

# Annual Report 2021



**Cork  
Chamber**  
Advancing business together



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**Cork  
Chamber**  
Advancing business together



# President's Message



As we reflect on the year that was 2021, we will in years to come remember an ever-evolving global crisis that rocked the very core of society globally. With it has come a radical change in priorities. The power of the collective and the importance of strong leadership as well as the need for clarity of purpose has never been so important.

We have found in Cork a resilience that mirrors that of its citizens 100 years ago, who following the Burning of Cork rebuilt and ensured that the economic, infrastructural, and cultural fabric of the city was reimagined to allow Cork to survive and indeed thrive in the following century.

As then, Cork Chamber has continued to lobby and advocate on behalf of our members to ensure that government supports continued to deliver in a timely and targeted fashion to ensure the continuity of sectors who have been most impacted by the pandemic. As working from home became the norm, we have delivered a full calendar of events online, reaching record breaking attendances for breakfasts, workshops, and seminars as well as constant activity through social media channels and partnership with other key stakeholders in the city. Most importantly we have connected with our members and a wider business community throughout Ireland and beyond.

Connectivity of members was vital to ensuring a spirit of collaboration and togetherness thrive in the Cork business community. We have during this time completed a full governance review, launched a new strategic plan, and delivered on our commitment to the Sustainable Cork Programme - all devised and implemented following in-depth consultation with you, our members.

International connectivity and the stability of vital supply chains heightened in 2021 due to the

unpredictable impact of Covid and Brexit. Cork Chamber with our partners at both Cork Airport and Port of Cork lobbied intensively to introduce new routes by both air and sea to Cork. This has secured vital links for continuity of production for members and the wider economy in the past 12 months. There has been a renewed sense of pride. We are a community that is agile, resilient, innovative, and collaborative with a strong sense of place and with a collective vision for the future.

This of course comes with a renewed and urgent need for competitive advantage to be won for Cork. Our ability to deliver on major infrastructural projects to facilitate the emerging green energy sector and the need for a roadmap to support a new workforce who require accommodation, transport links and vitally a sense of place that is vibrant, inclusive and will deliver as a collective on Climate Action just as we have managed, survived, reimagined and indeed thrived through the unprecedented crisis of Covid 19.

In 2022, there is no reduction in the pace at which global change impacts on Cork business. Indeed, we are again reminded of our own history 100 years ago as a city impacted by war and economic uncertainty as we look to Ukraine. Rest assured Cork Chamber will yet again play its part in the multidisciplinary response from Cork and continue to lobby, advocate, and collaborate locally, nationally, and internationally to ensure success for the next 100 years.

**Paula Cogan**

# CEO's Message



Undoubtedly 2021 was a year of two halves for Cork Chamber starting out as it did for all with the most difficult of Covid lock down periods which seemed to go on forever. Regardless, activity carried on, our focus on delivery and support of our members remained resolute and significant progress was made on key projects and initiatives.

Through the gradually improving environment as time moved on a greater sense of looking beyond the pandemic emerged and Cork Chamber was pleased after completing a comprehensive six month process of consultation and engagement with members and stakeholders to launch a new, fresh and ambitious strategic plan providing direction to the end of 2023.

This new strategic plan, which I would encourage you to review, is member centric and built upon a strong vision, clarity of purpose and is rooted in our values with sustainability, ESG principles and a commitment to equity, diversity and inclusion at its core. This is what drives Cork Chamber and its members and over time will prove to be a real differentiator for Cork business and the wider Cork community.

Running in parallel Cork Chamber also engaged external support for a comprehensive review of our Governance structures and performance. As a leading not-for-profit business representative organisation it is imperative that we lead from the front from a Governance perspective and I'm glad to advise that is the case. With significant input from our board we are evolving our structures, updating our constitution and refreshing our governance manual to ensure we have a best in class membership organisation.

As you will see through these pages the work of the Chamber representing and delivering services for our members didn't skip a beat through 2021 and we have learned much of the value and benefits for our members in delivering services virtually, enhancing the online experience and as we move forward providing a blended offering.

While always recognised, it is appropriate here that special mention is made of the outstanding team of professionals I am privileged to work with who operate at the coalface of the Chamber every day working closely with and on behalf of our members and who over the last two years have shown extraordinary commitment.

Also, the volunteer Chamber Board have continued to lead the organisation on behalf of the membership while managing the undoubted challenges within their individual organisations. The leadership of the Chamber President has never been more relevant and Paula Cogan has done an exemplary job through a disruptive period in our history.

To the Chamber Partners, Thought Leaders Council and sponsors your contribution to Cork Chamber is essential and much valued.

While today challenges such as the awful conflict in Ukraine are front of mind we are nonetheless focused on a positive future for a dynamic and forward looking Cork business community in a successful city region with even greater potential for the future.

**Conor Healy**

# Board of Directors



**Paula Cogan**  
President  
Cognate Health



**Ronan Murray**  
Vice President



**Thia Hennessy**  
Honorary Secretary  
Cork University  
Business School



**Gerard O' Donovan**  
Honorary Treasurer  
MTU



**Seamus Downey**  
EY



**Robert Horgan**  
Velo Coffee Roasters



**Maxine Hyde**  
Ballymaloe Foods



**John Mc Allen**  
Bank of Ireland



**DC Cahalane**  
BuiltInCork Ltd



**Debbie Power**  
Johnson Controls



**Liam Luddy**  
Arup



**Niall Kenny**  
AB Sales



**Dr. Clair Murphy**  
Pfizer



**Deirdre Waldron**  
Fuzion  
Communications



**Michael Nolan**  
Grant Thornton



**Susie Horgan**  
Springboard  
Communications



**Michael Harte**  
Dairygold  
Co-Operative Society  
Limited



**Pankaj Agarwal**  
Pepsico



**Captain Brian  
Fitzgerald**  
Simply Blue Group



**Raymond Kelleher**  
Montenotte Hotel



**Fiona Kearney**  
The Glucksmann UCC



**Eoin Motherway**  
The Assett  
Management  
Exchange

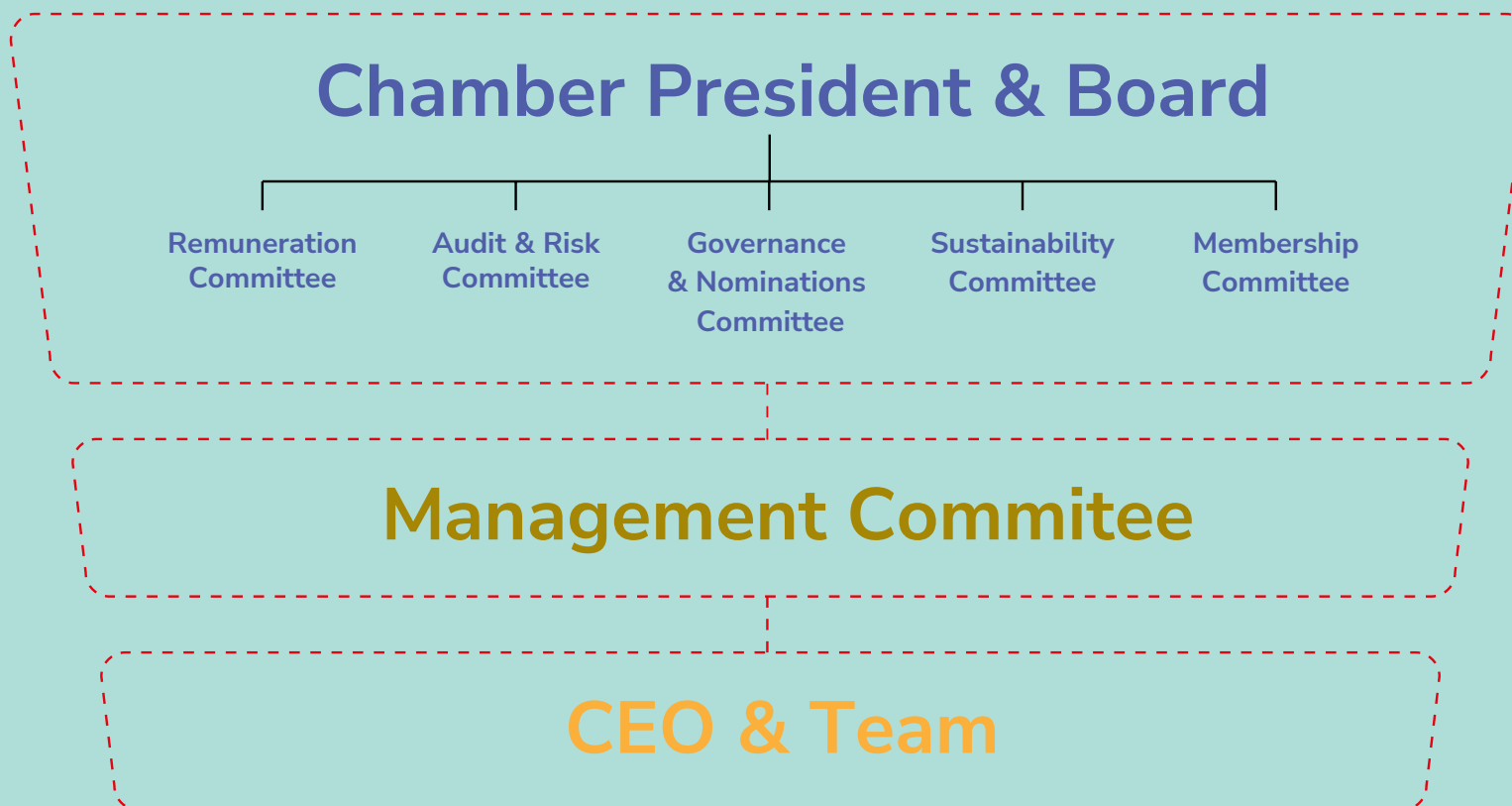


**Hugh Smiddy**  
Tyndall National  
Institute



**Mark Fitzharris**  
AIB

# Governance Structure



# Team



**Conor Healy**  
CEO  
021 450 9044  
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Executive  
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Business Development  
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**Saora Nagle**  
Administrator  
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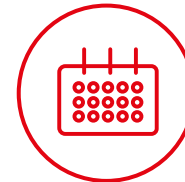
# Public Affairs

Cork Chamber is a leading influencer of national, regional and local policy. We work to make Cork a better place for business, through robust proposals, careful positioning and the building of lasting relationships with key decision makers. Our board and Chamber partners refine our focus, and our members guide our workflow through engagement and feedback. We are driven by the vision of a vibrant, resilient and sustainable city region with a thriving business community at its core. We are formally committed to the UN Sustainable Development Goals, which guide the entirety of our advocacy.



## #1

Ireland's most active regional advocacy body as verified by the Lobby Register of Ireland.



## 148

lobbying engagements, including written submissions, meetings and statements



## 2

significant reports and Government engagement campaigns delivered through stakeholder collaboration – 'Addressing the Viability and Affordability of Apartment Development in Our Cities' and 'Cork Harbour 2025 Ready to Float Offshore Wind'.



**4**

Economic Trends Surveys and quarterly publications informing business leaders and government decision makers.



**1**

Comprehensive Budget 2022 submission with a focus on business supports, housing, transport, skills, and tourism.



Active membership of Chambers Ireland, our partners in influence and representation.



**1**

Communicating Europe initiative delivered – 'Cork's Place in Europe - Next Generation EU'.



## Transport

Championing of Bus Connects consultation in our City Region. Significant win in 2021 with accelerated timelines for suburban rail now being priority item for completion through Cork Metropolitan Area Transport Strategy (CMATS).



## Forums

Your voice at regional groups and forums including Cork Development Forum, Cork City Centre Strategy CORE, Airport Council and South West Skills Forum



## Collaboration

Supported consultations and in-depth policy submissions including, National Development Plan, Housing for All, Carbon Budget and GNI Sustainability of Biomethane Production in Ireland, Advocacy for N/M20 Project and Airport expansion and recovery – new routes.

# Sustainable Cork Programme

Launched at the height of the pandemic in 2020, the Chamber continues to be guided by the United Nations Sustainable Development Goals through our evolving Sustainable Cork Programme activity.



## SDG

Striving to lead in the delivery and interpretation of the UN SDGs.



7

Sustainable Cork Programme webinars delivered with sponsors throughout 2021.



9

'Greening Our City' webinars delivered in cross sectoral partnership.



12

SMEs received Energy Cork and SEAI Pilot Programme supports to identify how and where energy savings can be made within their business in a 12-month initiative.



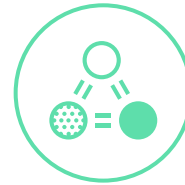
4

Circular Economy Training sessions delivered for SMEs in Spring 2021.



## Sustainability Committee

The Sustainability Council of the Board met for the first time in December 2021.



## DEI

Equality, Diversity & Inclusion- Chamber moved from being pro diversity in its practices to weaving an anti-discrimination agenda into its advocacy activities in 2021.



1

Sustainable Cork Programme student placement with the UCC Centre for Cooperative Studies, focussing on food waste in business.



# Informing

Communicating on the key issues that affect our membership, we harness a multi-media and multi-channel approach to keep our membership informed and up to date.

**3m**

impressions across social media channels

**36k+**

Views of video content on social channels

**50**

e-bulletins circulated to 4,400 business representatives weekly

**70**

press releases covering priorities for Chamber members

**20k**

Visits to digital publication of Chamberlink

**€1.6m+**

Media value (advertising value equivalent) achieved through local and national media in print, digital and broadcast

**36k+**

Followers across social media in 2021

**48k**

Visitors to corkchamber.ie

# Training & Development

Cork Chamber Skillnet is a multi-sector business training network offering subsidised enterprise-led training and development opportunities to businesses within the south-west region. With over 20 years of training delivery expertise, the Cork Chamber Skillnet team are passionately committed to supporting businesses throughout the talent development journey of their most valued asset, their people. From training and development workshops to graduate diplomas, we partner with businesses to identify and address skills gaps and address future gaps. Our primary areas of expertise include Management Development, Leadership, Digitalisation and Professionals Skill.

**101**

**training sessions were delivered in 2021**

**56**

**bespoke in-house training sessions**

**31**

**public courses**



**14**  
free webinars



**5**  
non-formal events



**3**  
new Cork Chamber Skillnet  
Steering Group members



**367**  
participating member companies



Continued focus on online  
delivery



New sponsorship of the Cork  
Chamber Sustainable Cork  
Programme webinar series and  
Networking Master Class



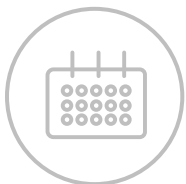
**1009**  
trainees



Introduction of new eCommerce  
platform facilitating pre-payment  
for all bookings



Continued partnership of the  
Cork Chamber's Cork Digital  
Media Awards and Christmas  
Lunch



**5,296**  
training days



**4**  
Cork Chamber Skillnet Steering  
Group meetings



Collaboration with Munster  
Technology University and  
IT@Cork Skillnet for the 'Diploma  
in Project Management' course

# Connecting

Cork Chamber Events create the perfect opportunity to make vital connections. We deliver a vibrant and dynamic programme of events that are as diverse as our members, giving them access to thought provoking content and speakers and providing unrivalled opportunities to develop meaningful business connections.



**6,000+**  
member registrations



**113**  
events delivered to members  
with continued focus on virtual  
programme



**4**  
New Member Breakfasts



**3**  
Leadership Forum  
Live events



**7**  
Business Breakfast  
Live events



**3**  
Thought Leaders Council Live  
events for Chamber Partners





**6**

webinars delivered in Sustainable  
Cork Programme series



**9**

Greening Our City Webinars



**100+**

registrations for Christmas  
Cracker



**40+**

teams at in-person Golf Classic  
in September



**100+**

attendees at first hybrid  
event in November, 'Growth and  
Opportunity - Showcasing the  
Financial Services Cluster  
in South-West Ireland'



**11**

collaborations with chambers  
of commerce across the country  
through new CONNECTS series  
attracting over 450 registrations  
across 8 different events



**300+**

entries to Cork Digital  
Marketing Awards 2021 with  
more than 350 views of the  
streamed awards

# Promoting & Supporting

Our members are our motivation. Working together we empower and support a successful and inclusive membership who drive a thriving Cork. Supporting you at every stage with a proactive Chamber team and impactful services.



**125**  
new members recruited



**Enhanced Member Directory for  
our 1,200 members to showcase  
their businesses**



**1,200**  
active members employing  
**100,000+**  
people



**€410K**

of Cork Chamber Gift Card Sales



New monthly Business Owners Forum established for sole traders and SME business owners to learn from and share with their peers

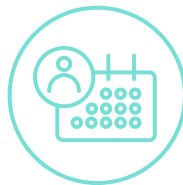


Focussed promotional campaigns run for membership sectors across education, tourism, retail and hospitality



**12**

Maximise Your Membership Sessions run through 2021



**4**

Chamber Ambassador meetings



New strategic partnership launched with Adare Human Resource Management incorporating an interactive HR Leadership Forum and dedicated HR webinars for our members



**4**

New Members Breakfast meetings



**2**

external presentations to UCC Ignite Programme participants

# International Relations

Connecting Cork is an initiative to expand and develop our international relationships and to promote Cork for business, investment, talent, tourism and collaboration. Cork Chamber is also a key partner in Ireland's Enterprise Europe Network (EEN) consortia, a European Commission funded initiative.



**20+**  
companies availing of partnering supports



Cork Chamber was an active member of the EEN agri-food working group supporting our international EEN partners with research enquiries



**99**  
Participants in two key events: Circular Economy Training and Cyber Security webinar were held under the banner of EEN with our international partners: These were focused on the sustainability and digitalisation themes



**20+**  
companies availed of individual advisory services



**50+**  
companies assisted with advice and information on international enquiries and partnering support over the course of the 2020-2021 EEN contract



Cork Chamber is a leading provider of export documentation services. We are officially authorised by the Department of Business, Enterprise and Innovation and Chambers Ireland to issue and certify export documentation.



**22,158**  
export documents certified



**103**  
export clients serviced



**93%**  
online



**7**  
new clients



**6**  
ICC certified signatories



Joined ICC Certificate of Origin  
Accreditation Chain



**Top 5**  
certificates of origin  
issued for: Turkey, India,  
Saudi Arabia, United Arab  
Emirates & China



**Brexit**  
Maintained webpage with  
important communications.  
Helped companies navigate the  
changes in new EU-UK trading  
relationship

# Recognising Your Success

## Cork Digital Marketing Awards 2021

"It is a great honour to accept this very special award from the Cork Chamber and EY. To be honoured by two business organisations that I hold in such high esteem makes it even more special. Thank you to Cork Chamber and EY who have always been excellent business supports to Dairygold. I am a great believer in the power of "team effort", it's something I learned in sport many years ago and I believe it's equally as effective in business. I have been very fortunate to lead a superb team combined with a tremendously committed wider Stakeholder Group at Dairygold for the last 12 years. Everything that's been achieved is thanks to that combined team effort."

*Jim Woulfe, CEO, Dairygold*



## Outstanding Contribution to Business Award Jim Woulfe

"We are honoured to be acknowledged by Cork Chamber of Commerce as digital legends. This is a huge boost for us and our team at this time and we recognise the chamber as standard bearers. We have like so many others worked dutifully to create touch points and conversations with our audiences and stakeholders over the past 18 months. We are really delighted this has been recognised and appreciated. This engagement was a lifeline for us and our artists. Our artists collaborated with us to try and shape this engagement to be human, fun and engaging. We have now recognised the possibilities of the digital to build on the immensely rich physical experience that Crawford Art gallery offers and believe this new digital ambition will continue to evolve and build new connections for us, the artists and the collection."

*Dyane Hanrahan, Marketing Manager, Crawford Art Gallery*



## Overall Digital Marketing Legend - Crawford Art Gallery

## Cork Company of the Year Awards 2021



**Cork Emerging Company of the Year**  
Altada

**Cork SME Company of the Year**  
Granite

**Cork Large Company of the Year**  
Zyte

**Cork International & Overall  
Cork Company of the Year**  
Eli Lilly

"We are delighted to be chosen as winners of the Cork Chamber Company of the Year Award for 2021 - it is a such a well-deserved tribute to work of the wonderful teams at both sites. Cork is an excellent place for business and Lilly has thrived here for forty years, thanks to the talented people who joined us on that journey. We have exciting plans for continued growth in both Kinsale Manufacturing and the Cork Global Business Solutions Centre as we work together to bring the next generation of Lilly medicines to patients around the world. The future for Lilly in Cork looks very bright!"

*Todd Winge, Vice President and General Manager, Eli Lilly*

"Winning the Cork Chamber Company of the Year means so much to us because it recognises the efforts of so many people over the years to make Lilly Kinsale and Cork what they are today. We have a quote in Lilly that we hold very dear, it says "take what you find here and make it better and better" It's a piece of wisdom that our founder, Colonel Eli Lilly passed onto his son J.K. Lilly as he joined the company over 100 years ago. It has truly been a Team Lilly effort and it is such an honour and privilege for Todd and myself to represent that, in accepting this award."

*Michael Smith,  
General Manager at Eli Lilly and Company GBS Centres  
in Cork, Kuala Lumpur & Mexico City*



# Our Commitment to Sustainability

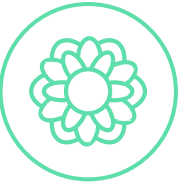
## ENVIRONMENTAL



**Signed up to All Ireland Pollinator Plan**



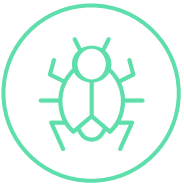
**Purchased recycled garden furniture**



**Planting of pollinator plants on chamber grounds**



**Installed e-car charging point**



**Purchased bug hotel for back garden**



**Installed bike rack**



**Digital Business cards sourced for team**

## SOCIAL



**Support of Dolly Parton Imagination Library**



**Ability@Work Advisory Committee Member and Cork Access Network Committee Member**



**Age Friendly Cork City and Age Friendly Cork County Committee members**



**Sponsor of Cork Pride Diversity & Inclusion Conference**

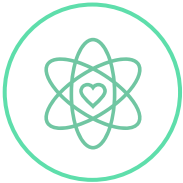


# GOVERNANCE



**Test Site Sponsorship – 300 indigenous trees**

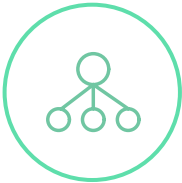
In 2021 Cork Chamber engaged with external governance experts Board Excellence to conduct a comprehensive review of governance structures and procedures. To date the following have been established:



**Sustainability Committee**



**Design Pop Sponsorship and Communications support**



**Governance Working Group**



**Constitutional Changes**



**Sponsor of Follow The White Rabbit – Chronic Pain Awareness Month, Cork City Marathon (Sanctuary Runners), Focus Ireland Sleepout, Daffodil Day, Go Red for Cork campaign, Joe Gantly Awards and charity golf classics.**



**Governance & Nominations Committee**

# Financial Statements

## INCOME & EXPENDITURE ACCOUNT

For the year ended 31 December 2021

	2021 €	2020 €
<b>Income</b>	<b>2,249,503</b>	2,235,795
Cost of Sales	(827,340)	(791,047)
<b>Gross surplus</b>	<b>1,422,163</b>	1,444,748
Administrative expenses	(1,441,579)	(1,326,062)
Other operating income	69,207	225,334
Other operating expenses	-	(236,334)
<b>Operating surplus</b>	<b>49,791</b>	107,686
Other interest receivable and similar income	59	57
<b>Surplus before taxation</b>	<b>49,850</b>	107,743
Taxation on surplus	-	-
<b>Surplus for the financial year</b>	<b>49,850</b>	107,743

There are no items of comprehensive income in the financial year or preceding financial year other than those dealt with in the income and expenditure account. Accordingly, no statement of other comprehensive income has been prepared.

The financial statements were approved by the board of directors on 25/04/2022 and signed on its behalf by:

**Paula Cogan**  
Director



**Gerard O'Donovan**  
Director



# Financial Statements

## BALANCE SHEET

As at 31 December 2021

	2020 €	2019 €
<b>Fixed Assets</b>		
Tangible assets	<b>446,355</b>	446,609
Intangible assets	<b>20,866</b>	-
<b>Current assets</b>		
Debtors	<b>302,724</b>	289,423
Cash at bank and in hand	<b>1,202,441</b>	1,399,821
	<b>1,505,165</b>	1,689,244
Creditors: amounts falling due within one year	<b>(426,027)</b>	(627,344)
<b>Net current assets</b>	<b>1,079,138</b>	1,061,900
<b>Net assets</b>	<b>1,546,359</b>	1,496,509
<b>Capital and reserves</b>		
Revaluation reserve	<b>124,751</b>	124,751
Income and expenditure account	<b>1,421,608</b>	1,371,758
<b>Total members' funds</b>	<b>1,546,359</b>	1,496,509

The financial statements were approved by the board of directors on 25/04/2022 and signed on its behalf by:

**Paula Cogan**  
Director



**Gerard O'Donovan**  
Director



# Sponsors





# Partners

abbvie

ABTRAN  
This is Service



ARUP

Bank of Ireland



BIOMARIN

Boston Scientific  
Advancing science for life™

CARBERY

clearstream | DEUTSCHE BÖRSE GROUP

Cognizant

crest solutions  
a csi global company

DAVY PRIVATE CLIENTS

DELL Technologies

Deloitte.

dp | DP ENERGY

DPS Better Engineered Solutions



DASSAULT SYSTEMES  
The 3DEXPERIENCE Company

Lilly

ESB Energy for generations

EIH<sub>2</sub>

EY Building a better working world

flex

FMC An Agricultural Sciences Company

Gas Networks Ireland



Grant Thornton

HEINEKEN

INDAVER

Irish Distillers  
Pernod Ricard

IRVING



**Jacobs**  
Challenging today.  
Reinventing tomorrow.

*Johnson & Johnson*



**KPMG**

**laya**  
healthcare  
proudly part of **AIG**

**Matheson**

**McAfee**  
Together is power.

**MERCK**

**MORGAN  
McKINLEY**

**MSD**  
INVENTING FOR LIFE

*Musgrave*

**NOVARTIS**

**Orsted**

**PEPSICO**  
PepsiCo Frito-Lay G

**permanent tsb**

**Pfizer**

**PM  
GROUP**

**pwc**

**Qualcomm**

**RONAN  
DALY  
JERMYN**

**Simply Blue  
Group**

**solarwinds**

**Statkraft**

**stryker**

**teamwork.**

**TELUS** International

**ThermoFisher  
SCIENTIFIC**

**TREND  
MICRO**

**Ulster Bank**  
Help for what matters

**Vhi**

**VIATRIS**

**vmware**

CorkChamber.ie



We are Cork.