



>> WITH WES WRIGHT

'Greener' airport meets the standard

■ **MANCHESTER** Airport has become the first in the UK to be officially re-certified to the Carbon Trust Standard for taking action on climate change.

It has taken action to lower its carbon emissions and those of companies based at the airport.

This has included buying all of its electricity from firms using renewable sources, using environmentally friendly technology in new buildings and using greener LED lights.

More than 1,000 LED lights were installed in a runway refurbishment and others have been used at the arrival piers at Terminal 2.

In 2006, the airport made a commitment to make all ground operations carbon neutral by 2015.

Harry Morrison, from the **Carbon Trust**, said: "Being certified with the Carbon Trust Standard is proof an organisation has taken genuine action to reduce its impact on climate change.

"Recertifying is a signal that an organisation has cut carbon over the last two years, demonstrating a commitment to tackling climate change."

Neil Robinson, from the Manchester Airport Group added: "Cutting carbon and ensuring a sustainable future for our business is a priority and we have invested heavily in green projects.

"We are confident that by 2015 we will be carbon neutral."

Economy is hottest topic

■ **THE** state of the economy has been the main topic of discussion between small firm owners and politicians taking part in a "work experience" scheme being run by the **Forum of Private Business**.

About 100 "Business Buddy" visits have been arranged, where politicians experience life at the firms and business owners are able to discuss the main barriers their businesses face.

Business owners taking part in the scheme have been asked to complete a survey about their experiences.

In all, 87 per cent of respondents said the state of the economy was a major issue they discussed with their local politician.

Business owners seeking more information about the Forum's Business Buddy scheme or Get Britain Trading can call 0845 612 7266, email getbritaintrading@fpb.org or visit fpb.org

Claims firm moves into investment mis-selling

More than £300,000 already recovered for clients

A **FINANCIAL** claims company which started investigating mis-sold investments just five months ago has already managed to reclaim more than £300,000 for clients.

Credit Claims, in Manchester Road, Bolton, had already reclaimed more than £3 million for its clients in mis-sold Payment Protection Insurance (PPI) before it began looking at investments.

Joint owner Ajaz Khan said: "Unfortunately, it's very likely anyone who invested in a stock market-linked investment over the last 10 years after taking advice from their bank has suffered a loss."

Financial advice is governed by the principle 'know your customer'

MIKE JORDAN

Credit Claims' team of fully qualified finance professionals has been augmented by Mike Jordan, who was in banking for 20 years in senior roles and has specialist knowledge.

Mr Jordan said: "We assess the advice given to clients when they first invested their money. And it's important to recognise just because a client has suffered a financial loss, it doesn't automatically follow that the advice was incorrect.

"But financial advice is governed by the principle 'know your customer' and investments were often sold on commission without fully investigating a client's circumstances. That is where the claim may come in."

Typical of the company's successful claims was one for Annie Greenhalgh, a



SATISFIED CUSTOMER Annie Greenhalgh has been refunded £8,000 by her bank after her case was investigated by Credit Claims



BOSS Ajaz Khan, of Credits Claims

70-year-old Bolton great-grandmother. She received an unexpected windfall of £30,000 and wanted to invest it.

She put it into a high interest account at the bank, where she had been a customer for 50 years, but a financial adviser at the bank suggested she put it into another account



BANK EXPERTISE Mike Jordan has joined the firm

offering a better return. Mrs Greenhalgh said: "I didn't really understand investments, but I knew I didn't want to be involved with stocks and shares, and I said so."

The adviser insisted she made up her mind at the initial meeting and Mrs Greenhalgh agreed.

It was only much later

she realised her money had gone into an Individual Savings Account (ISA) and unit trust account, involving stocks and shares.

By the time she found out her investment was losing money and decided to cash in both accounts, it had lost £3,500 in value.

Mr Jordan added: "The adviser should have found out more about her circumstances and realised the investment he suggested was not right for her."

After investigating, Mr Jordan approached the bank for compensation and interest.

They admitted they had been wrong and the result was £8,000 for a delighted Mrs Greenhalgh. Mr Khan feels banks need to go further and look more closely at the "risk profiling" of clients and should make more stringent checks on the advice clients are given.

High voltage profits for power outfit

■ **ELECTRICITY** North West (ENW) enjoyed a bumper year, with pre-tax profits up £139 million from £17 million.

The firm was known as Norweb until its £1.78 billion sale by United Utilities in 2007 to North West Electricity Networks.

The company owns, maintains and operates the electricity network in the region, delivering power to nearly 2.5 million homes and businesses.

ENW also took over maintenance and servicing responsibilities from United Utilities last summer.

Revenues for the period increased from £323.4 million to £394 million after price rise agreements with Ofgem. ENW is to invest about £1.4 billion in the five years to 2015.

The operator recently made a £10 million bid for government funding to increase capacity on the network and reduce its carbon footprint.

Loan fund for social projects is worth £5m

■ **CHARITIES**, social enterprises, co-operatives and community interest companies in Bolton could benefit from a share of a £5 million loan fund offered by **RBS** and its subsidiary, **NatWest**.

It is the first time that funds of this scale have been made available for these businesses by a UK bank and all loans will be offered on favourable terms.

Successful applicants must be able to demonstrate they are financially sustainable and that they will deliver a positive impact to society and/or the environment.

Eligible businesses can apply for loans of between £30,000 and £500,000.

Community Development Finance Institutions, which distribute funds to other businesses, can apply for loans of between £200,000 and £1million.

Supporting the social enterprise sector is an integral part of the RBS and NatWest strategy to support businesses of all shapes and sizes.

Apprentices inspire others at skills show

A **GROUP** of apprentices from Lostock company **MBDA** have been inspiring future generations by their example at the World Skills 2011 competition held in the ExCel Centre in London.

The event is held every two years and showcases teams from around the world competing in 46

skills areas as diverse as construction, creative arts and robotics.

MBDA has been a strong supporter and participant over the last two decades, with numerous employees represented in Team UK and some having brought home the Gold Medal in their skill category.

This year MBDA set the

challenge of designing, delivering and manning a "Have a Go" stand for the duration of the four-day event earlier this month.

The event was attended by schoolchildren and students from across the UK, many of whom visited the MBDA stand to try their hand at electronics

soldering and fault finding on a circuit board, building a missile using CAD software and completing tasks with robots. Samantha Ball, from MBDA's Lostock site, said: "It was an opportunity to share and learn from so many other young people gathered from around the world."

TravelMoney			
Australia	1.47	N.Zealand	1.90
Canada	1.54	Pakistan	120.79
Denmark	8.20	Singapore	1.89
Egypt	8.52	S.Africa	11.99
Eurozone	1.10	Sweden	10.03
Hong Kong	11.76	Switzerland	1.36
Israel	5.36	Thailand	45.26
Japan	115.54	Turkey	2.829
Kenya	145.29	USA	1.53
Mexico	19.66		