

Light up the Year



2020
Annual
Report

The British Chamber
of Commerce in Taipei

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The British Chamber of Commerce in Taipei



BCCT Chair
Carl Blundon

This past year has been an incredibly challenging one with COVID-19 changing the way companies do business here in Taiwan and around the globe. During this time, The BCCT has worked tirelessly to support our members as we all adapt to this new way of working. I could not be more proud of the resilience displayed by the BCCT team as we have continued to deliver value to our members and achieve growth during this tumultuous period.

Our positive results in 2020 extended our streak of seven consecutive years of membership growth and we now have almost 140 members. This growth has come as a result of listening to our community and developing programs that fulfil our members' needs. Programs like Women in Business, Young Professional Development, our recent UK renewables Committee, and our signature Better Business Awards.

In a year when many events were cancelled, the BCCT continued supporting our members by running 55 total events. Through these events, we helped 110 members promote their products and services, thus delivering immediate value that has a material impact on the bottom line.

Hear From The Management

As a Chamber, we have put a much stronger focus on marketing and our growing online presence is a sure sign that our efforts are paying off. Combining Facebook and LinkedIn, we have grown to over 7,000 followers and our engagement metrics continue to climb.

We have continued to provide Trade Services to UK exporters entering the Taiwan market. We provided export advice to 28 new exporting companies with new export deals worth over NTD 28 million across a range of industries.

As always, charitable giving is at the heart of everything we do at the BCCT and in 2020 we once again honored our commitment to provide 1 million NTD in donations to our charitable programs. This would not have been possible without the incredible generosity of our members and I would like express my sincere appreciation to everyone who supported our charity events throughout the year.

As we look ahead to the second half of 2021, the BCCT will continue striving to support and deliver value to our members in everything we do.



Carl Blundon
Chair at British Chamber of Commerce in Taiwan
Head APAC at Taylor Hopkinson

The British Chamber of Commerce in Taipei



BCCT CEO
Steven Parker

This will be my last Annual report as the CEO of the British Chamber of Commerce in Taipei. A wonderful 6-year ride with many years on the board prior to that. It has been a journey fueled by passion with an organization that I believe has delivered well above its weight in terms of service, execution of events, creativity of offering, and value for members. We have delivered what I believe to be the best of what business has to offer. Business works best for companies - and for the community - when it looks not only at how to make money but also how that money is made.

The evolution of the chamber over the last 6 years has been a joy to watch, from a community of like-minded business people creating charity endeavours, developing into a sharing of best practice, to where we are now with our clear vision of the Better Business Hub encompassing diversity, professional development, green energy, and new business solutions. We have always been about business, but that business has had a heart. It is business that cares about the community in which it lives, works, and profits from.

Hear From The Management

And 2020 has been in many ways one of the best years we have had. Covid 19 issues notwithstanding we have gone from strength to strength with continued membership growth, new and creative marketing, a broad range of events, and a solid programme behind the scenes of digital transformation.

And none of it would be possible without the team that we have at the chamber. They come with different experiences, but they all share one thing in common; a passion to serve - our members, our stakeholders, and our community. I thank them every one and genuinely acknowledge that we could not have got to where we are today without them.

And finally, I thank you, the members, it has been a privilege working with you - and for you. If working with the chamber has taught me anything it is about the power of collaboration.

But I am not going too far away and I will remain involved as an active member. See you at one our great events soon!

A handwritten signature in black ink, reading "Steven Parker". The signature is written in a cursive, flowing style.

Steven Parker
CEO at British Chamber of Commerce in Taipei

The British Chamber of Commerce in Taipei



British Office in Taipei Representative

John Dennis

One of the first things that struck me when I started this job last December was the strong relationship between the British Office and the British Chamber of Commerce in Taipei. I'm determined to sustain and further deepen that relationship.

I have already seen first-hand the quality and scope of collaboration, and I have been fortunate enough to meet many of you at Chamber and at Office events during the year so far. These occasions helped me develop a deeper understanding of the business environment in Taiwan and the opportunities and challenges for British business here.

The UK hosts COP26 in November, and the British Office is committed to work with businesses to inspire climate action and move towards a net zero future. The Office is sponsoring the Climate Champion Award at this year's Chamber Better Business Awards.

Thank you to member companies for participating in the annual British business survey which provides valuable evidence which feeds into the annual UK-Taiwan Ministerial-level trade talks on market barriers. The next round of talks will take place this October this year, and we'll invite you to share your views again soon.

Hear From The Management

The Chamber has also worked hard to support British companies to enter the Taiwan market and to win business and is an invaluable asset to the business community in Taiwan and at home. British interest in Taiwan's growing offshore wind sector continues to grow, ably supported by UKRC. The Chamber achieved £7.3 million in export wins for British companies last year, exceeding its £6.5 million target. This is no small feat, given the impact of the COVID pandemic on the global economic landscape.

With the UK's EU exit and the economic centre of gravity moving eastward towards the Indo-Pacific, the UK's presence in Taiwan is certain to grow. My team and I are pursuing a host of exciting opportunities: those in trade and investment prominent among them. Whilst Taiwan is currently facing challenges the economy has thus far been remarkably resilient throughout the pandemic. I have no doubt that Taiwan will see these challenges through and that British investment into Taiwan will continue at pace.

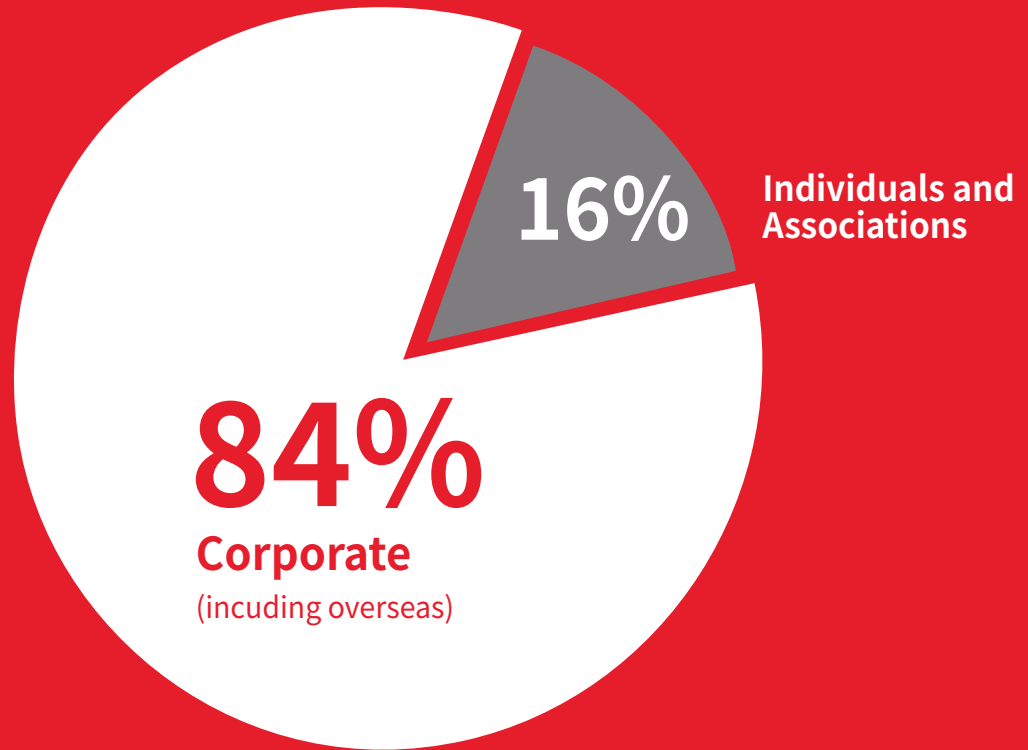
The Department for International Trade team and the wider British Office is here to support your success. We much look forward to the exciting road ahead.

A handwritten signature in black ink, reading "J.D. Dennis". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

John Dennis
Representative at the British Office in Taipei

Membership Overview

Member Composition

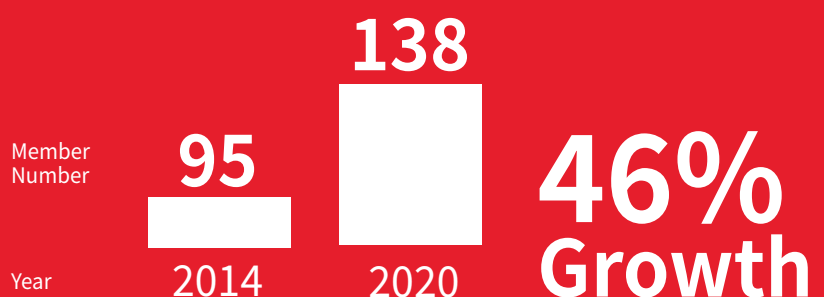


Membership Growth

We have seen great growth at the chamber with a 46% increase from 2014 to 2020, As we enter an exciting new phase of the Chamber's work, we have introduced new projects, workshops, and forums to better suit our members' needs. Examples of this include expanding our Women in Business programme, developing our Young Professionals mentoring scheme, rebranding our HR & Talent Development committee to

Organisation & People Development committee to help people learn and supports companies in Taiwan to solve HR and organisational development challenges and launching the Responsible Business committee and UK Renewables committee. In addition to this, we have broadened the scope of our committees to better support our members and diversify the range of services we can offer.

The total number of membership has been recalculated from 2020 to focus on corporate membership categories only.



Events Engagement

DESPITE COVID WE HAVE PERFORMED OUTSTANDINGLY IN 2020/21

We hosted

55

events in 2020

Successfully converted

9

events to online

We had in total

2002

attendees participate in our events last year

Only

4

had to be cancelled

We had no physical events for

2

months due to the coronavirus outbreak

Member Support

We promoted a total of

110

members through our events

We shared and posted

276

posts of our members
through our media platforms

We co-hosted with

25

members in total through
our events

We utilized

33

member venues for
our events

Trade Support Services

Our Sector Responsibility

- Food and Drink
- FMCG
- Retail
- Education

Since 2013, the BCCT has been working in partnership with the Department of International Trade to increase exports to Taiwan, with a view to increase bilateral trade and commerce between the two markets.

The BCCT works in partnership with the UK government for incoming trade service and to support commercial needs of our members.

We support all areas but specialize in Food & Drink, FMCG, Retail and Education.

Export Wins in 2020

NT\$
284
Million



We provided trade support services to

28

exporters in 2020



Department for
International Trade

PORK MISSION

We facilitated eight British pork companies, worked with the Agriculture and Horticulture Development Board (AHDB) and hosted a hybrid virtual / physical Event in Taipei in 2020 featuring British Pork and dishes from across the world



RENEWABLES

We partnered with the British Office and set up a renewable energy committee, UK Renewables Committee (UKRC), to support the growth and proliferation of Offshore and other renewables in Taiwan



UK-TAIWAN TRADE TALKS

We worked on a business survey and round table talks with British Business to feed into the UK-Taiwan Trade Talks held every October. Discussion pieces this year included; Market Access, Offshore Wind and cooperation on Financial Services



Financial Overview

Revenue Comparison

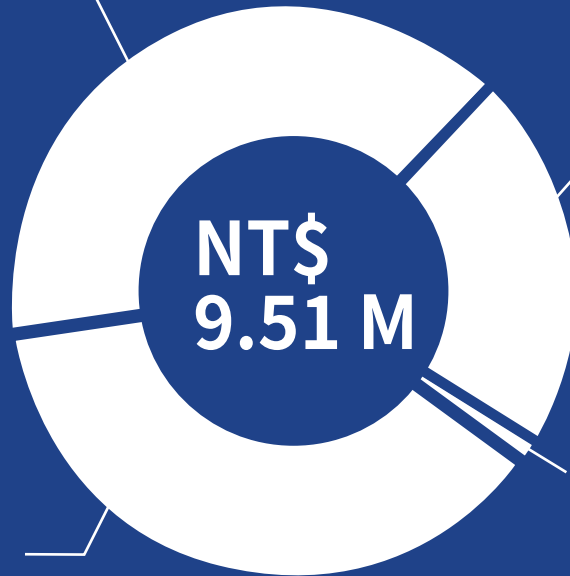
	2020	2019
Revenue at the end of the year	NT\$ 9.51 M	NT\$ 11.28 M
Surplus	NT\$ 217 K	NT\$ 40 K
Reserves	NT\$ 5.453 M	NT\$ 5.236 M

40%
Membership
NT\$3.5 M

22%
Trade Services
NT\$2.2 M

37%
Events
NT\$3.8 M

1%
Others
NT\$68K



2020 Revenue Composition

2020 Event Revenue Composition

Note that surplus from all of our Social and Signature events also contributes to our overall charity fund.

78%

Event revenue from our signature events accounted for approximately 78%.

Signature Events

45%

St. Andrew's Ball

NT\$1.7 M

14%

Better Business Awards

NT\$526K

Christmas Auction

NT\$1.9 M

*Note that our signature event - Christmas Auction doesn't count as our revenue in our financial report, it's our charity fund.

Charity Events

8%

Golf Tournament

NT\$317K

1%

Charity Marathon

NT\$60K

Signature Programmes

6%

WiB programmes

NT\$237K

4%

YP programmes

NT\$168K

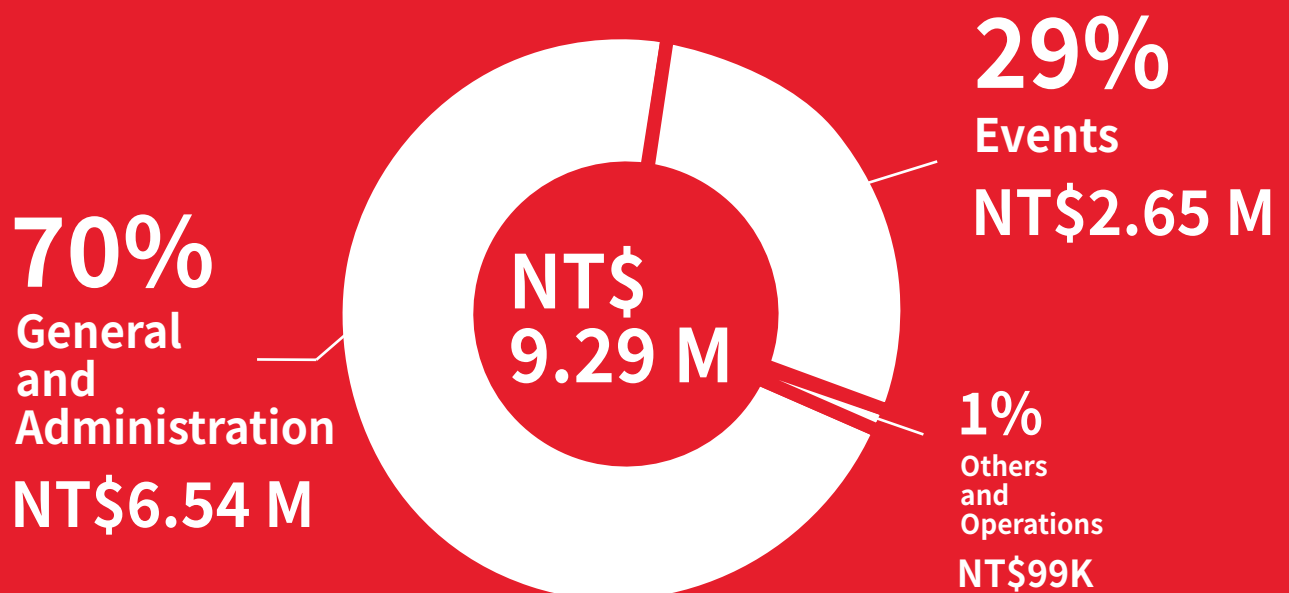
22%

Other Events

Expense Comparison

	2020	2019
Events	NT\$ 2.65 M	NT\$ 3.59M
General and Administration	NT\$ 6.54 M	NT\$ 7.54 M
Others and Operations	NT\$ 99 K	NT\$ 98 K

2020 Expense Composition



Charity Donation

Donated
NT\$ 400 K
to the Salvation
Army

Accrued
NT\$1.3M
charity fund to
be used in
2021.

Support SOS
Children's Vil-
lage of Taiwan
with visits and
Christmas auc-
tion



Salvation Army Puli Youth Service Center

An international charitable organi-
sation with a long history. They
first operated in Taiwan from 1928
to 1941 and then reopened in 1965.

- > Homeless Services
- > Youth Services
- > After School Care
- > Emergency Services
- > Social Justice



British Chamber
of Commerce in Taipei

The BCCT 4 Year Scholarship Programme

The programme was founded in
2013. To date, this program has
allowed underprivileged students
from various background the
opportunity to study in a university
program of their choice. The
primary objective of the BCCT
Scholarship is to stimulate the
BCCT scholars by exposing them to
academic study, cultures, experi-
ences and friendships that they
would not otherwise have had the
chance to sample.



SOS Children's Village

The organization's work focuses on
abandoned, destitute and
orphaned children requiring
family-based childcare. Millions of
children worldwide are living
without their biological families for
a variety of reasons including:

- > Parental Separation
- > Domestic Violence & Neglect
- > They have lost their parents due
to war or natural catastrophes
- > Disease - including, increasingly,
AIDS

BCCT Committees

We have mission-focused Committees in five categories to help us support our member's needs and agendas better. This year we established a new Committee: UK Renewables Committee (UKRC) to highlight issues and create awareness for the renewable industry.

- A. UK Renewables (UKRC)**
- B. Woman in Business (WiB)**
- C. Young Professionals (YP)**
- D. Organisation & People Development (OPD)**
- E. Financial Services**

UK RENEWABLES (UKRC)

The industry representative body for UK offshore wind supply chain in Taiwan, representing 28 UK companies. The committee supports the growth of Taiwan's renewables sector through government engagement, sharing best practice and lessons learned, local industry and stakeholder liaison, and promoting the development of people and talent for the industry.



Committee Co-Chair

Tom Manning
General Manager
CWind Taiwan



Committee Co-chair

Yu-Foong Chong
Head of Business Development
RWE Renewables in Taiwan

Activities in 2020

Provided industry stakeholder input to British Office for ongoing offshore wind lobbying and engagement with Taiwan government

Ran a calendar of committee meetings and broader industry social networking opportunities

Represented UK offshore wind supply chain within Taiwan at: UK-Taiwan Renewables Roundtable, UK-Taiwan HSE Summit, Trade Talks, and other events

Plan of the year

Summer Internship Programme for up to 6 interns sponsored by UKRC members to promote employment opportunities in the industry

Cooperating with WiB Committee to undertake a Women in Wind survey and event looking at diversity in Taiwan's offshore wind sector

Continue to support BBA Green Energy Award for the 2nd year

Committee Members



WOMEN IN BUSINESS (WIB)

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 four main themes: Share, Connect, Support and Celebrate.



Committee head

Revital Shpangental
CEO & Founder
Anemone Ventures Ltd.,

Plan of the year

1. The 3rd consecutive successful programme of WIB Mentorship programme
 - With growing interest and demand and total participants of 132
 - Continuing to double the number of participants year over year
2. 2021 BCCT WIB and YP Workshop Collaboration - Social Media Impact for Career Development (May 28th)
3. 2021 BCCT Talent Development Workshop - The Need for Inclusion (June 27th)
4. 2021 WIW Survey with special Taiwan industry focus, in corporation with UKRC
5. Women in Offshore Wind Event, scheduled for September 2021, in corporation with the UKRC

Committee Members

Kimberly Cram M.B.E.

Stephanie Ashmore – Trade and Investment at Department for International Trade (DIT)

Ruby Ho - HSBC Bank (Taiwan)

YOUNG PROFESSIONALS (YP)

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.

The Young Professionals Programme was set up as a way of actioning our commitment to Responsible Business. Our community is passionate about developing talent in a wide range of diversity categories, namely Young Professionals. By developing young talent, the BCCT hopes to support healthy talent pipelines and leadership development in our community and create the future business leaders of Taipei.



Committee Head

Claire Chang

Founder

MWC SHA Women4Tech

Plan of the year

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.

Sustainability

This year we are expanding the event types, providing not only professional workshops but also CSR engaged events. Also, we plan to collaborate events with other committees. The idea is to leverage the resources we have from committee members or BCCT members. For core committee members they all have chances to work with speakers and other committees to defining the topic, write-up the marketing material, and deeper connections with the community.

Growing Membership

Event types will be more diverse, we are also trying to find more attractive venues or topic to attract more people to join our community as regular members. We will keep Line group as our main social media channel, and look forward to double the size. Most young people will use Facebook as information acquiring tool, we still need some help to promote events through this.

ORGANISATION & PEOPLE DEVELOPMENT (OPD)

We are a community that helps people learn and supports companies in Taiwan to solve HR and organisational development challenges. We do this by connecting thought leaders, industry experts as well as HR and Organisational Development professionals to co-create and share best practices, skills, and competencies for organizational and people development. This helps businesses in Taiwan to be ready for the future of work and succeed in a complex and fast-changing business world.



Committee Head

Laurence James
Partner & Senior BD Manager
NextGen Corporate
Language Training

Plan of the year

Targeted Member Benefits

Building on the success of 2020, we are relaunching our island-wide needs analysis survey in both Mandarin Chinese and English so we as a committee can provide bi-monthly professional development opportunities that solve current & future challenges.

OPD Community Building

With a core committee of learning & development specialists and executives at its helm, we are now building a diverse community of human resource professionals and industry experts, both online and offline. In doing so, we will be better placed to achieve our mission of preparing business in Taiwan for the future of work.

Cross Committee Collaboration

Moving forward, the Organisation & People Development Committee aims to support other British Chamber of Commerce Committee programmes by offering learning & development expertise and sharing resources.

Committee Members

Jimbo Clark - innoGreat
Florian Rustler - creaffective
Kristine Chou - NextGen Corporate Language
Training
Joshua Voon - Q3 Global
Justina Liaw - Q3 Global

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 (Taiwan)

Adela Pan

Al Chang - Deloitte

Anne Lai - The British Office in Taipei

Arthur Chen - Deloitte

Doris Jao - Aon Taiwan

Ernest Leung - Aon Taiwan

Francine Wu - Schroders Investment Management (Taiwan)

Harry Hsu - Ernst and Young

Katherine Yang - PCA Life Assurance Company Ltd.

Lin Wu - KPMG in Taiwan

Michael Watters - The British Office Taipei

Michelle Maa - Nomura Asset Management Taiwan Ltd.

Susan Lin - London Stock Exchange Group - Taipei Office

The British Chamber
of Commerce in Taipei

What's new?

A. PODCAST - LEADERSHIP MATTERS

B. SOCIAL MEDIA PRESENCE

C. NEW WEBSITE

LEADERSHIP MATTERS

Our podcast, broadcast on ICRT and available in various podcast formats, promotes the chamber, its members and best practices in Leadership at the same time. We wanted to inspire people, support our members, connect people in an impactful way and expand our community.



We reached a total of

50,000

listeners by our second broadcast

We had

600+

downloads in 2 months

Our average weekly impressions are

200+

LinkedIn

SOCIAL MEDIA PRESENCE

Our followers increased by

85%

in 2020 (From 2,142 to
3,968 followers)

We had

700+

average impressions
per post

These results are based on
the report generated by LinkedIn.

facebook

Our followers increased by

24%

in 2020 (From 2,512 to
3,122 followers)

We reached

40K

people in 2020

These results are based on
the insight generated by Facebook.

NEW WEBSITE

We planned and launched a new website to have better engagement with the public and increase member value.

New features

- ✓ Job board
- ✓ Publications
- ✓ Member and Community events page

Our users increased by

70%

after we launched the website

We had

1.9K

users within 2 months

We had

2.5K

sessions within 2 months

The British Chamber
of Commerce in Taipei

**Better Business
Better Future**

Better Business Hub



**BETTER
BUSINESS
HUB.**

We have rebranded our events through our Better Business Hub in line with the UN SDGs so that all of our activities make sense within the wider context of Responsible Business.



The BCCT - along with our members - has been focused for a number of years now on doing business better. In 2021 we are branding our events across our Better Business Hub – streamlining our events across five main streams.



Better Business Awards

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

In 2020 we honoured achievements in the categories of Corporate Social Responsibility, Diversity, Social Enterprise, Green Energy and Business Leader of the Year.

AWARDS



台北

British Chamber of Commerce in Taipei





Charity and CSR

Surplus from all of our Social events such as the St Andrew's Ball and Shaken not Stirred contributes to our Charity Fund. WE also have events that are dedicated to fundraising such as:

Charity Marathon - Over 100 runners from the BCCT participated in this event to raise money for our CSR programmes

Golf Tournament - A fantastic opportunity for companies and organisations to get brand exposure with leading businesses and organisations in Taiwan and also provide help to local charities

Christmas Charity Auction & Luncheon - The Christmas Charity Auction & Luncheon is our main annual charity fundraising event

The BCCT budgets to raise **1 million** NTD every year for charity.

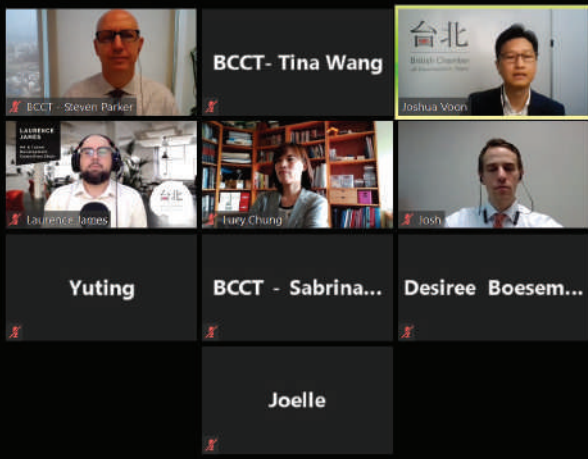




Young Professionals

We run workshops, a mentorship programme and an internship programme to develop talent in a wide range of diverse categories and support healthy talent pipelines and leadership development in our community to help create the future business leaders of Taipei.





Organisation & People Development

We host and collaborate with leaders, industry experts as well as HR and Organisational Development professionals to share best practices, skills, and competencies for organizational and people development through our workshops.





UK Renewables

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.

We also arrange events and meeting to raise issues towards the Taiwanese government and create awareness for renewables towards industry, academia and the public.



Women in Business

We runs a numerous events including workshops, lucheons and forums, and the WIB mentorship programme to engage our members and the greater community, to facilitate opportunities for women, and to actively improve the position for women in the workplace.

With sincere appreciation to our sponsors and partners

台北

British Chamber
of Commerce in Taipei

