



Why Wouldn't You Want to Connect, Grow and Succeed?



JOIN



DEVON
& PLYMOUTH
CHAMBER

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A WARM WELCOME TO DEVON & PLYMOUTH CHAMBER OF COMMERCE

“ Welcome to Devon & Plymouth Chamber of Commerce, the accredited Chamber for the City and County, which has been helping businesses for more than 200 years.

Despite our long and successful history, we have continued to evolve with those we support to ensure we remain the leading business organisation in our area.

Whether you are a micro start-up or run a multinational conglomerate, there is a membership level to suit you. In this brochure you will see that the packages we offer are second to none and deliver tangible and valuable benefits that help our members to connect, grow and succeed. Our team is dedicated to helping you thrive and will work tirelessly to ensure you get the most from your membership.

Whether your primary interest in joining is in receiving information, networking, lobbying, exporting, promoting or growing your business, or a combination of all of these, the Chamber is here to help. If you are taking your first steps in exporting or reaching into new untapped markets, our International Trade team will guide you through; if you want to meet like-minded business people come along to one of our informative, interesting and enjoyable events; or should you wish to promote your business, we have far-reaching communications platforms to spread your message. We also lobby hard locally, regionally and nationally to ensure our members get the fairest deal, the most opportunities and best environment in which to work.

I would be delighted to welcome you to the Chamber family and be part of your business success.

STUART ELFORD

CHIEF EXECUTIVE



HELPING YOU CONNECT, GROW AND SUCCEED

As an accredited member of the British Chambers of Commerce network and a membership organisation with more than 200 years' experience in the Plymouth and Devon economy, the Chamber is an integral part of the regional community and fulfils an important role in connecting you to national business issues and Westminster.

We strive to be a strong, influential voice for all businesses, whether you're a start-up or sole trader, charity, educational organisation or a large manufacturer.

We're committed to providing you with relevant and dynamic support and solutions, designed to help you meet the business challenges of the modern world.

Become part of our communications network and your business will benefit from email updates, weekly newsletters, our quarterly Profile magazine, PR opportunities and our developing social media platforms.

Our events programme features around 100 occasions a year when you can make contacts and build new relationships, raise your company's profile with like-minded business people and be kept up-to-date on important topics and regional developments. We also have fun doing it!

Our International Trade department with its expert training and documentation services can literally open doors to export markets across the world for you.

Offering first-rate benefits and services to our membership is a key feature of our work, something we have tackled with renewed vigour as you will see in this brochure.

A NEW MEMBERSHIP VISION

We've been listening to our members and non-members and discussing the benefits of Chamber membership with them. We have also conducted a thorough review of all the services and benefits we have been providing in recent years.

Just like other businesses, we've decided it's time to modernise things a little, to ensure that we are offering the business support and solutions that are the most beneficial to you.

In June 2019, we launched an improved membership model, where you choose the membership category containing the services and benefits you feel are best suited to your needs. This moves you away from the 'one size fits all approach' we have provided in the past, where you were charged a fee based solely on the number of employees in your company.

This brochure details our **five new membership categories**, with each category allowing you to buy into a range of services and benefits, all designed to provide you with quality business solutions.

Quest Four Services

In a major improvement to the Chamber's offer, each membership category will for the first time give your business access to first-rate

business expertise through the nationally recognised **Quest Four Services:**



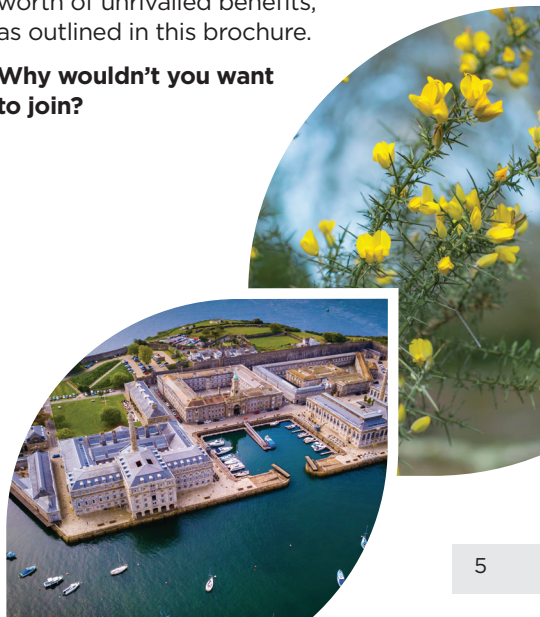
▶ Unlimited access and advice via one phone number for Chamber**Health & Safety**, Chamber**HR**, Chamber**Legal** and Chamber**Tax** services

▶ One website for access to 750 free downloadable template documents

▶ Legal Expenses Insurance
£1 million of cover and
£100,000 for claims, no excess.

Whatever membership category you decide to join, you can rest assured you'll be receiving thousands of £££ worth of unrivalled benefits, as outlined in this brochure.

Why wouldn't you want to join?



MEMBERSHIP AT A GLANCE					
ESSENTIAL £250	ESSENTIAL PLUS £350	ASSOCIATE £650	PARTNER £1,500	PATRON £5,000	
✓	✓	✓	✓	✓	Use of Chamber logo
✓	✓	✓	✓	✓	Certificate of Membership
✓	✓	✓	✓	✓	Access to Members' directory, CRM & website account
✓	✓	✓	✓	✓	Access to social media platforms
✓	✓	✓	✓	✓	Receive weekly Chamberbytes e-shot
✓	✓	✓	✓	✓	Receive quarterly Profile magazine
✓	✓	✓	✓	✓	Free Chamber HR and Chamber Legal (QUEST)
✓	✓	✓	✓	✓	Free Chamber Tax and Chamber Health & Safety (QUEST)
✓	✓	✓	✓	✓	Access to AXA Private Healthcare offer
✓	✓	✓	✓	✓	Access to Coralline Health Ltd/WPA offer
✓	✓	✓	✓	✓	Access to business support & BCC information
✓	✓	✓	✓	✓	Participate in BCC Quarterly Economic Survey (QES)
✓	✓	✓	✓	✓	Be part of the city & county's lobbying voice
✓	✓	✓	✓	✓	Free International Trade & Export advice
✓	✓	✓	✓	✓	Free attendance at Meet the Chamber event
✓	✓	✓	✓	✓	Access to buy tickets for Chamber events & networking
✓	✓	✓	✓	✓	Foreign Exchange Services
✓	✓	✓	✓	✓	Access to AA Business Fleet support
✓	✓	✓	✓	✓	Discounted gym membership
	✓	✓	✓	✓	Two free tickets to networking events per year
	✓	✓	✓	✓	Access to Chamber utilities deals and various members' offers

Discounted stand at Devon Business Show	✓	✓	✓	✓	✓
Invitation to flagship City Conversations events	✓	✓	✓	✓	✓
Post PRs, job vacancies & member offers on CRM/website	✓	✓	✓	✓	✓
Discounted meeting room hire at Chamber premises	✓	✓	✓	✓	✓
International Trade discounted documentation fees (50%)	✓	✓	✓	✓	✓
International Trade discounted training courses (20%)		✓	✓	✓	✓
Named account manager		✓	✓	✓	✓
Free ticket to Talking Business event		✓	✓	✓	✓
Invitation to MP & Bank of England events		✓	✓	✓	✓
Invitation to join PABC		✓	✓	✓	✓
Discount on Chamber business training courses		✓	✓	✓	✓
One FREE solus e-shot to members per year		✓	✓	✓	✓
Second FREE solus e-shot to members per year		✓	✓	✓	✓
Peer to peer introductions		✓	✓	✓	✓
Be part of regional lobbying voice via BCCSW		✓	✓	✓	✓
One banner advertisement on Chamber website		✓	✓	✓	✓
Opportunity to become Benefit Partner to Chamber members		✓	✓	✓	✓
Half page editorial in Profile magazine per year		✓	✓	✓	✓
Second half page editorial in Profile magazine per year					✓
Opportunity to present to Chamber Board					✓
Patron's plaque					✓
Patron signage in Chamber building					✓
Bespoke arrangements to be agreed with Chamber CEO					✓

ESSENTIAL

£250

+ VAT per year

Direct debit
£20.84 + VAT
per month

ESSENTIAL MEMBERSHIP

Designed for young, small businesses, start-ups (businesses under 18 months), micros and self employed who need to get noticed and enjoy the support of the Chamber network.

Join online at www.devonchamber.co.uk

**YEARLY BENEFITS
WORTH
£2,820**

See our
Benefits Glossary
pages (from page
13 onwards) for
full details

Benefits and services designed to suit you:

- ✓ Use of Chamber logo
- ✓ Certificate of Membership
- ✓ Access to Members' directory, CRM & website account
- ✓ Access to social media platforms
- ✓ Receive weekly Chamberbytes e-shot
- ✓ Receive quarterly Profile magazine
- ✓ Free Chamber**HR***
- ✓ Chamber**Legal***
- ✓ Free Chamber**Tax***
- ✓ Free Chamber**Health & Safety***
- ✓ Access to AXA Private Healthcare
- ✓ Access to Coralline Healthcare/WPA offer
- ✓ Access to business support & BCC information
- ✓ Participate in BCC Quarterly Economic Survey (QES)
- ✓ Be part of county's lobbying voice
- ✓ Free International Trade & Export advice
- ✓ Free attendance at Meet the Chamber event
- ✓ Access to buy discounted tickets for Chamber events & networking
- ✓ Foreign Exchange Services
- ✓ Access to AA Business Fleet support
- ✓ Discounted gym membership

* Quest Four Services.

ESSENTIAL PLUS

£350
+ VAT per year

Direct debit
£29.17 + VAT
per month

ESSENTIAL PLUS MEMBERSHIP

Designed for growing small businesses, micros with up to 6 employees, schools, charities, SMEs, and exporting companies wanting to get more involved in Plymouth's and the region's business life.

Join online at www.devonchamber.co.uk

YEARLY BENEFITS WORTH
£3,620

See our Benefits Glossary pages (from page 13 onwards) for full details

In addition to all the **Essential** category benefits and services, you'll enjoy:

- ✓ Two free tickets to networking events per year
- ✓ Access to Chamber utilities deals and various members' offers
- ✓ Discounted stand at Devon Business Show
- ✓ Invitation to flagship City Conversations events
- ✓ Post PRs, job vacancies & member offers on CRM/website
- ✓ Discounted meeting room hire at Chamber premises
- ✓ International Trade discounted documentation fees (50%)

Call the Membership Team on 01752 220471 to discuss how we can deliver the right business support for you!

ASSOCIATE

£650

+ VAT per year

Direct debit

£54.17 + VAT
per month

ASSOCIATE MEMBERSHIP

Designed for businesses such as micros up to 10 employees, SMEs and schools wanting to grow and increase sales and determined to be a strong participant in the business community in the city and the region.

Join online at www.devonchamber.co.uk

**YEARLY BENEFITS
WORTH
£5,155**

See our
Benefits Glossary
pages (from page
13 onwards) for
full details

**In addition to all the benefits and services provided by
Essential and Essential Plus categories, you'll receive:**

- ✓ International Trade discounted training courses (20%)
- ✓ Named account manager
- ✓ Free ticket to Talking Business event
- ✓ Invitation to MP & Bank of England events
- ✓ Invitation to join PABC
- ✓ Discount on Chamber business training courses
- ✓ One FREE solus e-shot to members per year

**Call the Membership Team on 01752 220471 to discuss how we can deliver
the right business support for you!**

PARTNER

£1,500
+ VAT per year

Direct debit
£125 + VAT
per month

PARTNER MEMBERSHIP

Designed for larger or more proactive businesses, SMEs, large colleges, universities, large training organisation, manufacturers, publicly-funded organisations and media companies who already have presence in the region's business life but want to drive sales and make the most of an increasing profile.

Join online at www.devonchamber.co.uk

**YEARLY BENEFITS
WORTH
£7,175**

See our
Benefits Glossary
pages (from page
13 onwards) for
full details

In addition to all the benefits and services provided by Essential, Essential Plus and Associate categories, you'll receive:

- ✓ Second FREE solus e-shot to members per year
- ✓ Peer to peer introductions
- ✓ Be part of regional lobbying voice via British Chambers of Commerce South West
- ✓ One banner advertisement on Chamber website
- ✓ Opportunity to become Benefit Partner to Chamber members
- ✓ Half page editorial in Profile magazine per year

Call the Membership Team on 01752 220471 to discuss how we can deliver the right business support for you!

PATRON

£5,000

+ VAT per year based on a three year contract

**YEARLY BENEFITS WORTH
£9,900**

PATRON MEMBERSHIP

Designed for businesses and organisations who want to participate fully in all business activities and issues throughout Plymouth and the region, who may already have influence in the business arena but want a higher profile with our varied membership.

Patrons will enjoy all services and benefits offered to members plus have the opportunity to explore and agree bespoke additions with our CEO, taking into account industry sector.

Join online at www.devonchamber.co.uk

See our Benefits Glossary pages (from page 13 onwards) for full details

In addition to all the benefits and services provided by **Essential, **Essential Plus**, **Associate** and **Partner** categories, you'll enjoy:**

- ✓ Second half page editorial in Profile magazine per year
- ✓ Opportunity to present to Chamber Board
- ✓ Patron's plaque
- ✓ Patron signage in Chamber building
- ✓ Bespoke arrangements to be agreed with Chamber CEO

If becoming a Patron of the Chamber is of interest to you, call the Membership Team on 01752 220471 to set up a meeting with the CEO.

BENEFITS GLOSSARY

Use of Devon & Plymouth Chamber logo

Splash Devon & Plymouth Chamber of Commerce's logo across your marketing materials to show your support and affiliation with the Chamber.

Certificate of Membership

Display your Membership Certificate with pride and demonstrate you are part of a growing, influential network in the region as well as the national British Chambers of Commerce network.

Access to Members' Directory, CRM & Website Account

Your business details will be added to our online Members' directory which is accessed through our website and you will be able to update your account online, adding contacts in your business and booking tickets for events. You'll also be able to find out about the products and services other members want you to know about.

Access to Social Media Platforms

Get involved in our growing social media activity across Facebook, Twitter, LinkedIn and Instagram and give us the opportunity to highlight what you are doing too.

Chamberbytes E-Shots

Enjoy keeping up to date with Chamber and members' news, topical matters and regional events by reading our weekly e-shot, currently going out to members on Thursdays.

Profile Magazine

Published quarterly, our quality glossy 56 page magazine covers a host of important regional and national business topics and keeps you abreast of what's happening in the region and Plymouth. Get CEO updates, good news stories and the chance to advertise your business in it. You will receive a free copy of the magazine through the post, with additional copies distributed locally in business outlets. You will be able to submit your own newsworthy editorial and photographs for consideration for inclusion. Contact marketing@devonchamber.co.uk for publication dates and Kemp's Publishing on 0121 765 4144 for discounted advertising rates for members.

ChamberHR

Through our partnership with Quest, your business will have **unlimited advice line access to experienced HR advisors** – available 24/7, 365 days a year – plus 400 free downloadable employment documents, including a free HR

healthcheck. You will also have insurance cover for employment disputes including representation costs and awards. Full details are available in the Quest brochure and website which you can access as a Chamber member.

ChamberLegal

Through our partnership with Quest, your business will have **unlimited advice line access to experienced legal advisors** – available 24/7, 365 days a year. You will be able to use a website with approximately 200 free downloadable legal documents for a business, as well as enjoy the protection of insurance cover for your business for property disputes, data protection, licence protection, criminal prosecution and jury service. You will also have insurance cover for employees which includes personal injury, motor disputes and wrongful arrest defence. Full details are available in the Quest brochure and website which you can access as a Chamber member.

ChamberTax

Through our partnership with Quest, your business will have **unlimited advice line access to experienced tax and VAT advisors** during office hours. You will also have insurance cover to deal with a full HMRC enquiry, aspect enquiries, PAYE disputes and VAT disputes. Full details are available in the Quest brochure and website which you can access as a Chamber member.

ChamberHealth & Safety

Through our partnership with Quest, your business will have **unlimited advice line access to health and**

safety specialist advisors during office hours. You will be able to access over 100 free downloadable health and safety documents, as well as benefit from insurance cover to help you defend health and safety prosecution. Full details are available in the Quest brochure and website which you can access as a Chamber member.

Access to AXA Private Healthcare

AXA PPP Healthcare offers Chamber members exclusive offers on small business private healthcare. Visit www.axapphealthcare.co.uk/chambers for full details.

Access to Coralline Health Cover

Coralline Health Ltd offers Chamber members discounted premiums for WPA healthcare cover, providing flexible tailor made products to protect the health of you and your staff. Full details are available from Coralline Health on 01803 855210 or visit www.wpa.org.uk/devon

Access to BCC Information & Business Support

As part of the accredited British Chambers of Commerce network, your Chamber membership plugs your business into a wealth of national information and intelligence and signposts you to quality business support.

Participate in BCC Quarterly Economic Survey

Contribute to the largest and most important business survey, undertaken by British Chambers of

Commerce to inform and influence government policy and knowledge.

A Lobbying Voice

The Chamber represents its members at a large number of meetings and partnership activities throughout Devon and lobbies MPs and influencers on numerous important topics. We'll keep consulting you and keep you up to date on everything you need to know.

Free International Trade & Export Advice

Interested in importing and exporting? Our International Trade team can offer expert advice on how to ensure smooth and legal transactions. We also offer a full range of International Trade training courses at discounted rates to members.

Meet the Chamber Event

As soon as you join, we'll invite you to come along for FREE to the next Meet the Chamber event, where you can meet staff, Board directors and other new members and learn about making the very most of your Chamber membership.

Access to Events & Networking

Our events programme has something for everyone, including networking, breakfast and lunch meetings, training events, workplace tours and annual dinners. Being a member means you can enjoy discounted tickets. See www.devonchamber.co.uk for full details and how to book for the events which take your fancy.

Foreign Exchange Services

If your business deals with international trade transactions, tap into the Chamber's buying power. We have links with South West Foreign Exchange Services on 01548 857009 to help you access competitive rates and services and to ensure you have a full understanding of the currency markets.

AA Business Fleet Support

Ask us about Chamber Roadside Assistance, an exclusive service which can save you up to 66% on AA fees to keep you moving should you have a minimum 3 car fleet.

Discounted Gym Membership

Enjoy discounts at participating Chamber member gyms, with 10% off at both Nuffield clubs and 20% off Peak membership at St Mellion gym. Ts & Cs apply, contact each venue for full details and prices.

Free Tickets to Networking Events per year

Receive 2 free tickets per membership year to our networking events.

Access to Chamber Utilities Deals and Members' Offers

Where we negotiate utility deals and members' offers with other appropriate organisations or members, we will offer them to Essential Plus (and upwards) category memberships. These offers will change from time to time and you can access all the latest deals through your account on our website.

Discounted Stand at Devon Business Show

Our one-day annual Business Show is a major event in the business community's calendar and you will be offered a discount on a stand of your choice.

Invitation to City Conversations Events

Our bi-monthly City Conversations breakfast events are held to inform key members of the latest city and regional developments and are by invitation only.

Post PRs, Job Vacancies and Members' Offers

Accessing your account on our CRM, you will be able to post your company press releases, job vacancies and special offers on our website for promotion to other members, subject to Chamber moderation and control.

Discounted Meeting Room Hire

Our Derriford Business Park premises offer easy access, free parking and full meeting rooms facilities. Ask about discounted members' rates.

International Trade Discounted Documentation

Our expert International Trade team is authorised by HM Government to assist you with Certificates of Origin (EC and Arab) EUR1 and A.TR certificates, invoices and other documentation at a 50% discount.

International Trade Discounted Training

Our International Trade team regularly runs specialist export

skills courses developed by British Chambers of Commerce to cover critical steps for new and existing export drives. Receive a discount of 20% on course fees.

Named Account Manager

Rely on the support of your very own account manager, helping you to make the most of your membership, answer any queries and exploit any relevant opportunities they can identify for you.

Free Ticket to Talking Business Event

Join the Chamber as our guest at one of the prestigious City College Plymouth dinner events, where interesting speakers tackle the topics everyone's talking about.

Invitation to MP and Bank of England Events

Represent your business and sector at the Bank of England panel events we run throughout the year. Dates will be confirmed.

Invitation to Join Plymouth Area Business Council (PABC)

You will be invited to join Plymouth's key sector leaders' group, an important partnership between the public and private sectors, which hosts four meetings a year and two black tie dinners. Your membership will be subject to ratification by the PABC Executive.

Discount on Chamber Business Training Courses

From time to time, the Chamber hosts courses designed with business

in mind, on a wide range of topics.
Receive a 25% discount on attendance.

Solus E-Shot to Members (one)

Get in touch with all your fellow members with one complimentary solus e-shot per year (Associate), on a date to suit you (subject to availability).

Second Solus E-Shot to Members

As a Partner or a Patron, you may send two complimentary solus E-shots to Chamber members per membership year.

Peer to Peer Introductions

Let us make the introductions for you to build relationships with other members of your choice. Discuss this with your named account manager.

Be part of BCCSW Lobbying Voice

The Chamber chairs the British Chambers of Commerce South West, a group of Chambers dedicated to helping one another build influence and lobby on topics relevant to the whole region, such as infrastructure and connectivity. You'll be consulted and kept up to date on all major activities.

Website Banner Advertising

We will display your company's banner advertisement (on a rotation basis) on the home page of the Chamber's website throughout your year of membership.

Benefit Partner

Let's talk about how we can offer your products or services to other members to our mutual benefit.

Half Page Editorial in Profile Magazine

Enjoy a guaranteed half page editorial in our glossy quarterly magazine, on a date of your choice.

Second Half Page Editorial in Profile Magazine

Patrons receive two guaranteed half page editorials per year.

Present to Chamber Board

You will have the opportunity to attend a Chamber Board meeting to present and discuss a specific business topic with Board Directors.

Patron's Plaque

In recognition of your patronage we would be delighted if you would accept and display your complimentary plaque in your venue. The plaque will be presented to you within one month of your patronage.

Patron Signage

We will proudly display acknowledgement of your organisation's patronage and outstanding support for the Chamber, in signage at our Derriford premises.

Bespoke Arrangements

As a valued Patron, what else can we do to support you in connecting and raising your profile with our members? Discuss mutually beneficial arrangements with the Chamber's CEO.

TERMS & CONDITIONS

Membership

Membership is for a minimum period of 12 months and is renewable on the anniversary of your election to membership.

Please note that payment is for a minimum period of twelve months with options of membership renewal for a consecutive 12 months thereafter.

Payment for membership is in advance. You will be classed as a Devon & Plymouth Chamber member once your first payment has been received, from which date you will be able to access all benefits and services that apply. Until payment is received you will be classed as 'provisional' and will not be eligible for membership benefits and services.

If at any time during your annual membership a direct debit payment is missed, then you will still be liable to pay the full amount of the remaining membership fee to Devon & Plymouth Chamber of Commerce.

Membership automatically ceases on the liquidation, administration or bankruptcy of a member.

Devon & Plymouth Chamber reserves the right to refuse membership of any business.

Fees

You may choose to pay your membership fees in monthly/quarterly/annual payments. If you choose to do this, the whole year's subscription is payable, and no refund will be given if you give notice of cancellation during the year. Please see our full Terms & Conditions available on:

www.devonchamber.co.uk

“ Plymouth City Council is grateful for the close connections it has with the Devon & Plymouth Chamber of Commerce. This invaluable partnership enables us to keep in touch with what local business is doing, their needs and the very latest issues and barriers to growth that we can work together to address.

Nina Sarlaka
Enterprise & Inward Investment Manager
Plymouth City Council



JOIN TODAY

Why wouldn't you want to be part of the region's most influential membership organisation?



ESSENTIAL

£20.84 + VAT per month | **£250** + VAT per year | **Worth £2,820**



ESSENTIAL PLUS

£29.17 + VAT per month | **£350** + VAT per year | **Worth £3,620**



ASSOCIATE

£54.17 + VAT per month | **£650** + VAT per year | **Worth £5,155**



PARTNER

£125 + VAT per month | **£1,500** + VAT per year | **Worth £7,175**



PATRON

£5,000 + VAT per year | **Worth £9,900**

Three year agreement applies

A **15% discount** on membership fees for any category applies to start-up businesses (under 18 months), schools and registered charities.

You can join online www.devonchamber.co.uk

Or call the Chamber on **01752 220471** and arrange for one of our Membership team to visit you and discuss all the membership options so we can offer you the right business support.



DEVON & PLYMOUTH CHAMBER OF COMMERCE

Unit 5 Derriford Business Park
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 @Chamber_Devon

 @devOnchamber

 Devon & Plymouth Chamber

 **DEVON
& PLYMOUTH
CHAMBER**

CONNECT | GROW | SUCCEED