supports from the Waterford LEO office. An online *Business Support Hub*

launched in May 2020 has brought together all of the resources, support measures and best practice advice, and is an excellent one-stop-shop for businesses.

The promotion of Waterford as a location of choice for the domestic market will focus on the numerous stunning great outdoor amenities and activities, while cultural activities will adapt to mainly safely organised outdoor events with a focus on animating and engaging our public realm.

Many excellent models of business resilience have emerged during Covid-19 and initiatives such as #LoveWaterford, *Big Little Ideas*, *ewaterford.com* and *Waterford Online* have gained national recognition for their ingenuity and clarity of message.

The *Shop Waterford and Support Local* campaign, which was launched in May, will continue throughout the recovery phase with a call to Waterford people to support local jobs by buying Waterford whenever and wherever possible.

■ **Waterford's Covid-19 Economic Recovery Plan is available at www.waterfordcouncilnews.com**



AIB supporting Irish business

From entrepreneurs and start-ups to established SMEs

AIB, support economic growth by providing reliable financial support for business, farmers, families, individuals and communities. They are acutely aware of the importance of the SME sector and its contribution to Ireland's economic prosperity. Their key focus is to provide credit and financial support to customers supporting development and much needed employment in every community across Ireland. To support this critical aspect of their business remit, they have a dedicated team of Business Advisors based in Waterford City and County.

To understand the issues and opportunities facing business customers, AIB have been building on their knowledge and expertise by developing sectoral specialists to specifically work with key areas of the economy such as Agri and food, retailing, hospitality, transport, technology, exporting, energy and health sectors. This approach of building sectoral capability has given the bank a high level of understanding of the specific requirements of businesses and allowed them to shape products and funds suitable to their needs.

COVID-19 SUPPORT

AIB recognises the extraordinary pressure on families, individuals, businesses and communities as a result of the disruption of the COVID-19 pandemic.

David Lavin, Business Advisor Team Lead Waterford, states, "Here at AIB we are relentlessly



AIB, The Quay, Waterford

focussed on supporting our customers and the economy through this unprecedented crisis. We have implemented a range of supports to help our customers through the challenges facing them, and have kept our doors open to our customers through the pandemic."

Customers can find out more about the range of Covid-19 supports available at aib.ie/covid19. Furthermore AIB continue to provide working capital

support through the SBCI Covid-19 Working Capital Scheme.

AIB would like to remind customers that in these uncertain times, when you may not be able to visit the branch, you can bank online or on the AIB mobile app whenever you need to, from wherever you are. They also have a dedicated phone line for elderly or vulnerable customers at 1800 207 232.

Navigating uncertainty with learned optimism

■ By SHANE O'SULLIVAN, Inspiring Excellence

I had the pleasure of conversation with Professor Martin Seligman in 2018 in Philadelphia, U.S.A. He invited me to take his course in Positive Psychology Resilience Skills from the University of Pennsylvania – I took five! In the present time his teachings are profoundly impactful. Optimism is a powerful skill and it can be developed. I am eternally grateful for his guidance. Check out my written reflections on *Navigating Uncertainty with Learned Optimism* in the article below.

Life is not meant to be easy. Or is it? “Hard choices, easy life. Easy choices, hard life.” It’s okay, not to be okay – but it’s not okay to remain in that frame without action. When we feel down and at a low point our choices are:

1. We choose to remain in that low ebb, negative frame
2. We choose to do something to make ourselves feel better

The primary reasons stopping us from being our best is:

1. The lack of *optimism* we have in ourselves and from others
2. Our emotional intelligence – specifically, our ability to understand and manage our emotions, what psychologists call *emotional regulation*

Unless we have a basic frame of optimism in our lives we will never be content or happy. Many of us chase the rabbit wheel of happiness, running for it every day but never going anywhere.

“I will be happy when...” becomes the mantra. “I will be happy when I find true love. I will be happy when I get a new job. I will be happy when my work day is finished. I will be happy when the current crisis is over.” Then what?

Thankfully we can put ourselves in that state more frequently by learning *optimism*. What is optimism? Let us first nail down what it is not – optimism is not sticking your head in the sand and being oblivious to the challenges of life, or pretending that there are no challenges when there clearly are.

Optimistic people actually identify problems quicker than others, once they identify the problem then they *act*. They find solutions quickly and move on. If they’re not feeling okay they ask themselves ‘why?’ If they don’t have the answers they ask others ‘why?’ Then they act to identify the solution.

“Man does not simply exist but always decides what his existence will be, what he will become the next moment. By the same token, every human being has the freedom to change at any instant.”

– Viktor Frankl



Our power is in our action, approaching the problem and identifying a solution. The *obstacle* – to whatever it is that is making us feel less than our best, below our norm, ‘not okay’ – *is the way*.

“He says the best way out is always through, and I agree to that, or in so far as I can see no way out but through.” – Robert Frost

Sadly, many of us have been living a lie. We have lived in the safety net of life with fear of expressing who we truly are. The fear that our truthful self-expression may lead to judgment, ridicule and even laughter. If we’re ‘not okay’, well that’s ‘okay’, we will move through another day in a societal fog – where the day is run by emails, by social media, by capitalism, by others and by our own inner thoughts of worthlessness and pessimism.

Safety is overrated. There is another way. The power to create that other way lies dormant within many. Waiting for the spark that ignites the flame to break free and be who you are. To be, ‘happy in ourselves’ despite what is happening around us. To be, ‘okay’.

“Our deepest fear is not that we are weak. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness that most frightens us. We ask ourselves, who am I to be brilliant, gorgeous, talented, fabulous? Actually, who are you not to be? You are a child of God. Your playing small does not serve the world... As we are liberated from our own fear, our presence automatically liberates others.” – Nelson Mandela

“It is our light, not our darkness that most frightens us.” If we are willing to do the hard work on the interior of our lives now, there are



Professor Martin Seligman and Shane O'Sullivan

absolutely no limits to our growth and our potential.

“But what if I’m just not optimistic?” Thankfully it can be learned. And it’s quite simple to understand. Psychology now shows the hard science behind optimism and proves unequivocally its proven benefits. Optimism effects outcomes in relationships, optimists have a greater quality of life, greater emotional wellbeing and are happier, they stay on in high stress jobs more than their less optimistic peers, they sell more, and they live longer! Optimistic athletes have also been proven to perform better in high stress situations.

If we want to see the light, it’s time we stepped up and into the actions that will take us there. It’s time we faced down our fears. It’s time we liberated ourselves and others from the shackles of darkness. Well, ‘How’?

PART 1: PERSONALISATION

How personal do we take the setbacks or the challenges in our lives. Do we interpret them as something personal, just part of who we are or was the setback or challenge more external?

Optimists can identify the factors outside themselves that have caused a setback or a challenge. They understand that cause of the setback can be attributed to other factors and life’s challenges are not a representation of who they are.

Say you lose a tennis match. A pessimistic player will interpret the cause as *personal* (‘I failed’). This contrasts with an optimist who

allows for non-personal factors (‘grass just isn’t my surface’).

PART 2: PERMANENCE

How permanent do we believe our challenges are? If I am ‘not okay’ is that going to be forever? Or just for a period of time? The difference between perceiving an event as permanent or temporary can be life-altering.

Pessimists interpret setbacks as *permanent* (‘I’ll never succeed at this level’). In contrast, an optimist sees the setback as only *temporary* (‘I didn’t prepare well this time/I had a cold’).

PART 3: PERVASIVENESS

Do we see our setbacks as all encompassing? Representing all of our life or maybe we see them as confined to a specific area.

Pessimists see setbacks as all-pervasive (‘nothing works out for me’). In contrast, the optimist sees the setback as narrowly contained or confined to one area of life (‘I still have a life outside of playing tennis’).

Optimism is external, unstable and specific. Our challenges in life do not define us, our emotions do not define us, our *reactions* do. If we are not okay it doesn’t mean we will have this feeling forever. It does not mean it represents everything in our lives. The human body and mind has the power and resources to bounce back from almost anything. There is always another way. In fact, that feeling, that emotion might be the very thing we needed to regain control



over our lives, commit to action, approach our challenges and go through them.

“Let me tell you something you already know. The world ain’t all sunshine and rainbows. It’s a very mean and nasty place and I don’t care how tough you are it will beat you to your knees and keep you there permanently if you let it. You, me, or nobody is gonna hit as hard as life. But it ain’t about how hard ya hit. It’s about how hard you can get hit and keep moving forward. How much you can take and keep moving forward. That’s how winning is done!”

– Sylvester Stallone

Optimism is not a magic bullet, it’s a belief system. Optimists do not think the world is all sunshine and rainbows, optimists are better than pessimists at actually identifying problems. Therefore they can affect the change and/or outcome of a situation.

They see situations as challenges and not a threat. They identify what’s in their control to influence or leverage. The optimist says this piece of this problem I can do something about it whilst the pessimist focuses on the aspects of the problem she can do nothing about.

It’s not just control that the optimist focuses on. The optimist is more likely to accept the aspects of the situation that he or she can’t control. So rather than focusing on parts of the situation that one can’t change anyway, the optimist focuses on the parts that he or she can change, and accepts the parts that he or she can’t. Think about

what that means for our energy, if our energy is going toward changing what’s changeable.

Optimists approach the problem whilst pessimists withdraw. Optimists are more likely to seek more information. The optimist is more likely to ask for help. Optimists even use humour as a coping strategy.

If you’re identifying problems, seeing challenge, not threats; focusing on what you can control, taking purposeful action, and not sweating the stuff you can’t do anything about. If you’re asking for help, and making plans, and taking action, and using humour... if you think about that constellation of ingredients of an optimist, you can see how those thoughts and behaviors, lead to the life changes we’ve talked about.

Simply, optimism leads to really important behavioural differences, and those behavioural differences affect our health, our relationships and our mortality!

■ **If you want to continue to take your thinking to the next level, Inspiring Excellence delivers bespoke corporate training programs on Navigating Uncertainty. The programs are based on positive psychology and the resilience required to take you and your organisation to the next level. Programs are all based on the revolutionary work of the ‘father of modern psychology’, Professor Martin Selligman.**

For more information check out www.inspiringexcellence.ie

“We are not what happens to us, we are what we choose to become.”

■ **Shane is a mentor in the next Regional Leaders Programme beginning in September 2020.**

HERE ARE SOME QUESTIONS TO GET US THINKING:

- Who are you really?
- What are your values?
- What is important now?
- How are you really feeling about your life right now?
- Do you approach or withdraw from problems?
- Do you fear being ‘powerful beyond measure’?
- Are you afraid of the light?
- Do you identify factors outside yourself to explain setbacks and challenges?
- Do you see setbacks as temporary?
- Do you see setbacks as an isolated area of your life?
- Do you see the solution?
- Do you see a better way?
- Are you getting the most out of your life?
- What will you do now?

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HEALTH AND
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INTERNATIONAL

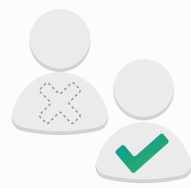
BENEFITS OF CORPORATE WELLNESS



Reduced health
care costs



Increased
productivity



Reduced
absenteeism



Improved working
environment and
culture



Increased job
satisfaction



Competitive advantages
during hiring



Boosted employee morale
(employee feels cared for)



Weight loss, better fitness
and mobility, reduction of
stress

New HEALTH PASSPORT for employees

A healthy immune system can defeat invading pathogens (bacteria, viruses) that make people sick. Covid-19 attacks a compromised/weakened immune system. A healthy person is in a better position to fight such viruses. A healthy, confident employee is more productive, present and valuable asset to the company.

There are many ways we can boost our immune system: regular exercise, healthier diet, sleeping better, eliminating stress and knowing our health status.

The importance of a health screen now is so important. Based on 12,000 people's health screens results prior to Covid-19 (Q4 of 2019 and Q1 of 2020), Health and Wellness International (HAWI) found the following statistics and results:

- **BLOOD PRESSURE:** 40% elevated or high blood pressure (inactivity, diet, stress-related and hereditary)

- **LUNG FUNCTION:** 15% poor lung function (breathing issues, smoking and inactivity)
- **BLOOD SUGARS:** 40% elevated blood sugars (poor diets, high sugar food consumed and inactivity)
- **CHOLESTEROL:** 26% elevated cholesterol (poor diets, high-sugar food consumed and inactivity)
- **BODY FAT:** 46% excess body fat (amount of fat mass compared to muscles mass on the body in relation to poor diet and inactivity)
- **VISCERAL FAT:** 35% excess visceral fat (the amount of fat around the internal organs, causing metabolic issue such as heart disease, diabetes and some forms of cancer)
- **BODY MASS INDEX (BMI):** 53% overweight or obese (the calculation between height vs weight can be an indicator of poor lifestyle)

- **NUMBER OF SUICIDES IN IRELAND LAST YEAR:** 421 (70% male, 30% female)

The results above can be altered through proactive physical and mental education and training.

Do you currently know where your health markers (blood sugars, cholesterol etc.) are? Where is your mental health at? How well are you?

HAWI has developed a new 'Health Passport' which takes guessing out of the equation, dealing solely with facts and statistics. You now can have your health results at the tip of your fingers, and monitor your health stats anywhere, anytime. The health passport gives an individual the tools to help manage their life in a better way.

■ For more info contact
info@hawint.com or visit
healthandwellnessinternational.com

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Dunmore Road, Waterford

BITE-SIZE NEWS

CORPORATE COVID-19 TESTING

Health and Wellness International are delighted to partner with Technopath Clinical Diagnostics to deliver the first Covid-19 antibody test in the corporate environment in Ireland. This Covid-19 test is FDA-approved with a specificity (positive result) greater than 99.8% and sensitivity (negative result) of 100%. Health and Wellness International have commenced testing of this vital test. To avail of this test for your company please contact care@hawint.com



LIVE STREAMING AND BROADCASTING SOLUTIONS FROM FRONTLINE AUDIO VISUAL

If you have any upcoming events that you want to broadcast online or had physical events postponed that could 'virtually' go ahead, contact Frontline Audio Visual...they have the solutions. 051 879934 / 087 2599172 info@frontlineaudiovisual.com www.frontlineaudiovisual.com



FREE ENERGY AUDIT FROM ENERPOWER

A free energy audit by Enerpower aims to assist businesses in choosing the right renewable energy product and financing for their business. Companies large and small are increasingly turning to renewable energy for their energy needs as they are seeing the benefits of lower energy costs and operational savings. In addition, companies are reducing their emissions and their impact on the environment as well as seeing the added benefit of marketing opportunities as a green company. Call Enerpower today on 051 364 054 to learn more about how you can avail of this service or go to www.enerpower.ie/energy-audit

ARTESYN BIOSOLUTIONS 'BATTLEFIELD VENTILATORS'

ArteSyn BioSolutions, although in the midst of their current expansion phase at their Waterford sites, have been working on a sideline project to assist with our preparedness for the Covid-19 pandemic. As some of the ArteSyn guys have experience in life support ventilator design and development they have teamed up with Irish Manufacturing research and AirPower, and have developed a prototype "Battlefield Ventilator" which has received initial Respiratory Physician thumbs-up from the US. The design is intentionally simple, and uses the fundamentals of ventilator design to ensure readily available components and an easily manufacturable design, with sophisticated electronic control systems. ArteSyn, AirPower & IMR have worked to develop this system with a view of open-sourcing this to assist in a potential 2nd wave of the pandemic. Prototypes have now been built for clinical approval in both Ireland and the US.



WIND ENERGY POTENTIAL AT BELVIEW

A major new report has identified the Port of Waterford at Belview as ideally placed to serve Ireland's growing offshore wind energy sector which could create 2,500 jobs over the next 10 years with investment of €42bn over the lifetime of the infrastructure. Commenting on the report, Frank Ronan, CEO, Port of Waterford, said: "This wide-ranging report puts clear data behind that opportunity and challenges all of us to seize the opportunity. From our own perspective at Waterford, we have been working for some time to position Belview as an ideal location for this type of activity over the coming decade and well beyond 2030." The full report is available at www.iwea.com



VELVET CAP IRISH WHISKEY BY BLACKWATER DISTILLERY

Velvet Cap is the new whiskey by Blackwater Distillery, already renowned for its award-winning gins. Launched on 31st May 2020, a limited first batch release of 6,000 bottles of Velvet Cap is priced €39.95 and is available in Waterford from Ardkeen QFS, World Wide Wines, SuperValu Cappoquin, No 21, Carry Out Ferrybank & Tramore Off Licences. Purchase online from www.IrishMalts.com (delivery nationwide and internationally) with an option to include a signed copy of 'The Whiskeys of Ireland' by Peter Mulryan and a free Blackwater distillery tour for €64.95. Velvet Cap is a premium blend of 50% malt and 50% grain whiskies sourced from some of Ireland's finest distilleries. The distinctive taste comes courtesy of Head Distiller John Wilcox, who was inspired by the history of the original Velvet Cap bottling from Dungarvan. Peter Mulryan, Blackwater Distillery said: "We've always been whiskey drinkers, not whiskey collectors. The idea behind Velvet Cap was to create a whiskey to be savoured, not stashed away on a shelf. This is a dram I want people to return to again and again."



Pictured from left are Patrick Mulhare, laboratory manager, Pathology Department of UHW; Dr Denise O'Meara, molecular biologist and lecturer in the Department of Science at WIT; Dr Lee Coffey, a lead scientist in WIT's Pharmaceutical and Molecular Biotechnology Research Centre (PMBRC) and founder of BioEnz Technologies.

WATERFORD SCIENTISTS AWARDED FUNDING TO SPEED UP COVID-19 TESTING

A team of scientists from Waterford Institute of Technology's (WIT) Pharmaceutical and Molecular Biotechnology Research Centre (PMBRC) and Eco-Innovation Research Centre (EIRC) have teamed up with University Hospital Waterford (UHW) and WIT-spin out company BioEnz Technologies Ltd. to improve the speed of COVID-19 testing. The team will be led by Dr Lee Coffey, a lead scientist in the PMBRC and founder of BioEnz Technologies, a biological solutions company. Funding of €118,000 will be made available for the Expanding lab tests for the COVID-19 virus project through the joint Science Foundation Ireland, Enterprise Ireland and IDA initiative to tackle the scientific challenges posed by COVID-19.

CREATE YOUR OWN CUSTOM COFFEE CUP

Check out Monkey Cups NEW custom feature, it's easy and it's FUN! Designed by Peter Grogan in Emagine and supported by Waterford Local Enterprise Office. Ideal for closed lid offices or working from home. Using the new online feature, you can customise all the colourful parts of your barista reusable coffee cup including band, lid and slider ensuring that you receive a Monkey Cup that matches your personal style. Your very own unique Monkey Cups are manufactured in Waterford and delivered to your door in less than a week. Visit www.monkeycups.ie to create your own!



EMER DUFFY APPOINTED PERSONAL LINES NEW BUSINESS MANAGER AT ARACHAS

Arachas is delighted to introduce Emer as our recently appointed Personal Lines New Business Manager in our Waterford branch. Emer is a Certified Insurance Practitioner (CIP), accredited by The Irish Insurance Institute in Ireland, and has over 20 years of experience in helping customers to make wise insurance choices based on their needs. Emer's role is focused on supporting the development of our new business teams while making sure that excellent customer service and competitive rates are available.





Digital Transformation with Radius Technologies

As Waterford emerges from behind closed doors and we negotiate our way through the reopening phases of the Covid-19 lockdown, working from home has become a priority area for many businesses. Here, Lynda Lawton speaks to John Gleeson, Director at Radius Technologies, on what has become the new norm for many.



For some, it will be the new way of working, for others it will be an inconvenience they need to bear for a while longer. But whether you are working from home or in the office, having your IT function and systems aligned with the changing needs of your business has never been more important. According to John Gleeson, Director at Radius Technologies, "Now is the time to assess the status of both your communications and Information Technology infrastructure. Using the past months as a "trial run", companies can now assess what worked for them and more

importantly, what didn't.

For the past number of years, people might have heard the term "Digital Transformation" and perhaps not understood the concept. The global research firm Gartner defines digital transformation as anything from IT modernisation (for example, cloud computing), to digital optimisation, to the invention of new digital business models. "What we have seen over the past number of months is an acceleration of the Digital Transformation of businesses in the SME space. Many progressive businesses had already embraced cloud computing, voice mobility and remote

working; they were ready to work from home the next working day when the lockdown kicked in. The vast majority of SMEs were only starting to look at it. Covid-19 accelerated Digital Transformation, for everybody the world over.

"Large enterprises and corporates have dedicated IT teams and security specialists planning and implementing remote working solutions, sometimes taking months and years to do. With the pandemic, SMEs had to put in place temporary workaround solutions overnight. Radius currently supports close to 500 SME clients nationally, and as you

can imagine our engineering team and helpdesk were "quite busy". Everything has changed, from the way we answer the office telephone, to when and where we access our company information. At the time, it was a fast response to an immediate problem, but now as the dust settles, we are advising companies to reassess the way they work and more importantly,

and the best way of working, and only then look at costs. When the Covid-19 lockdown began, progressive companies had already implemented the technologies and were setup for remote working, they kept working with minimum down-time or interruption."

Asking John what advice he would give a company looking to digitally transform, he said,



how they want to work. We are also advising companies to ensure whatever temporary solutions were implemented by their technology partner at the time, to make sure it's secure, robust and is a long-term, best-fit solution for their business. So, Cloud Computing, Remote Working and Cloud Telecoms platforms are not the future, they are the present, and have been for several years now. Covid-19 has merely accelerated some companies' transformation."

According to John, "Budget is also going to be a big issue for most companies. What Radius have found over our 25 years in business is that successful SMEs are progressive. They look at what's best for their businesses, the most efficient systems

"Firstly, look at your business from the helicopter or top-down view. Look at the bottlenecks, the inefficiencies, the time-consuming tasks and where the pain points are. The way you have always done things may no longer be the best way. Then look at your customers and what they want from you and finally look to your team and what their needs are and only then look at technology as the enabler. When we speak to new clients the first thing we ask is, where can we help? To fully utilise technology, you must understand the issues within your business processes and then companies like Radius can add value with the options and solutions."

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Waterford-based ICT research centre with a global reach

Waterford Institute of Technology's (WIT) ICT research wing the Telecommunications Software and Systems Group (TSSG) is a major driver in the emergence of a software industry based in the South East of Ireland.

Recently, TSSG have turned their attention to the COVID-19 pandemic. By applying their extensive expertise in information communications technology (ICT), researchers in TSSG are working together to develop both short as well as long term solutions for COVID-19. By incorporating their experience in molecular and bio-nano communications, sensor and wearable technology and block-chain, the team in TSSG along with partners in USA and Finland are working on six possible solutions to various issues.

TSSG research is spearheading the development of next-generation digital technologies that enable seamless tech-mediated interaction. The breadth of TSSG's research expertise is unique globally and the research centres' structure supports collaborative innovation with industry to unlock the potential of digital content. In the past 20 years, TSSG has attracted significant funding for research and industry collaboration, making it one of the most successful ICT research centres in Ireland.

TSSG has a proven track record in translating world class research into market-ready products and services for companies across the world and has enabled the establishment of an eco-system of ICT companies in the South East of Ireland and beyond, creating several hundred jobs directly and indirectly in the last ten years.

The TSSG Technology Gateway



NetLabs Research & Innovation Building, WIT, West Campus, Carriganore

is the pathway for industry to engage with researchers in the centre. The Gateway's unique value proposition is in simplifying the impact of complex and highly inter-related thematic areas such as distributed & cloud-based mobile services, next generation IP based voice and video, virtual and augmented reality services, smart space and social service enablers, data science, mining and analytics, user interface design (UI) and user experience (UX), real-time networking, machine learning. Through engagement with cutting edge industries, the Technology Gateway can take the risk out of innovation for a company by researching, developing and validating scientific and technological solutions and rapidly bringing these to clients. TSSG manages the often costly and time-consuming task of R&D for a company allowing them to leverage new and emerging technologies and help them to position their product range at the leading edge.

Through collaboration with industry, TSSG's research is primarily focused on strategically important industries such as smart agriculture,

future healthcare, smart energy, intelligent transport and cybersecurity. The aim of TSSG is to work closely with industry to create new jobs through the development of core research, strong connectivity with indigenous industry as well as large multinationals, supporting high potential start-ups and partnerships with other institutes.

TSSG's research spans from the proof of concept technology readiness level to almost market ready products. The centres basic researchers are pioneers in the future health and molecular communication space winning top awards and gaining worldwide media attention for their ground-breaking research in DNA data storage. So too is their research in agri-tech. TSSG have quickly become one of Europe's leading agri-tech research centres with multiple projects attracting research partners, industry collaborators and stakeholders from Ireland, Europe and beyond.

■ **Contact Miguel Ponce de Leon, Technology Gateway Manager, for more information on how TSSG can support your R&D innovation.** miguelpdl@tssg.org

PIONEERING ICT RESEARCH ON A GLOBAL SCALE



TSSG research is spearheading the development of next-generation digital technologies that enable seamless tech-mediated interaction with companies across the world.



Specialist areas of expertise include Future Networks, Artificial Intelligence, Fog and Cloud Computing, Interactive Technologies, Embedded Sensors and Bio-Nano Communications.



Contact our Technology Gateway Team to begin your R&D journey with TSSG



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Waterford Institute of Technology
INSTITIÚID TEICNEOLAÍOCHTA PHORT LAIRGE

www.tssg.org



Waterford making a difference with innovative apps

Waterford has hit the headlines in recent months thanks to its tech community who have created some incredible apps which have been instrumental in the fight against Covid 19. Here Lynda Lawton takes a look at just a few of them which are set to make a huge difference.



NEARFORM

Nearform are working with the HSE to develop a mobile tracing app for Covid-19. The potentially life-saving app will facilitate the rapid notification of people who have been in contact with someone who has subsequently been found to have tested positive for the virus.

The new real-time symptom tracking and digital contact tracing app will curtail the spread of the virus and help eliminate the growth of clusters. As such it will be a vital part of Ireland's national response to Covid-19.

While concerns regarding data protection are still being worked through, it is understood the app will be piloted with a large-scale field test ahead of a public release and a Data Protection Impact Assessment will be done in parallel with the field test. It is expected the app will be publicly available in the coming weeks.

ORDEE

Innovative Irish start-up Ordee are on a mission, to get hospitality and retail back to business, safely according to Anthony Cronin, CEO and Co-Founder, a Tallow resident and former Waterford Young Entrepreneur of the Year for the international award-winning FlexiWage Application.

Ordee allows publicans, restaurateurs and retailers to put their energy into their passion, while the GPS-based app ensures that their venue is remaining compliant with "Return to Work Guidelines". The cloud-based platform will allow owners to easily document and broadcast their venues' compliance and availability to their customer base. "It's critical that venues can re-engage with their customer base, while at the same time ensuring everybody can have a great and safe night out," assured Cronin.

Customers will be able to inform themselves, through Ordee, as to what venues have socially distanced space available and reduce contact by ordering and paying directly from the app. "Ordee looks after the order processing and payment too, so venues can give reassurance to their customers while focusing on great service," said Cronin.

■ Visit the website www.Ordee.ie for more information or contact on info@ordee.ie



TABLEPAY BY SCNE

SCNE (Social City Nightlife and Entertainment) Waterford's dedicated entertainment and nightlife app now has a brand new feature specifically targeted to support and facilitate the safe reopening of restaurants and bars amidst the COVID-19 pandemic.

Tablepay is a brand new addition to the SCNE app, which will allow customers to safely order, pay for and receive their food and drink directly to their table. It comes at a time where, in a world of social distancing, contactless options have never been more prevalent and SCNE hope that in providing a safe, yet highly convenient option for customers, it will play a great role in restoring confidence and peace of mind when revisiting Waterford's fantastic hospitality and tourism sector in the very near future.

TablePay technology will be offered to all Waterford venues completely FREE of charge during the midst of this pandemic. Venues simply upload and provide their amazing existing offerings to SCNE's system and they handle everything else.

According to creator Jordan Casey, "We've seen huge success with these types of products on a national level previously, and we feel that now, more than ever, there is a real demand and necessity for a zero-contact solution that at the same time proves to be very convenient and could certainly help in reattracting customers."

■ Email thescne@gmail.com or message "SCNE Waterford" on Facebook

SHOP WATERFORD SUPPORT LOCAL



Waterford Chamber has partnered with Waterford City & County Council, Waterford Business Group, Dungarvan & West Waterford Chamber and the Local Enterprise Office to launch a Shop Waterford Support Local campaign.

The business owners and retailers of Waterford have shown resilience and innovation throughout the COVID-19 restrictions and although the city and town centres were

largely deserted, many businesses continued behind closed doors. Initiatives such as 'Waterford Online' and the 'Back Soon #Love Waterford' responses encouraged local support and provided hope for a gradual return for business and society. Now as the shops re-open there are a number of supports in place to encourage people to support local businesses.



eWaterford.com
- an online shop for everyone

With over 1,000 hits in the past seven days, www.ewaterford.com is steadily becoming the go to online store for shopping in Waterford. Developed by HelloWorld.ie and supported by Waterford Chamber, retailers can upload their product and consumers can buy all they need in one location while ensuring to support local business.

Any Waterford business is now free to sign-up and add their products and services to eWaterford.com. When your customers order your products and services on eWaterford.com, their order details and requested items are sent to your business for processing. Your customer will indicate in their order whether they would like to

request a local collection or quote for delivery. Each business on eWaterford gets a dedicated business page complete with images, contact information, biography, administration panel, and order reports. Customers can contact businesses directly through eWaterford to enquire about your products or services. Your products, services, and company profile can be shown on a searchable map of Waterford which allows people to find the businesses that support the area where they live, work, and play.

■ **To start selling right now, just register at ewaterford.com or click to start shopping.**

Waterford Gift Vouchers

Waterford Chamber, Waterford Business Group and Waterford City & County Council are asking everybody to consider buying Waterford Gift Vouchers so we can be assured that the money is spent locally by supporting local business.

According to Waterford Chamber CEO Gerald Hurley, "At this juncture I am appealing to businesses to support the Waterford Gift Voucher initiative. If you are considering rewards or bonuses for your staff, make a conscious effort, at a minimum, to using the Waterford Gift Voucher, ensuring that money will stay in the local economy and drive it forward in these extremely difficult times. I can't stress enough how the business community needs your support and this is just one way you can make a difference."

An ideal gift but also a great way to reward staff, boost morale and acknowledge the hard work during this difficult time. Employers can avail of up to €500 worth of vouchers per employee tax-free but they can also be used as a part-payment method. Talk to Waterford Chamber today if you have any queries and please continue to support over 160 businesses who are registered to accept the vouchers and need your support right now more than ever.

■ **Vouchers can be ordered in denominations of €10, €25 and €50 through www.waterfordchamber.ie or ewaterford.com**



City Centre Parking



A new parking concession to incentivise business and trade in Waterford City Centre has been introduced and will run until 31st July. The initiative applies to car parks operated privately and to those run by Waterford City & County Council.

Under the scheme, when a motorist pays for the first hour parking, they will receive the second hour free. Pay & Display machines have been calibrated to add the time to the ticket dispensed.

All the usual parking enforcement will apply and all machines will be calibrated to issue a two-hour ticket when one hour is requested. Parking in Dungarvan will continue as usual with the first 30 minutes free and 90 minutes free in Scanlon's Yard.

■ **Visit www.waterfordcouncilnews.com or email contact@waterfordcouncil.ie for further information.**





COVID-19 poses major regional challenge

■ By JIM POWER, Economist

COVID-19 has highlighted the dangers of economic forecasting and business planning in a pretty dramatic fashion. Coming in to 2020, the Irish economy was showing very solid momentum, and with the outlook for the global economy starting to look a little brighter, the year ahead looked promising for Ireland.

Much of that promise has been dashed over the past three months and the economy now finds itself grappling with the most severe challenges since 2007/08. In some ways, the current problems are more serious and severe than in 2007/08 as large swathes of the economy have been shut down. In a more standard recession,

demand slows down, but this time it has ceased almost totally in some sectors due to the fact that many businesses have been forced to cease trading. On the other hand, the recovery could be quicker as businesses are gradually allowed to re-open. The key concern is that many businesses may not be in a position to re-open or may find



“ *The future looks very threatening and uncertain at the moment, but the economy will recover and economic prosperity will come again.* ”

survival challenging in a more difficult social distancing environment.

In terms of pain, the most severe pain has been felt by the hospitality sector, as in restaurants, pubs and hotels; non-grocery retail; the motor industry; most leisure facilities; and construction. In terms of getting back towards normal levels of activity, the construction sector is the one I have least concern about, as the demand for construction output remains very strong. For the others, recovery is set to be more challenging.

Government is now progressing with its timeline for the re-opening of the different sectors on a gradual basis. The fear of course is that many of the businesses shut down may not be able to re-open as cashflow has ceased and for many businesses, expenses are still piling up. Others may struggle to survive once they do open, because they will enter an environment where consumer nervousness, high unemployment, lower incomes, a non-existent international visitor market for the foreseeable future, social distancing requirements and other necessary health protocols, will act as considerable constraints on business activity.

For tourism-facing businesses the challenges are particularly intense, because international travel is likely to be quite constrained until a vaccine is developed and people feel safe to travel again. This is a tragedy for Ireland, because we had a record 10.8 million overseas visitors into the country last year and based on the first two months of this year, another record was on course to be achieved. That has now been blown out of the water.

It is really important that small businesses in particular get as much

Government support as possible during the period of lockdown and for at least the next year thereafter. It will not be possible to rebuild tourism without pubs, restaurants and hotels. Likewise, it would be a real shame to see non-grocery retailers failing to survive. This would further pressurise the already pressurised streets in our villages, towns and cities throughout the country and would deplete us as a society.

LOCAL AND REGIONAL IMPACT

For Waterford and the South East, the foreign-owned industrial base is not as strong as in the Mid-West, Galway, Dublin and Cork. This is a vulnerability, because most of the manufacturing and service-based FDI companies have not suffered much if any damage during the current crisis. On the other hand, the strong agri-food presence and tradition in the County will benefit Waterford. Consumers should now realise the importance of having a strong, safe and secure domestic food supply chain and give it the support it deserves. It has been great as a Waterford native in Dublin to see Walsh's Blaas hit the city with a vengeance in recent weeks.

Tourism has become an increasingly important driver of the economy of Waterford in recent years, with the development of a strong tourism cluster based on the Viking Triangle, Waterford Crystal and the game-changing Greenway. For the moment these attractions will be heavily dependent on domestic visitors, but international visitors will come to Ireland again, and we in Waterford need to make sure that we still have the necessary tourism infrastructure to entice them to visit and stay in the area.

Using the current situation to pedestrianise more of the City would in my personal view be a very positive development and would certainly help restaurants and pubs deal with social distancing protocols and considerably improve the built environment.

There is no doubt about it – the future looks very threatening and uncertain at the moment, but the economy will recover and economic prosperity will come again. A higher level of Government debt must be accepted as a fact of life in the near-term and fiscal austerity cannot be countenanced as it would risk turning a recession into a depression. Ultimately, the promotion of stronger economic growth is the best way to reduce the burden of debt.



Jim Power is a graduate of UCD with a BA in Economics & Politics, and a Master of Economic Science Degree. He writes regular columns in both *The Irish Examiner* and *The Sunday Business Post* online edition and contributes to numerous other newspapers and magazines. Jim will be delighted to discuss any upcoming projects with which he might be able to assist you.

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Twitter: @JimPowerEcon



AWARD-WINNING MUNSTER CRAFT CIDERIES JOIN FORCES

The amalgamation of Legacy Cider and LongWays Cider sees duo of Liam McDonnell and James O'Donoghue coming together to strengthen their presence on the Irish market with an extensive range of Irish craft ciders. Both cider makers have wide-ranging experience in the craft cider industry which has been reflected in the numerous award-winning products each have produced.

Liam is a 3rd generation apple grower. His father Pat McDonnell became a Doctor in the study of apple production, developing his own apple tree under the brand 'Coronet The Miniature Apple tree' and Liam has been continuing the Legacy by captivating their 70-year heritage in a bottle of premium Irish

Cider. James hails from Carrick-on-Suir and the apple man behind LongWays Cider. His family's 25-acre apple farm in Clonmel has been producing some of Ireland's best cider apples for 22 years.

This exciting merger will bring together the brains of two of the best cider makers in the South. It is a win-win for both businesses and also for cider lovers as the cider creations from these two will be something special!

Both brands will continue to trade under their respective brand names, so it is business as usual for the consumer and in the background joining forces to create a stronger business in the new market conditions ahead.

WELCOME TO OUR NEWEST MEMBERS

- Advantage Engineering
- ATPO
- B&M Quinlan
- Beatorium Beauty Salon & Training Academy
- Café Lucia
- City Denture Clinic
- Ellickson Engineering
- Euro Tachograph Solutions
- Forest Group
- Generations Hair Salon
- HelloWorld Marketing, Web & Graphic Design
- Hive Insurance
- Home from Home Creche
- Irish Management Institute
- Jack Molloy & Son
- Laurence Farrell
- Lighthouse IT
- Loko Restaurant
- MJ Technologies
- Ray Wall & Co, Chartered Accountants & Registered Auditors
- Richmond House
- RoundHouse Video
- Suir Analysis
- The Playhouse Tramore
- TQS Integration
- Uluru
- Velocity Advertising Ireland
- Vitamin Creative
- Wild Honey Hair Salon
- Woodpecker Floors & Tiles

WINTHROP ENGINEERING REBRANDS AS WELTEC

This year has been an important year for Waterford-headquartered Weltec Engineering. A recent name change for the firm will help it set out a distinct path for our future success, and clients can continue to expect the excellent service package they have received to date, but now under the Weltec brand.

"While we have been evolving and changing continuously, the one constant has been our staff and their loyalty and dedication to the company over the years," says Shane Ryan, Operations Director, Weltec.

"We are very grateful to all of our staff for the essential role they have played in our success. We are also proud of the fact that many members of our team have been with the company since leaving college and since the company opened its doors in Waterford 20 years ago.

To learn more about Weltec Engineering's services and review its portfolio of projects, visit www.weltec.ie



THERMAL SCANNING KEY TO FUTURE BUSINESS ACTIVITY

Waterford company, Antech, is the premier handheld spectrometer provider within Ireland and United Kingdom to the pharmaceutical, biotechnology, safety & security and metal recycling industries. They also specialise in thermal imaging solutions.

Antech, founded by Dermot Harrington in 2000, is a long-term partner of German company Testo supplying a range of thermal imaging solutions. Dermot believes these devices are helping business reopen and recover quicker. "It is remarkable how this crisis has forced us all to become more adaptable and find new applications for what is not a totally new technology. It is predicted that the sales and use of thermal cameras will increase exponentially over the next 12 months."

For more information, please contact the team at Antech Waterford on 051 392 391, visit www.AntechStore.ie.

NEW TECHNOLOGY GATEWAY TEAM AT TSSG

Miguel Ponce de Leon, a long-standing staff member of the research centre has taken on the task of leading the Technology Gateway team to new heights. With over 25 years' experience in ICT, both at home and in the US, Miguel brings an understanding of what companies from start-ups to multinationals are looking for in their R&D problem based on personal experience. Miguel's mantra is 'there is always a solution' and he applies this to all clients he works with. Email miguelpdl@tssg.org



Carol Faughnan joined TSSG in September 2019 as a Business Development Executive and quickly found her feet. Carol's background in marketing, communications and IOT afforded her the knowledge to gain an understanding of the broad spectrum

of research expertise in TSSG which stretches across multiple sectors and thematic areas. By committing herself to areas she is most familiar with and passionate about, Carol has created a large network of clients and stakeholders for TSSG with strategic alignment to the South-East's future development. Email cfaughnan@tssg.org



Beginning a new job is nerve wracking for many but joining a new team during a pandemic is too much for most – except for Jim Prendergast. Jim joined the Technology Gateway team in mid-March 2020 and whilst all communication with colleagues and clients has been online, he has certainly settled in well. Jim has a passion for innovation & technology that shapes the modern world and looks forward to further collaboration between research and industry. Email jprendergast@tssg.org



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Skillnet's rapid response ensures ongoing training

Lockdown brought new challenges to the door of Waterford Chamber Skillnet but has since become an incredible opportunity for companies and trainers alike.

Network Manager Sara Mullally confirmed, "We moved into digital training sessions as a rapid response to the uncertainty and to assist employers and their staff to transition into working from home and to help those on the Covid-19 payment to maintain their skills. Additional funding was made available to us which allowed us to deliver training sessions free of charge or at minimal costs and we will continue to apply minimal fees where possible."

"A number of our providers already had digital offerings and those who didn't have embraced the newer way of training with great success. While face-to-face training can never be surpassed, the digital training solution has proved very successful and has opened many up to a whole new way of learning."

"It has been really heartening to see how many employers supported their staff training during this time, and some popular sessions were Remote Working and Management, Leadership, Health

Wellness and Nutrition, Lean and Project Management programs, and the network has delivered approximately 60 remote training sessions since 21st March.

"As we move into each phase of reopening our businesses, we have run a number of sessions to breakdown the Covid-19 Protocols to assist managers and staff to adjust to their working and ensure safety for all staff and customers."

"We continue to respond to enterprise learning and development demands during this challenging time, as companies work hard to comply with reopening compliance as well as upskilling of staff, and remain open to requests and suggestions throughout the summer, including private in-house training. We are hoping to return to face-to-face training in September, and Waterford Chamber Skillnet is happy to deliver such training for members, if kept to in-house training."

Some suggestions if implementing training for staff in the digital environment...

- Keep the sessions to less than 1.5hrs if making presentations, with limited input from attendees.
- If up to three hours, include good group interaction and

open participation, with breaks.

- If five to six hours, include engaging content, group discussion, course work and problem solving with frequent breaks.
- A good rule of thumb is 45mins of screen time, followed by a break.

■ See our upcoming training on www.waterfordskillnet.ie/courses



Sara Mullally and Kelly Cummins, Waterford Chamber Skillnet



REGIONAL LEADERS PROGRAMME



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Applications now open for 2020

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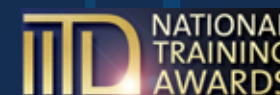
A successor for a senior position?

An employee who has shown leadership potential?

An individual seeking to realise their own potential?

The Regional Leaders Programme is aimed at professionals who want to develop their leadership competencies and will benefit companies seeking to increase the capacity of their internal talent pool. The programme runs monthly from September to June and will incorporate practical guidance on leadership styles, problem-solving and key recommendations during 1:1 mentoring sessions. Mastermind workshops and speaker lunches will create opportunities for programme participants to engage with Regional Leaders colleagues and expand their network.

For further details, contact Kelly Cummins at 051 311135 or kelly.cummins@waterfordchamber.ie



Shortlisted in "Excellence in Coaching and Mentoring" IITD National Training Awards 2020

thepremiumbutcher.ie @thepremiumbutcher



THE PREMIUM BUTCHER
Quality Meat direct to your door

Quick action leads to bumper sales for the Premium Butcher

Due to the impact of Covid-19 with travel and work restrictions coupled with the loss of much of their food service, hotel, restaurant and hospitality business, The Premium Butcher, a division of Dawn Meats, has beefed up their wide range of meat offers for the public. This move has remarkably seen a surge in home delivery sales and brisk trading at their Carroll's Cross outlet.

This refocused route to market ensures that the hundreds of farmer suppliers, with whom The Premium Butcher works on a weekly basis, continues to have a route to market for their livestock.

The Premium Butcher works with courier company

DPD for Next Day Delivery throughout the country on orders placed before noon.

CEO Niall Browne said: "With so much home time this business has seen renewed interest in home cooking and has responded with a great range of offers and price points making it possible for consumers to access good value highly nutritious meat ranges to keep us all sustained in these challenging times."

The Premium Butcher wishes to thank all its customers new and old alike for their custom and hope they continue to enjoy their meaty meals and seasonal BBQs over the summer months.

Waterford's Blue Plaque Trail

By DES GRIFFIN, Waterford Civic Trust

Richard Mulcahy was born in Manor Street, Waterford in 1886. He was educated at Mount Sion Christian Brothers School. Mulcahy joined the Irish Volunteers in 1913 and was also a member of the Irish Republican Brotherhood and the Gaelic League.

During the 1916 Rising he took part in the attack on Ashbourne Royal Irish Constabulary barracks – the only successful engagement of the rebellion. Arrested after the rising he was interned. Upon his release he became Commandant of the Dublin Brigade of the IRA. In March 1918 he was appointed Chief of Staff, a position he held until January 1922. Mulcahy supported the Anglo-Irish Treaty of 1921, and became Minister for Defence in the Provisional Government. Following the death of Michael Collins during the Civil War, in August 1922, Mulcahy took over as Chief of Staff of the National Army. In March 1924 he was forced to resign from cabinet during the 'Army Mutiny', although he returned to government the following year as Minister for the Gaeltacht.

After the resignation of William T. Cosgrave in 1944, Richard Mulcahy became leader of Fine Gael. Following the 1948 general election, the first inter-party government in the history of the Irish state came to power. Because of lingering bitterness over the Civil War, Mulcahy was not acceptable to his coalition partners as Taoiseach, and therefore he stepped aside in favour of John A. Costello. Mulcahy went on to serve as Minister for Education in the new government. He retired from active politics in 1965.

Richard Mulcahy married Min Ryan, former fiancée of Seán Mac Diarmada, in 1920, and lived in Ranelagh, Dublin. Min, a member of the Cumann na mBan Executive, had herself been involved in nationalist activity at the time of the Rising. One of his sons, Risteárd Mulcahy, was for many years a cardiologist in Dublin and attended with his family at the erection of the plaque to his father in Manor Street, Waterford in May 2015. His book, *My Father the General*, is a biography of General Mulcahy.

General Mulcahy's daughter

A Civic Trust Blue Plaque is a permanent sign installed on a building in a public place to commemorate a link between notable figures of the past and the buildings in which they lived or had some connection to. It is a unique way to highlight these special achievements and celebrate those who have helped to shape our heritage and history.



Neillí Mulcahy (1925–2012) was one of Ireland's leading fashion designers. She designed the uniforms for Aer Lingus in 1962. Another son was the structural engineer and visual artist Seán Mulcahy (1926–2018). Richard Mulcahy died in Dublin on 16 December 1971, aged 85.

Waterford Civic Trust is a registered charity and is a company limited by guarantee. We have erected Heritage Blue Plaques in many locations in Waterford City and County. Contact us at Brick Lane, Greyfriars, Waterford.

Tel: +353 (051) 849602
www.waterfordcivictrust.ie



MEMBERSHIP DIRECTORY

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O'Sullivan Scanlon Brazil
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C.J. Falconer & Associates
DHB Architects
Douglas McGee Architects
Fewer Harrington & Partners

Arts & Leisure

The Art Hand
Artform School of Art
Christ Church Cathedral
Copper Coast Minifarm
Dead Ball Displays
Freedom Surf School
Garter Lane Arts Centre
Imagine Arts Festival
Kilcohan Park Greyhound Stadium
Lafcadio Hearn Japanese Gardens
Lake Tour Stables
Laser Blast
Mount Congreve Estate
Newtown Driving Range
Peter Flanagan Hurleys & Sports
Pirate's Adventure
The Pottery Place
Pure Adventure
Run-A-Muck
Splashworld
St Anne's Waterford Tennis Club
Symphony Club of Waterford
Theatre Royal
Tramore Amusement & Leisure Park
Tramore Golf Club
Tramore Mini Golf
Tramore Pro Shop
Tramore Surf School
Waterford & Suir Valley Railway
Waterford & Tramore Racecourse
Waterford Golf Club
Waterford Healing Arts Trust

Audio/Visual

Frontline Audio Visual
MJ Technologies

Banking & Financial

Adelphi Financial Brokers
AIB Bank
AIB Bank (Ardkeen)
AIB Bank (Business Banking)
AIB Bank (Lisduggan)
AIB Bank (Tramore)
Bank of Ireland
Bank of Ireland (Ardkeen)
Bank of Ireland (Lisduggan)
Bank of Ireland (Tramore)
Cantwell Financial Advisors
Close Brothers Commercial Finance
Convertibill Waterford Carlow
First Citizen Finance
Fitzgerald Life & Pensions

Investec Bank
KBC Bank
Parolla
Permanent TSB
Permanent TSB (Hypercentre)
Ronan McCarthy Life & Pensions
St Dominic Credit Union
Sure Valley Ventures
Ulster Bank
Waterford Credit Union

Business Development

3to5 Club
Enterprise Ireland
European Buiness Excellence Network
Fumbally Exchange
IBEC
IDA Ireland
Irish Exporters Association
New Frontiers Entrepreneur Development Programme
South East Business & Innovation Centre
Waterford City Enterprise Centre
Waterford Micro Business Network

Cleaning Services

iShine Window Cleaning Services
MHL Facilities
Tramore Dry Cleaners

Community & Children

Aiséirí
Ballybeg Greens
Copper Coast Geopark
GIY Ireland
Home from Home Creche
Polly & Andy
Renew Enterprises
Society of Saint Vincent de Paul
Solas Cancer Support Centre
UCasadh Solutions
Waterford & South East Samaritans
Waterford Area Partnership
Waterford In Your Pocket
Waterford PPN

Construction

Bolster Construction
Encon
Fergal Tynan Construction
Hi-Tec Construction
Hus Living
Keating Construction
MacMinn O'Reilly Mahon

Consultancy

Almega Business Consulting
ATPO
Brendan M Cummins
Brian Hennebry & Associates
CaffCo Business Planning
Carron + Walsh
Crackerjack Consulting
EAP Institute
FP Consulting
GDPR Audits
James Ivory Consulting
Keystone Procurement
Natalie Cooke Consulting
Nolan Construction Consultants
Project Life Cycle Partners Ltd
Synantra

Education

Irish Management Institute
Junior Achievement Ireland
Language Xchange Ireland
Waterford & Wexford ETB
Waterford College of Further Education
Waterford English Language Centres

Waterford Institute of Technology
Waterford Youthreach

Engineering

Advantage Engineering
Ellickson Engineering
Kearney Engineering
M.W. Murphy & Son
Metalman Engineering
STS Group
Total Precision Engineering Solutions
Weltec Engineering

Engineering Consultants

Douglas Carroll Consulting Engineers
Frank Fox & Associates
Garland
Leyden Consulting Engineers - LCE

Environment, Energy & Waste

Byrne & McGuire Oil
Enerpower
ESB Networks
FLI Group
Gas Networks Ireland
Granny Recycling
Green Man Energy
Kollect
Supporting Nature Naturally Co.
Visor Insulated Products

Florist

Floral Symphony
Casia Flowers

Food & Drink

Anchor Spirits Ireland
Blackwater Distillery
Chia Bia
Coffee House Lane
Dawn Meats Group
DessertFirst
Fintan Stanley Ltd
Glorious Sushi
Jack Molloy & Son
Legacy Irish Craft Cider
Mary Grimes Food Hall
Molloys Butchers Ardkeen
The Natural Health Store
Paula's Delicatessen
Pip and Pear
The Iverk Show
Trá Coffee Roasters
Walsh's Bakehouse

Funeral Directors

Falconer & Sons Funeral Director
Robert Thompson Funeral Directors

Graphic Design

Cantec Business Technology
Emagine
HelloWorld Marketing, Web & Graphic Design
Márla Communications
Swift Print
Vitamin Creative

Health & Beauty

The Arch Barber
Beautorium Beauty Salon & Training Academy
CBD Ireland
Colm Morrissey Hair Salon
Dr. Hemp Me
Eye & Face Clinic
Eyecatchers Opticians

Eyeworks Opticians
Generations Hair Salon
Haircare Hair Studio
Health and Wellness International
Jemma Kehoe Nutrition
Major Opticians
Nolke Opticians
Smovey Health
Spirit Beauty Spa
Tramore Medical Clinic
Urban Hype
Wild Honey Hair Salon

Healthcare

Ani-Pets Veterinary Clinic
City Denture Clinic
Ciannad Care
Dermot Crowley & Associates Dental Surgeons
Dr Joseph O'Beirne
Family Practice Medical Centre
Genesis Laser & Aesthetic Clinic
Havenwood Retirement Village
Home Instead Senior Care
The Keogh Practice
Tramore Dental
University Hospital Waterford
UPMC Whitfield
Waterford Hospice

HOTEL

Arlington Lodge Suites
Dooley's Hotel
Faithlegg House Hotel & Golf Club
Fitzwilton Hotel
Granville Hotel
Greenway Manor Hotel
Majestic Hotel
One the Waterfront
O'Shea's Hotel
Richmond House
The Sands Hotel
The Strand Inn
Tower Hotel & Leisure Centre
Travelodge Ireland
Treacy's Hotel, Spa & Leisure Centre
Viking Hotel Waterford
Waterford Castle Hotel & Golf Club
Waterford Marina Hotel

Household & Interior Design

Colourtrend Paint and Wallpaper
Dlight
Evoke German Kitchens
Glen Parquet Flooring
Laurence Farrell
Murphy Larkin Timber Products
Tara Blinds
Tramore Furniture
Woodpecker Floors & Tiles

Housing Association

Focus Ireland
Respond

HR & Recruitment

AA Euro Recruitment Group
Hartley People Recruitment & Training
itContracting
Matrix Recruitment
Morgan McKinley
Rigney Dolphin
Taylor & Associates

HR Services

Adare Human Resource Management
Darlington Consulting
Insight HR
Irish Centre for Diversity
Peninsula Business Services Ireland

SimplifyHR
White HR Solutions

Insurance

Anita Cambie Financial
Arachas
BMCI Insurance & Investments
Hive Insurance
Hooper Dolan Insurances
McDonald Dwyer Reddy & Byrne Insurances
O'Leary Insurances (Waterford)
Oliver Murphy Insurance Brokers
Vhi

IT Services

Agora Publishing Services Ireland
Evros
HCS Business Solutions
Lighthouse IT
Radius Technologies

Manufacturing

APS Materials, Inc
ARTeSYN BioSolutions Ireland
Azzurri Sport
Ball Beverage Packaging Ireland
Bausch & Lomb
Cartamundi Ireland
Carten Controls
CMC Hygea
E. Flahavan & Sons
Eco-Burner
EirGen Pharma
ELC Laser Group
Ellickson Doors
Garrett Motion Ireland
Glanbia Plc
Glazik
Jabil Healthcare
MEDITE SMARTPLY
Monkey Cups
PPI Adhesive Products
Sanofi Waterford
South Eastern Chemicals
SPG Packaging Ireland Ltd
Swedencare Ireland
Teva Pharmaceuticals Ireland
West Pharma

Marketing & PR

Agora Integrated Marketing
B2B Communications
Bance Nolan
Focus Visual Communication
Forest Group
Márla Communications
Meraki Marketing
Monica Leech Communications
Passion For Creative
Preferred Marketing & PR
Velocity Advertising Ireland

Media

Beat 102-103
Hi-Lite Television Productions
International Living
Munster Express
Nemeton TV
Sporthouse Productions
Waterford News & Star
Waterford Today
WLR FM

Office Supplies

Jones Business Systems
OfficeMaster

Photographer

Brownes Photography
David Murphy Studio
Garrett Fitzgerald Photography
John Power Photography
Leo Murphy Photography
Noel Browne Photographer

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Paddy Tubbritt Photography
Photozone
RoundHouse Video
Tir Na Nog Photos

Printers

Cantec Business Technology
Graphic Image
Swift Print
Tagline Print & Design
Universal Graphics

Property

Causeway Group
DNG Reid & Coppinger
Ennis Gough Property
Falcon Real Estate
Griffin Auctioneers
Lawrence & McDonald
Liberty Blue Estate Agents
M&M O'Shea
O'Shea O'Toole & Partners
Palmer Auctioneers
Property Partners Barry Herterich
Property Partners Phelan Herterich
Purcell Properties
RE/MAX Team Fogarty
Sherry FitzGerald John Rohan
Whitford Properties

Pubs & Clubs

Croke's Pub
Holy Cross Inn
Jack Meades
O'Neill's Bar
The Old Forge
The Reg
Robinson's Bar
The Shanty & Terrace Bar
Tully's Bar
Uluru
The Vic

Research & Development

RIKON
SEAM Research Centre
TSSG

Restaurants & Cafés

Apache Pizza
Bodéga!
Burzza
Café Lucia
Carter's Chocolate Café
Coach House Coffee
Dooly's
Everett's Restaurant
Ginos
KC Foods
La Bohème Restaurant
Loko Restaurant
MegaBites & An Caifé
Moe's Café
Mol's
No. 9 Café
The Pantry
The Parlour Vintage Tea Rooms
Pier Café
Piper's Café
Ramen
The Riverside Cottage
Sandcastle Café
The Vee Bistro
Veronica's Café

Retail

3Store
Alfie Hale Sports
Altitude
Ardkeen Quality Food Store
Audi Waterford
Auto Boland
The Book Centre
Brennan's Pharmacy
Cahill's Newsagents

Carry Out
Caulfield's SuperValu
City Square Shopping Centre
Delany's Pharmacy
Evolution
Fitz U
Fitzgerald Menswear
Full of Beans
George Corbett Motors
George's Court Shopping Centre
Haven Pharmacy Kennys
Heroes
The Holiday Shops
House of Waterford Crystal
Kelly & Dollard
Kneisel Jewellers
Maxi Zoo
McCarthy's Homevalue
McCormack's Hardware
Morris Builders Providers & DIY
Mulligan's Pharmacy
Power's Pharmacy
Quish's SuperValu
Redlane Boutique
Satina Boutique
Seagull Bakery
Sheridan Motor Group
The Shoe Centre
Sienna Home Furnishings
Tom Murphy Car Sales
Tramore Print
Tramore Service Station
Worldwide Wines

SE2
Sedicii Innovations
Sun Life Financial
Threefold Systems
TQS Integration
TransferMate Global Payments

Telecommunications

HiSpeed Wireless Broadband
Three
Vodafone

Tourism & Hospitality

Atlantic View Caravan Park
Beach Haven House & Hostel
Cloneen B&B
Dilis Go Bráth
Fern Hill
Fitzmaurice's Caravan Park
Fáilte Ireland - South East
Glenard House B&B
Harvey Travel
Newtown Cove Caravan & Camping Park
Norlands
Seacourt B&B
Strand Travel Worldchoice
Tramore Holiday Homes
Travel Creations
Viking Trust Company Ltd
Westcliff House

Training

Direct Training Ireland
FTC - Fitzwilliam Training & Consulting
Inspiring Excellence
Kidspace Learning
Manufacturing Excellence
MCX Training & Development
New Links Training Solutions
NLC Training
Roadskill Training Centre
Southsafe Training & Consultancy
Welding Academy

Transport & Logistics

B&M Quinlan
Bus Éireann
DFDS
Falconer & Sons Limousine Hire
Irish Rail
J.J. Kavanagh Coaches
Joe O'Shea Cabs
MAC Trans Freight
Marine Point Partnership
Passage East Ferry
Port of Waterford
Rapid Cabs
Rapid Exec
Southeast Port Services
Storage City
Store-All Logistics
Suirway Bus & Coach Services
Thomas Carey T&T Coaches
Trans-Stock Warehousing & Cold Storage
Waterford Airport

Website Services

Cquent.ie
Emagine
HelloWorld Marketing, Web & Graphic Design
Hosting Ireland
Success Online
TOTEM
Vitamin Creative

Technology & Software

Aphex
Bluefin Payment Systems Ireland
CGM
Chernishield
Dataworks
Emagine
Errigal
Euro Tachograph Solutions
HandHeld.ie
HelloWorld Marketing, Web & Graphic Design
OmniPath
Pimbrook Software
Red Hat

Wholesale

Curran Foods & Express Cuisine
Musgrave MarketPlace



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