

2019 ANNUAL REPORT



British Chamber
of Commerce in Taipei

THE BRITISH CHAMBER OF
COMMERCE IN TAIPEI

www.bcctaipei.com

Content

- **Message From The Chair**
- **Message From The CEO**
- **About The British Chamber of Commerce - p.04**
- **Membership Overview - p.05**
- **Membership Engagement - p.07**
- **Government Engagement - p.08**
- **Financial Review - p.10**
- **Member Support - p.13**
- **BCCT Committees - p.16**
- **Responsible Business - p.21**
- **Board Nominees - p.24**

Our Annual Report provides an overview of the work of the British Chamber of Commerce in Taipei from January 2019 – December 2019, including Membership, Government Engagement, Committees and Responsible Business. Financial figures are provided also.

Message from the Chair



Anthony Lin
Chief Executive officer
Standard Chartered Bank
(Taiwan) Limited

Welcome to the first annual report for the British Chamber of Commerce in Taipei (BCCT).

I have been associated with the BCCT over a number of years and Standard Chartered Bank has been a member since the beginning just over 25 years ago. The fact that we are just now doing our first ever Annual Report says two things about the chamber; the first is that we continue to evolve and improve.

Under the leadership of our CEO Steven Parker we have developed into a highly professional organization focused on our mission and with a spirit of continuous innovation; the second thing it says is that, despite our many achievements over the last 25 years, we remain a humble Association. Perhaps overly so.

In the years since 2014 we have seen 58% growth in the chamber. We implemented a successful trade development programme in cooperation and on behalf of the British Office, our Women in Business Programme has gone from strength to strength culminating in our hugely successful Women in Business Mentoring Programme now running into its third year, and in 2020 we ran our first Young Professional Mentoring programme mirroring and building on the success of the Women's only programme.

And alongside this we have still managed to run over 50 events each year including our Signature St Andrew's Ball, our Better Business Awards, and many business and training focused luncheons and dinners.

Responsible business is at the core of what we do and we have consistently raised around NTD1 million for our chosen charities every year; there are students in Taiwan whose lives are genuinely improved by the contribution we all make through our Auction, Golf Tournament and from 2019 our new Running club taking part in my own bank's Marathon.

I will be stepping down as Chair this year as my own professional journey takes me away from Taiwan. It has been a proud several years serving as the Chair of the BCCT and I can only wish you all the very best for what I know will be an even brighter future for the Chamber.

Message from the CEO



Steven Parker **Chief Executive officer** **British Chamber of Commerce in** **Taipei**

In Chinese there is a word “低調” which means humble. And it is a great word to describe the British Chamber of Commerce. It is a good thing.

But I am told every year by my board that sometimes we need to be less “低調” and more “驕傲”.

Our chamber does incredible things and we do need to be proud of that. We are a small team of 5 people and for most of 2020 we have been only 3. Even with limited resources we have done incredible things.

Finance:

We are in great shape. As an NGO we spend neither more nor less than we make every year and have a surplus in the bank to see us through a year or so if we hit some hard times.

If we do make a little more one year, we just give even more back into the community through our charity programmes; Scholarships, the Puli Boys' home and the SOS Village Orphanage.

Mission:

Our Mission is clear and growing clearer and stronger by the year. We do 5 simple things; Support our Members, Promote Taiwan and UK Trade, Engage with Government, and Promote Responsible Business.

Membership:

For members we run events and programmes for business, social, workshop and training events. We run not one but two free mentoring programmes every year now with over 120 people going through both programmes.

And we use our events to support our members by showcasing their products and services every time we can. Our workshops and trainings are run **BY** members **FOR** members and usually in member venues.

Everything we do we do we try to think first of our members and how we can support you.

UK and Taiwan Trade:

We support Trade in many ways. On September 14th we ran a Virtual Pork Mission with UK exporters beaming in to take part in a Food Tasting with local buyers.

Four deals were made on the day. We have done work this year for Drinks, Agriculture, Cosmetics, Education, AI and IT, Recruitment, and many other industries.

We are successful because we know how to promote Taiwan as a destination and the UK as a brand.

Government:

You have asked us for more contact with local government – luncheons and such - and we are listening. What we have done which is less visible but no less impactful is run trainings for local government on Diversity, connected with different departments to build trade connections in Taipei City, New Taipei City.

Our relationship with the UK authorities in Taiwan is very strong and we meet almost daily to discuss regulations, trade, and other activities to help you.

Responsible Business:

Our Responsible Business Hub is much more than charity. It permeates all of our programmes. We raise around NTD1,000,000 every year for our own charities, we celebrate companies in our signature Better Business Awards,

Government:we mentor an ever growing number of young professionals and women in our two mentoring programmes, we run events in diversity through our Women in Business programme, and our Young Professionals programme has grown exponentially over the last year.

We may be 低調, but it doesn't mean we can't be a little 驕傲 as well. We have a lot to be proud of at the BCCT.



About The British Chamber Of Commerce In Taipei

Who We Are

The BCCT acts as a key resource for UK companies interested in the Taiwan market by ensuring that businesses have a direct line to assistance and networks.

We provide landing pad services and offer a united but unbiased commercial perspective on all issues affecting British business interests in Taiwan, and Taiwan business interests in the UK.

The BCCT provides a broad range of membership activities and business focused events, as well as complimentary member workshops.

Mission

● Member Support

We connect our members to business opportunities in Taiwan and the UK

● Government Engagement

Situated inside the British Office the BCCT is uniquely placed to facilitate government engagement with both Taiwan and UK authorities

● Promote Taiwan

We know that Taiwan is a great place to live, work and do business

● Reward Responsible Business

We support Responsible in many ways, knowing that success in business is not just about the bottom line

● Promote the UK

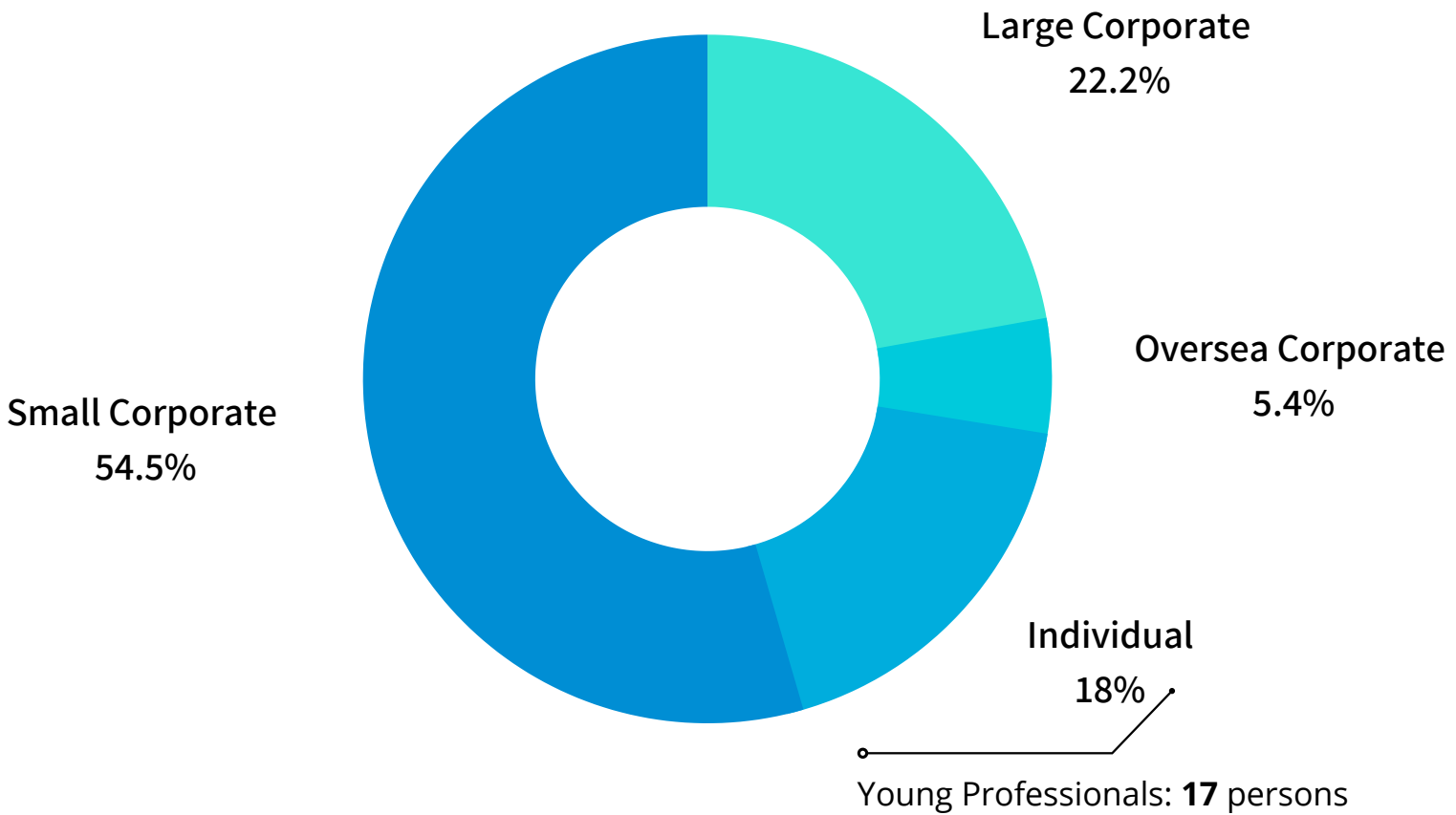
Talk to us about how to take advantage of the many opportunities to do business in the UK

Membership Overview



i. Member composition:

This year we have **156** members in total with a 6% growth.

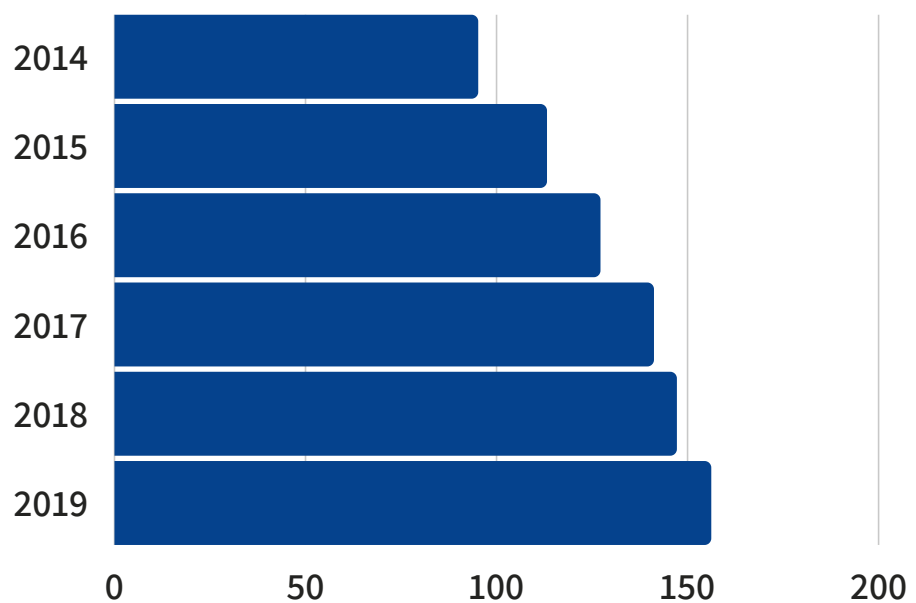


ii. Member Growth:

The number of Membership has continuously increased . We developed many projects, workshops and forums based on Members' need, for example Women in Business, Young Professionals, Corporate Social Responsibility (CSR) and Better Business Awards. We also broaden the scope of the Committees.

The Member Growth from 2014 to 2019 is **58%** growth.

58% 2014 - 2019
Member Growth



02

Membership Engagement

57
Events

We ran many events across different areas and a broad range of membership activities and business focused events, as well as complimentary member workshops in 2019.

We had in total 2065 attendees and the impact per event were higher compared to 2018.

2065

Attendees

**Surplus of NT\$
per event 2019**

25.5K

Government Engagement

03

UK

i. BCCT Sector Responsibility:

- FMCG
- Retail
- Education
- Food and Drink



Department for
International Trade

Since 2013, the BCCT has signed an official partnership with the Department of International Trade to increase exports to Taiwan, with a view to increase bilateral trade and commerce between the two countries.

The BCCT works on behalf of DIT and we are in partnership with the UK government for the incoming trade service and the commercial issue from members. We especially specialize in FMCG, Retail, Food and Drink and Education.

ii. 2019/2020 Delivery of Export Wins:

NT\$250 million

TW

iii. Taiwan Government Engagement:

Meeting with Mayor Ko:

To discuss and to build up a greater community in activities that will facilitate opportunities for women, highlight issues important to the community, and actively improve the position for women in the workplace.

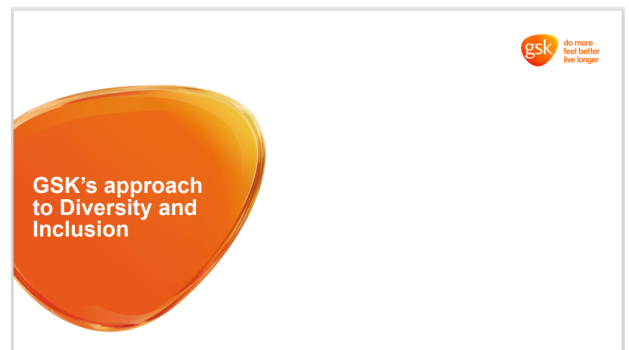
Quarter Diversity & Inclusion Training for Taiwan Government :

Sharing experiences and best practices with government, sharing the survey result and raising awareness of the importance of gender diversity in the workplace in Taiwan.



The Importance of Diversity and Inclusion & Learnings from the BCCT

多元共融對企業的重要性及BCCT推動經驗分享



UK Taiwan Trade Talks Survey with DIT



We worked on trade talk survey with DIT on the topics below.

- Taiwan's Economic Outlook
- HR Issues
- Taiwan's Economic Policies
- Concerns for UK Companies
- Brexit Impact

03

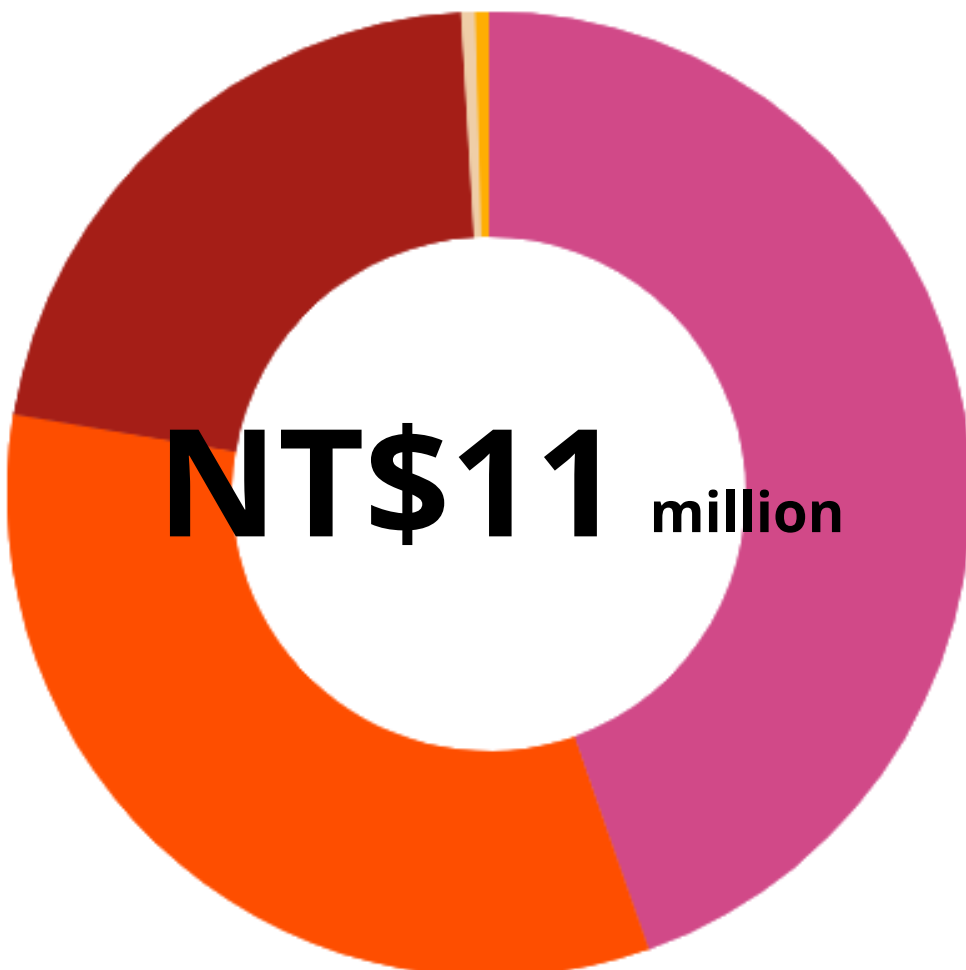
Financial Review

Revenue Detail

BCCT's total revenue in 2019 was NT\$11 million.

i. Revenue at the end of year:

- 45% Events (NT\$5m)
- 33% Membership (NT\$3.7m)
- 21% DIT (NT\$2.4m)
- 0.5% Admin (NT\$55K)
- 0.5% Marketing (NT\$50K)



ii. Revenue from Events :

NT\$ 5 million

iii. Revenue from Signature Events :



NT\$1.8 M

St. Andrew's Ball



NT\$867K

Women in Business



NT\$530K

Better Business Awards



Better Business Awards



St. Andrew's Ball



Women in Business

Expense

- a. Admin **NT\$ 6.9 million**
- b. Events **NT\$ 3.8 million**
- c. Marketing **NT\$ 160K**
- d. Membership **NT\$ 54K**
- e. DIT **NT\$ 352K**

Charity Donation:

NT\$400K

to Salvation Army.



NT\$400K

to our own Scholarships Fund

Support SOS Children's Village of Taiwan
with visits and Christmas event.



Member Support



BCCT Website Advisory Group Listing - Logo, service exposure. This is public on the BCCT website.

The purpose of the Advisory Page is to help new businesses to/from Taiwan to find the right services they need and also help our members to broaden their client base via advertising on our website.

BCCT Online Membership Directory Listing - Logo, service exposure. (This is exclusive for the BCCT Members)

Content Sharing

Share Member news, events and successes on BCCT website, newsfeed, social media channels (Facebook, LinkedIn, Twitter...etc.) and weekly newsletter.

Work on Member Benefits packages for service discount or trail to be promoted through our website to all members if corporate rates are available.

Co-host Events

Potential collaboration: Member Events/Workshops

Member Support Examples

Content Sharing

Newsfeed

New to old ▾

CommonWealth Magazine – Taiwan Top 50 Business Groups: 20 Years Later, Who's In and Who's Out?

CommonWealth Magazine has released its first survey of Taiwan's biggest business groups since 2000. The changing face of the Top 50 rankings over the past two decades mirrors Taiwan's rapidly evolving economic landscape, with some man-made disasters thrown in. CommonWealth Magazine released its first Taiwan Business Group Top 50 in 2000. This year's new survey of [...]



September 11, 2020 [CommonWealthMagazine / Taiwan / Top50](#)

Regus – Will Businesses Adopt Remote Working Permanently?

COVID-19 forced many companies to quickly adopt flexible working practices. After the crisis, will some make remote work arrangements permanent? Remote working isn't possible for our business. If that was your opinion, pre-COVID-19, you'll have realised over the last few months that the truth is quite different. The pandemic, and ensuing global lockdown, meant that [...]



September 7, 2020 [COVID-19 / Insights / Regus / Remote Work](#)

CWind Taiwan To Deliver Crew Transfer Service For Wpd Yunlin Project Construction Phase

Taipei, 1st September 2020. CWind Taiwan announced today that it has been awarded a contract by wpd to provide a Crew Transfer Vessel (CTV) at the YunNeng wind farm during the two-year construction phase starting this June. Following the successful delivery of bathymetry surveys at the wind farm, CWind Taiwan will deploy its CTV, CWind Phantom, to [...]



September 7, 2020 [Cwind Taiwan / Renewable energy / sustainability](#)

Head to The Sherwood Taipei to time-travel back to Taiwan's



BCCT Online Membership Directory Listing

This allows the BCCT's members to build up their network.

The screenshot displays the BCCT Member Directory interface. At the top left is the BCCT logo and the text 'British Chamber of Commerce in Taiwan'. The main header includes 'Member Directory' and a 'VIEW MY DIRE...' link. Below the header, there are search filters for 'COMPANY MEMBERS' and 'INDIVIDUAL MEMBERS', a search bar, and an 'INDUSTRY TYPE' dropdown. A navigation bar shows letters A through Z. The 'FEATURED COMPANIES' section lists three members: Crown Worldwide Limited, Primasia, and Standard Chartered Bank, each with a 'MORE INFORMATION' button. The 'A' section lists three members: Aberdeen Standard Investments Taiwan Limited, AHDB, and Aillio Ltd, each with a 'MORE INFORMATION' button.

2020 Covid-19 Member Support Example:

BCCT Covid -19 Response : We proactively support our Members during the pandemic.

The collage illustrates BCCT's multi-channel support for members during the COVID-19 pandemic. It includes:

- Advisory Network Banner:** A blue banner with the BCCT logo and the text "ADVISORY NETWORK" and "BCCT IS ALWAYS HERE TO SUPPORT YOU".
- Important Announcement Email:** A green email header with the text "IMPORTANT ANNOUNCEMENT" and "Maintaining Social Distance". The body text reads: "Dear Sabrina, The board of your BCCT has decided to postpone our live events due to the collective concern of Covid-19. This is in accordance with both UK and Taiwan government advk maintain social distance and avoid gathering during this critical time."
- Stay Online with BCCT:** A blue graphic with the text "STAY ONLINE WITH BCCT" and the BCCT logo.
- Upcoming Events:** A blue section header with the text "Upcoming Events".
- COVID-19 Response Page:** A webpage with a dark background and the text "COVID-19 Response". It includes a "Dear Sabrina," greeting, a message about the difficulty of the times, and three main points:
 - "Business as Usual" during this time (see below)**
 - We Are Here To Support**: "You can always reach out to us if you need any support. We have been collecting important links on the topic also some articles from members and contacts." Includes links for "Check our COVID-19 Updates" and "Check all Articles".
 - We also want to hear from you**:
 - Are you running webinars at this time on topics we could share for you? We will add your webinars on our website and help you to promote. Includes a link for "Click to our Webinars Page".
 - Have info on Covid-19 to share with your fellow members and colleagues?
 - Feel free to share with us and please email Sabrina Ho.

Listing Covid-19 response of our Members on our website.

From BCCT's Member		
Eiger		+
Travel Connect		+
FTSE Russell		+
HSBC		+
TMF		+
DOW JONES		+
Edelman		+
KPMG		+
innogy		+
REPro KnightFrank		+
EY		+
Aberdeen Standard Investments		+
AON		+

BCCT Committees



At the BCCT, we have Committees in 5 categories to help us build up a stronger connection with our Members and also to achieve our Mission. This year we establish a new Committee: UK Renewables Committee (UKRC) to raise issues towards the Taiwanese government and create awareness for renewables towards industry, academia and the public.

- a. Financial Service**
- b. HR & Talent Development**
- c. Young Professionals (YP)**
- d. UK Renewables (UKRC)**
- e. Women in Business (WiB)**

Financial Service

Comprised of member companies from various sectors such as banking and asset management, the Financial Services Committee will share collective input on key trends, events, and updates in the financial services industry and put forward important issues to regulatory bodies.

Committee Members

Adam Chen – HSBC Bank
Francine Wu – Schroders
Anthony Lin – Standard Chartered Bank
Michelle Maa – Aberdeen Standard Investments
Murray Bowler – Baker McKenzie
Katherine Yang – PCA Life
Lin Wu – KPMG
Ernest Leung – AON
John Yung – SCSB

HR & Talent Development

The HR and Talent Development Committee will propose themes for BCCT Talent Development Workshops for the year and help recruit providers to host these workshops. The committee will also devise ideas for cultural activities to promote UK culture and education.



Committee Head

Laurence James

Partner & Senior BD Manager
NextGen Corporate Language Training

Plan for the Year

Rebrand and redefine mission of Education Committee Conduct country-wide needs analysis to inform annual training plan. Support transition of F2F Talent Development Workshops to webinar format. Share best practice for global competitiveness through bi-monthly CEO Breakfast Briefings and Talent Development Workshops:

- 'Leadership in a Time of Crisis', NextGen Corporate Language Training
- 'Hack your Box', Jimbo Clarke
- 'Why should anyone be led by you' by Q3 Global
- Leadership Communication, Girls in Tech & Women in Business Collaboration

Young Professionals

The British Chamber of Commerce in Taipei Young Professionals Programme was launched to provide training and networking opportunities to existing young talent in member companies, connect with potential future leaders and understand the needs of local young talent.



Committee Head

Tom Fifield

Managing Director
Five Fields Consulting

Plan for the Year

1. Young Professionals Programme:

Young Professionals is a program aimed at a group from the newest graduates until around age 35. Designed by Young Professionals, for Young Professionals, we run a series of events to give members the skills needed to accelerate their career trajectory.

The participants provide the ideas for events, and we use the resources of BCCT to make them reality.

2. Sustainability

This year we are trialing having a committee member be responsible for a certain date. The idea is that they will perform much of the work to define the topic, write-up the marketing material, liaise with the speaker.

3. Growing Membership:

Event sizes in venues we have easy access to can comfortably double. LINE group should double or triple – helping to greatly reduce the amount of effort we’re needing to put into promotion.

UK Renewables

The UK Renewables Committee (UKRC) is a renewable energy industry representation body under the umbrella of the British Chamber of Commerce in Taipei (BCCT).

The UKRC will support the growth and proliferation of renewables in Taiwan.



Committee Head

Tom Manning

Deputy General Manager
CWind Taiwan

Plan for the Year

The UKRC is a platform for networking and collaboration among its members to build relationships across the supply chain of renewables between Taiwan and the UK , facilitate exchange, lessons learned and experiences among its members, the Taiwanese industry and the general public.

The UKRC will represent its members to raise issues towards the Taiwanese government and create awareness for renewables towards industry, academia and the public.

Women in Business

The Women in Business Programme aims to raise awareness of the importance of gender diversity in the workplace in Taiwan through events and activities under three main themes: Share, Connect, Support and Celebrate.



Committee Head

Revital Shpangental

CEO & Founder
Anemone Ventures Ltd.,

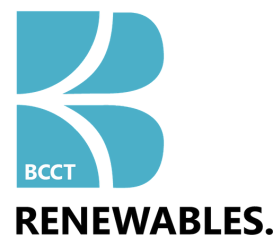
Plan for the Year

1. Mentorship, launched for the 2nd time with over double the participants from 29 in 2019 to 66 in 2020.
2. Planning three forums
 - International Women's Day Natalie Black
 - Women in Tech June
 - Women in Government October
3. A Regional Survey
 - All Brit Chams in Region
4. A Regional WiB Committee
 - Qtrly
5. A membership recruitment platform utilizing WiB

Responsible Business



i. New Branding:



ii. 2019 Activities:

CSR and Charity

- Royal and Ancient Charity Golf Tournament
- Christmas Charity Auction December
- Standard Chartered Bank Marathon
- Donation: Salvation Army/ SOS Village/ Scholarship

Women in Business

- Women in Business Luncheon Building Pipelines for Diversity and Equality
- Taipei City Gov D&I Lecture
- WiB CFA Society Taiwan 2019
- WIB International Women's Day Event
- WiB Women in Tech
- Women in Business Mentorship Programme 2019-2020



Young Professionals

2019

- **Effective LinkedIn Profiles**
- **Career Turning Points**
- **Unleashing Your Potential**
- **Play Your Way To Financial Freedom!**
- **Find Yourself an Ideal Wine by Discovering Your Sensory**

Better Business Awards

The annual BCCT Better Business Awards recognises individuals and enterprises in Taiwan for their outstanding effort in Responsible Business.

This year we honouring achievements in the categories of Corporate Social Responsibility, Diversity, Social Enterprise, Green Energy Award and Business Leader of the Year.

New Branding For 2020:



YOUNG PROFESSIONALS WORKSHOP: CAREER TURNING POINTS
 OS IN THEIR 30S/40S/50S SHARE THEIR BEST AND WORST PROFESSIONAL DECISIONS

[REGISTER](#)

March **FRIDAY MARCH 29** 6:30 PM

British Chamber of Commerce in Taipei
 20F, President International Building
 No 9-11 Song Gao Road
 Taipei, Taiwan



YOUNG PROFESSIONALS WORKSHOP

PLAY YOUR WAY TO FINANCIAL FREEDOM!

Adecco 台北 AHK



Board Nominees



BCCT Board of Governors 2020-2022



2020-2022
Board of Governors

Gillian Chen

Managing Director of Corporate Affairs,
Brand and Marketing
Standard Chartered Bank



2020-2022
Board of Governors

Zach Fraser

Chief Operating Officer
HSBC Taiwan



2020-2022
Board of Governors

Carl Blundon

Director of Outsourcing
The Adecco Group Taiwan



2020-2022
Board of Governors

Michelle Mao

General Manager
Aberdeen Standard Investments, Taiwan





2020-2022
Board of Governors

Beryl Wang

Head of Human Resources
AstraZeneca Taiwan



2020-2022
Board of Governors

Kimberly Cram

Project Director and Managing Director
Macquarie Capital



2020-2022
Board of Governors

Tom Manning

Deputy General Manager
CWind Taiwan



2020-2022
Board of Governors

Terence Ong

Managing Director
Pernod Ricard Taiwan



2020-2022
Board of Governors

Revital Shpangental

Founder and CEO
Anemone Ventures Ltd.



2020-2022
Board of Governors

Richard Freer

Regional President for Asia-Pacific
Bechtel





2020-2022
Board of Governors

Tom Fifield

Managing Director
Five Fields Consulting



2020-2022
Board of Governors

Richard Smith

Chairman
UKEAS Worldwide Ltd



2020-2022
Board of Governors

Andy Ings

Managing Director
Lado Management Consultants Ltd.



2020-2022
Board of Governors

Elaine Salt



BCCT Supervisors 2020-2022



2020-2022
Board of Supervisors

Marcus Clinch

Deputy General Counsel
Scandinavian Health Limited (SHL)



2020-2022
Board of Supervisors

Mike Cottingham

Chief Executive Officer
Cottingham Group



2020-2022
Board of Supervisors

Paul Maloney

Managing Director
Resource Cube Taiwan



2020-2022
Board of Supervisors

Constance Chao

General Manager
Media Plus Communication & Consulting Co.



For more detail, Scan the QR code.

