

# Deputy Prime Minister's Delegation: Visit to India

August 2014

**BUSINESS  
IS  
GREAT**

BRITAIN & NORTHERN IRELAND





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# Foreword

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I am delighted that you are joining me on the first UK trade delegation to visit India since its landmark elections in May. This is a remarkable country with a young, dynamic and enterprising population. Over the last twenty years, it's grown to become a global economic heavyweight. India's people are even more ambitious for the future and Prime Minister Modi has pledged to attract more investment, create jobs, boost trade and pursue greater prosperity.

I would like this visit to be a milestone in our drive to forge a new special relationship with India. This has been a priority for our Government since 2010 and, together, we've already achieved a lot. Working in partnership with Business Secretary Vince Cable and other ministers, British businesses have increased our exports to India by 50%. The UK is now the biggest investor in India of any country in the G20. India invests more in Britain than it does in the whole of the European Union combined.

Together, we can build on that success, strengthening the political, economic and social ties that already exist between our two countries and people. There are huge opportunities on offer here as India looks to realise its full economic potential in the years ahead. Of course, we are up against a strong pack of international competitors. But the UK has the skills, expertise and experience to succeed in the sectors that matter most to India's future success and, during this visit, we'll be focusing on four areas where the UK has a real competitive edge: retail, food & drink, aerospace and education.

In just two years time, it is estimated that India's retail sector will be worth up to £120 billion, with an annual growth rate of 25% a year. With a growing middle class, more and more of India's 1.1 billion consumers are looking to buy the best products available. As home to some of the world's most famous brands, UK retail companies are well placed to give them what they want. Businesses such as Marks and Spencer, Monsoon, the Body Shop and Costa Coffee are already

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making their mark here and we want to empower more British companies to secure their share of this huge market.

India's food and drink industry is also one of its fastest growing sectors. Over the next five years, it's estimated to grow by 15-20%. Spirits including whisky are especially popular and more UK drinks companies are keen to follow the success of several organisations in India, building on our country's global reputation and lead in this valuable sector.

In aerospace too, UK companies are amongst the best in the business. We have decades of experience in designing and building the most complex and innovative aerospace technologies available. As India moves to become one of the world's largest aviation markets within a decade, the UK has the technical know-how and skills to help them realise their ambitions in this global industry.

India's Government knows that, to compete, they need to equip their young workforce with the best academic and vocational skills possible. That demands a huge expansion of their education system, including the creation of 40 million new university places and a push to move their universities up the international rankings. Given the UK's world class expertise in education, we already have well established and wide-ranging educational links with India. Our leading universities, colleges and educational organisations want to build on this, recruiting more Indian students and collaborating further on research and teaching. Throughout this visit, I'll be working with them to repeat the message that Indian students are welcome in the UK.

This visit is your chance to make the most of the opportunities now available in India - through trade and investment, joint ventures and partnerships. I look forward to meeting you and helping you make that happen - creating jobs and driving growth in India and the UK.



Nick Clegg

# Sector Overviews

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## Aerospace & Advanced Engineering

The Indian aerospace industry is one of the fastest-growing aerospace markets in the world with an expanding consumer base comprising airlines, businesses and defence requirements. All segments in the Indian aerospace industry, including civil and military aviation and space, are showing significant growth.

India is currently the 9th largest civil aviation market, handling 121 million domestic and 41 million international passengers. It is expected to be among the top three aviation markets in the next ten years with a three-fold increase in commercial carrier fleet size to 1500 by 2030 and 7% annual growth in market size over the next decade. India is also currently upgrading all its major airports and developing a network of low cost airports to improve regional connectivity.

In defence aerospace several UK companies are embedded within the Indian supply chain and have had a presence in India for several decades.

Future opportunities for UK engine and supply chain companies include India's A330 Medium Multirole Tanker Transport, C130J Hercules and US-2 Search and Rescue aircraft, engine development for the future Advanced Multirole Combat Aircraft (AMCA) and Eurofighter Typhoon.

The Indian Air Force is the largest operator of Hawk Advanced Jet Trainers in the world. Following a first batch of 66 aircraft manufactured at Hindustan Aeronautics

Limited in Bangalore, the Indian Air Force contracted a second batch of 57 aircraft in 2010 with more likely to follow. The Adour engines used by Hawk Jet Trainers are manufactured in collaboration with Rolls Royce.

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## Education & Skills

Education is a key growth area in the UK-India partnership. India plans a huge expansion to its education system at all levels, including creating 40 million new university places by 2020 and ensuring we have five Indian universities in the global top 200 by 2017. The new Minister for Human Resource Development (MHRD), Smriti Irani, has restated the BJP's campaign pledge to increase public spending on education to 6% of GDP (from around 3% currently) and to increase access and equality.

The UK is well placed to work with India, with 12 UK universities featuring in the Times Higher Education Top 100. UK Universities are already engaging in providing educational services in India, through partnerships with local institutions or online.

Since its establishment in 2006, the UK India Education and Research Initiative (UKIERI) has supported over 1,000 UK/India partnerships in education and research, with 25,000 exchanges of academics, researchers, staff and students. With the support of both the UK and Indian Governments, its current five-year phase is focussed on leadership, innovation, skills and student mobility.

India's skills challenge remains acute: half of the 1.2 billion population is under 25 and the Government aims to train 500m of them by 2022. However progress remains slow as there are only 4.5 million training places for the 12 million who join the labour market each year.

The UK has a strong interest in working with India to meet these challenges with significant experience in the field of Vocational Education and organisations already active in the areas of capacity building, programme design, curriculum development and delivery.

The business-to-business UK India Skills Forum (UKISF), supported by UKTI, is strengthening skills partnerships.

As well as a strong focus on skills development, UKIERI also supports a sustainable, scalable approach to community college development in India with a commitment for 25 colleges over the next 2 years. The programme is delivering a Further Education Leadership Development programme to over 250 Polytechnic principals in India with support from the UK. The National Career Services Framework, supported by UKIERI, is developing a system for employability and employer engagement.



# Sector Overviews

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## Retail, Food & Drink

Currently valued at £309 billion, the retail sector in India is predicted to reach £545 billion by 2023. Growth will be driven by increasing disposable incomes, a buoyant and fashion-conscious middle class, the rise of alternative retail channels (direct selling, home shopping and e-commerce) and favourable regulatory reforms.

By 2020, India is estimated to become the world's youngest emerging economy with around 64 % of its population in the working age group and 500 million people under the age of 25. Consumption patterns will undergo a paradigm shift from need-based to aspiration-based. Meanwhile, the rise of Semi-Urban Centres and the increase in Tier 2 and Tier 3 cities, such as Ahmedabad, Chandigarh, and Pune will continue to open up new opportunities for organised retail and supermarkets.

There are challenges in such a heterogeneous market including infrastructure, regulatory bottlenecks (e.g. labelling), the multiplicity of laws covering the food and drink sector, tax structures and skills. Although 100 % foreign direct investment is allowed in cash and carry and single brand retail, only 51% is currently allowed in multi-brand retail. Foreign investment in E-Commerce platforms continues to be restricted.

But, opportunities exist across the board. Food and grocery is one of the largest segments, accounting for 69% of the retail sector in India (2013). India ranks third after China and the US amongst the top 10 global grocery retail markets. India has over 280 hypermarkets and 1,850 supermarkets and large production base with the potential to become the world's food factory. According to the top 20 Scotch Whisky export markets in 2013, India ranks 4th by volume (61.1 million bottles).

India is also expected to be the next hub of luxury retail estimated at \$5 billion with an annual growth rate as high as 20-30%. E-commerce is likely to emerge as one of the biggest revolutions in the retail space with 10 million consumers already in India.









**The Rt Hon. the Lord Dholakia PC OBE DL**  
Deputy Prime Minister's India Business Adviser

Navnit Dholakia was appointed Baron Dholakia of Waltham Brooks and introduced to the House of Lords on 29 October 1997.

Lord Dholakia was appointed as Deputy Lieutenant for the County of West Sussex in June 1999. He is the President of Nacro, the crime reduction charity. He is a Vice President of the Mental Health Foundation and a member of its Research and Development Board. He is Vice Chairman of the Policy Research Institute on Aging and Ethnicity. He serves on the Advisory Committee on Business Appointments.

Lord Dholakia is a Patron of many charitable organisations including the Pallant House Gallery in Chichester and the Bharatiya Vidya Bhavan the Indian Cultural Centre in Kensington.

Lord Dholakia has held appointments with the Commission for Racial Equality and the Police Complaints Authority.

He has served on the Council of Save the Children Fund and the Howard League of Penal Reform. He continues to serve on the Editorial Board of the Howard Journal.

Lord Dholakia was a member of the Ethnic Minority Advisory Committee of the Judicial Studies Board and served on Lord Carlisle's Committee on Parole Systems Review. He served as a Magistrate and also as a member of the Board of Visitors for HM Prison Lewes. He was elected President of the Liberal Democrats from 2000-2004. He was appointed Deputy Leader of the Liberal Democrats in the House of Lords in December 2004.

Lord Dholakia has won a number of prominent awards including "Asian of the Year" in November 2000. He was awarded the Pravasi Bharatiya Samman Award by the Government of India in January 2003. In 2008 he was awarded the Melvin Jones Fellowship by Lions Clubs International Foundation. Lord Dholakia was awarded an Hon. Doctor of Laws Degree by the University of Hertfordshire in 2009, and an Honourary Doctorate from the University of York and from the University of East London in 2010.

Lord Dholakia was appointed to the Privy Council in 2011.

Lord and Lady Dholakia have two daughters; Anjali who is a Lawyer and Alene who is a Doctor of Medicine.

**Vijay Goel**

Chair, London Chamber of Commerce and Industry's Asian Business Association

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Vijay Goel has been working at Singhanian & Co for more than fifteen years and is the Senior Partner for the London branch. He has experience in advising clients on matters relating to corporate law, joint ventures and foreign collaborations. Vijay has expertise in real estate transactions and has completed some major real estate transactions in India. He has extensive experience in advising private equity funds to invest in India and has worked with American and Indian companies for their listing on AIM, London. He has also assisted some Indian companies to acquire companies in UK.

Vijay is currently working on USD One Billion Fund for African countries and has assisted more than 50 Indian Companies to get their GDR on Luxembourg Stock Exchange. Vijay took part in a deal whereby the client which is a Government of India Company provided approx USD 500m to Reliance for their Power project in 2009.

Vijay is the Chairman of AFFOCHAM UK, founder of Business Forum called "Indo-European Business Forum", 2007 ([www.iebf.org.uk](http://www.iebf.org.uk)), the Chairman of London Chamber of Commerce Asian Business Association ([www.londonchamber.co.uk](http://www.londonchamber.co.uk)) the largest business Chamber in UK and Vice-Chairman of Africa International Business Forum.

Mr Vijay Goel has been awarded the 'National Law Day Award' for his most exemplary contributions in commercial Law and strengthening Indo-UK business relations, from Her Excellency, Smt. Pratibha Devi Singh Patil, the Hon'ble President of Republic of India on 20th November 2009. Vijay is Special Advisor to the Commonwealth Business Council for investments ([www.cbcbglobal.org](http://www.cbcbglobal.org)) which has top connections in more than 53 countries. Vijay also advises "The Loomba Trust" ([www.loombatrust.org](http://www.loombatrust.org)) and is a Board Member of "T I E" (The Indus Entrepreneur) UK (<http://uk.tie.org/>) and is an honorary member of the steering committee of Institute of Directors ([www.iodonline.com](http://www.iodonline.com)).

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### **The Lord Loomba CBE**

Founder, The Loomba Foundation

Lord Loomba CBE is widely known today as the pioneer of widows' rights and instigator of International Widows Day; Lord Loomba's campaigning achievements are founded on a successful business career as founder of Rinku Group, the fashion and clothing company of which he is Executive Chairman.

Lord Loomba received a CBE in 2008 and was elevated to the House of Lords as a Liberal Democrats Life Peer in 2011. In June 2013, UN Women named Lord Loomba as the first founding champion of the circle of women Rights.

Rinku Group Limited: Lord Loomba started his business in 1964 on a market stall in Widnes, Cheshire and from these humble beginnings built Rinku Group, one of the most highly regarded companies in the UK's fashion and clothing industry, with having 240 concession retail outlets and employing over 300 staff.

Promoting UK-India Business: As chair of India First Ltd, Lord Loomba organised an event at City Hall at which the Twin-City agreement was signed

between then the Mayor of London Ken Livingstone and Delhi's Chief Minister Mrs. Sheila Dikshit. Lord Loomba has promoted the exchange of the Parliamentarians and the Members of the Judiciary between the UK and India. The Visiting Fellows include the late Lord Slynn of Hadley, Late Lord Williams of Mostyn, Lord Brennan of Bibury, Baroness Jay of Paddington and India's former Chief Justice, Dr. A. S. Anand.

Lord Loomba is a Vice President of Barnardos, Ambassador of the Global Partnerships Forum, a Fellow of RSA and a Freeman of the City of London. Lord Loomba has served as a Member of the Council at London First and Chatham House. He has been named the founding champion of the circle of Widows in 2013. In 2014, Lord Loomba received an Honorary Fellowship from the Northampton University.

Lord Loomba has won many awards and accolades including the Forbes India NRI Philanthropy award in 2012 and the Asian of the Year Award in 1997.



**The Lord Verjee CBE**  
Founder, The Rumi Foundation

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Lord Verjee is a highly successful multiple entrepreneur. At the age of 24 he founded Domino's Pizza in the UK, which now employs over 20,000 people. Rumi undertook the redevelopment of the prestigious Royal Brompton Hospital site into luxury apartments and was owner of Watford FC with Elton John taking them from the old Second Division into the Premiership.

Rumi currently focuses on the luxury retail and luxury real estate sectors. He is proprietor and Chairman of Thomas Goode & Co, a luxury china, silver and glass shop in Mayfair, London and he is Chairman of Brompton Capital Ltd, an investment house in the UK luxury real estate market. He is also Chairman of Ipanema Properties in Brazil which developed multiple sites along Rio de Janeiro's Copacabana, Ipanema and Urca beachfronts into ultra luxury apartments.

He founded The Rumi Foundation, which supports humanitarian work through education, innovation and knowledge building, principally focussing in the UK but also supporting projects in India, East Africa and South America.

In September 2013, Rumi was appointed to the House of Lords as a Liberal Democrat Peer.

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# Customer Profiles

## Aerospace & Advanced Engineering

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### BAE SYSTEMS PLC



**John Brosnan**  
Managing Director  
South East Asia and India

**w.** [www.baesystems.com](http://www.baesystems.com)

In January 2014, John Brosnan took up the position of Managing Director for South East Asia and India, with responsibility for all BAE Systems operations across this region. This was an expansion of his previous role of Managing Director for South East Asia, which he has held since January 2012. John heads the Company's regional headquarters in Kuala Lumpur and his role focuses on strengthening relationships with customers and industrial partners, as well as developing new business opportunities across the region.

Before moving to Malaysia, John was Senior Vice President for Offset and Operations for BAE Systems, managing the delivery of the Company's multi-billion dollar industrial partnership programmes in some 20 countries across the globe. Having joined the Company in 2008 as Director for Corporate Development, John

was initially involved in developing international industrial partnerships under the BAE Systems 'Home Market' initiative.

Prior to this, John worked for the UK Government in a variety of roles, including over ten years in the UK MOD on equipment acquisition, logistics and international security collaboration. He also worked in UK Trade & Investment (UKTI), as a Regional Director and Business Development Director, and had operational tours with the Royal Navy, at NATO Headquarters in Brussels and the UK Crisis Management centre.

John has an MBA from the London Business School, is a graduate of the Whitehall and Industry Group's Senior Leaders' Programme and a fellow member of the Chartered Institute of Management.



# Customer Profiles

## Aerospace & Advanced Engineering

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### BLUE BEAR SYSTEMS RESEARCH LTD

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**Yoginee Patel**  
Chief Executive Officer

**w.** [www.bbsr.co.uk](http://www.bbsr.co.uk)

Blue Bear has been trading for 14 years and originates from an R&D company specialising in autonomy, unmanned systems and flight management and control software.

We provide bespoke technical solutions, managed services and products in unmanned systems in both maritime and air domains. We are committed to providing value adding, effective solutions in rapid timescales in support of military and civil markets worldwide.

Our track record in innovative research, Design and Development and flight test 'firsts' has won us several awards and a prime position in the international UAS arena.

Specialist staff have been drawn from across Industry and Academia (e.g. QinetiQ, BAES, Lockheed Martin, Thales, Marshall Aerospace, Cranfield) to grow the company and offer an end-to-end Managed Service for UAS of different classes (2Kg to 50tonnes) and types

(fixed wing, rotary wing, morphing wing, lighter than air).

Underlying capabilities include design and development of entire UAV platforms, full flight systems design & development, ground control systems D&D, flight service provision (for platform, payloads, subsystems), flight safety case provision, advanced modelling & simulation and system certification. We are unique in the UK in the breadth and depth of our hands-on Engineering experience for different types of UAVs within a small team and our ability to flow down Regulatory Requirements/aspects to Engineering levels.

Our skills encompass avionics, software, aerodynamics, CAD modelling, avionics, flight operations (civil and military), flight control, flight clearance and acceptance, programme management, complex systems design, product certification and qualification.

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**COBHAM PLC****COBHAM**

**David Squires**  
Chief Operating Officer

**w.** [www.cobham.com](http://www.cobham.com)

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Cobham offers an innovative range of technologies and services to solve challenging problems across commercial, defence and security markets, from deep space to the depths of the ocean. It has market leading positions in air-to-air refuelling; aviation services; audio, video and data communications; including satellite communications; defence electronics; life support and mission equipment. The Company has four sectors employing more than 10,000 people on five continents, with customers and partners in over 100 countries and annual revenue of £1.79 billion in 2013.

In India, Cobham has close working relationships with key customers and partners such as Aeronautical Development Agency (ADA), Hindustan Aeronautics Limited (HAL), Bharat Electronics Limited (BEL) and the Indian armed forces. Focusing on long-term strategic partnerships that create

sustainable value to Indian industry, Cobham is also actively engaged in pursuing technical and business partnerships with private Indian companies.

Cobham has significant installed base in India across various platforms that include C 130 J, C 17, LCA, Jaguar, Su 30, Hawk, Kiran, Advanced Light Helicopter, Light Combat Helicopter. Some of the Cobham products that are currently in use are air-air buddy refuelling pods, weapons carriage and release units, avionics systems, slip rings, antenna system and combat free fall systems. In addition, Cobham is pursuing a number of other opportunities in avionics systems, Radomes, life support systems, weapons carriage and release systems; some are direct with the Indian Armed Forces or Public Sector Companies like HAL and BEL, and others in collaboration with international primes.

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# Customer Profiles

## Aerospace & Advanced Engineering

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### DELCAM LTD

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**Clive Martell**  
President

**w.** [www.delcam.com](http://www.delcam.com)

Delcam supplies software and services that help manufacturing companies to maximise their profitability by increasing productivity, improving quality and reducing lead times. The company is one of the world's largest specialist suppliers of computer-aided machining software, with its PowerMILL, FeatureCAM, PartMaker and ArtCAM programs making up a comprehensive range of CAM systems. This broad selection allows Delcam to offer a CAM system capable of machining virtually any product, in any material on any type of equipment.

Delcam also develops product design, tooling design and quality control programs. Delcam's PowerINSPECT software offers fast, reliable comparison of parts, prototypes and tooling against CAD data on all types of inspection equipment and even on machine tools. This versatility has made it the world's leading hardware-independent inspection software. Related programs are available for checking

machine tool set-up and part location. Delcam software is used in over 90 countries worldwide by over 45,000 organisations, from large multi-nationals to small sub-contractors, in industries including aerospace, automotive, engineering, healthcare and toolmaking.

Delcam's CAD/CAM business in India has expanded significantly since the establishment of a wholly-owned subsidiary in the country in 2000. In the intervening years, Delcam India has grown from its initial staff of three to more than 125 employees. The subsidiary is based in purpose-built headquarters in Pune that cost around \$1 million when they were constructed in 2006. Delcam India also operates 14 regional offices spread across the country, to support a growing customer base of almost 2,500 customers.

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**GLEEDS**

**Richard Steer**  
Chairman

**w.** [www.gleeds.com](http://www.gleeds.com)

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Gleeds is represented across the region with 5 offices in India and Sri Lanka.

Established in the UK in 1885, Gleeds has a wealth of experience across all sectors of the construction and property industry. With a presence in Asia for 20 years, the combination of Gleeds' global experience and our understanding of the local construction industry mean that we are able to provide a first-class consultancy to clients.

As an independent multi-disciplined consultancy, Gleeds offers impartial advice across an extensive range of core services, providing solutions for every stage of the property lifecycle.

We mitigate our client's construction costs, programme overruns and improve Health & Safety standards. Our ultimate goal for our international clients is brand protection and provision of certainty in the market.

In India we work across all sectors, including hotels and leisure, offices and retail developments, schools and hospitals and industrial and housing schemes with individual project values of \$1 billion.

1300 worldwide staff, 120 staff in India and offices in Bangalore, Mumbai, Pune, Delhi & Colombo.

Clients include: Astra Zeneca, Bloomberg, Experian, Godrej Properties, Goldman Sachs, Hines, Indian Hotels Company Ltd - including 20 projects for Taj Hotels, Indian School of Business, JP Morgan, Mantri Developers, Marks & Spencer, Nokia, Royal Bank of Scotland, Walmart.

Gleeds won the International Safety Award for the AstraZeneca R&D facility in Bangalore.

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# Customer Profiles

## Aerospace & Advanced Engineering

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### GROUP RHODES



**Mark Ridgway OBE**  
Managing Director

**w.** [www.grouprhodes.co.uk](http://www.grouprhodes.co.uk)

Group Rhodes is one of Europe's largest Original Equipment Manufacturers in its field, supplying an extensive range of machinery for Metalforming, Material Handling and Special Purpose applications. Key sectors include Aerospace, Automotive, Heavy Ceramics (construction), Environmental, Metal forming and Oil and Gas.

The company currently holds two prestigious Queen's Award for Enterprise, the first for innovation in recognition of its continuous development of Super Plastic Forming and Diffusion Bonding Presses (SPF/DB) primarily used in the aerospace and automotive industry, and the second for International Trade, particularly with respect to India and China.

As well as operating two sites in Wakefield, England, Group Rhodes also operates divisions in Sheffield and Manchester, and exports over half its multi-million pound turnover to over 30 countries each year. Overseas visits by its technical sales team, event

sponsorship and participation in major exhibitions worldwide, have helped the company secure sales in new and emerging markets.

Group Rhodes has also recently announced a joint venture in India to manufacture products for the heavy ceramics sector, and to service its aerospace offering. Nearer to home, R&D projects in fields of thermoplastics and waste recycling demonstrate a clear focus on low carbon technologies and recognition of the role of innovation in developing sustainable manufacturing processes.

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## JAIVEL EUROPE LIMITED

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**Vipul Vachhani**  
Founder & Chief Executive Officer

**w.** [www.jaivel.com](http://www.jaivel.com)

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Jaivel enhances the Competitive Advantage of leading manufacturing organisations through the development and implementation of Intelligent Systems, Processes & Engineering.

Jaivel is an International Manufacturing Technology Organisation, formed in the 1990's to provide Intelligent Manufacturing Process Solutions with Project Management excellence. We offer our customers a competitive advantage by delivering cutting edge technology solutions that drive cost out of the manufacturing processes, promoting profitable growth.

Jaivel's ability to develop intelligent technology and manufacturing process solutions has taken us to play a key role in leading manufacturing organisations. Our innovations in smart processes and engineering, plus our commitment to customers success, has earned Jaivel the trust of leading manufacturing organisations across the Aerospace, Energy & Medical Sectors.

### **Competitive Advantage**

Our real focus: To unlock the true potential of our client's technology investments. Modern manufacturing machines are packed with enormous power of performance, and often not harnessed to it's true potential. Inspired by the possibilities and opportunities, every day Jaivel Engineers & industry experts are applying innovation in developing manufacturing processes to deliver true Competitive Advantage to our clients.

### **Intelligent Systems, Process & Engineering**

Today, the innovations in technology and the integration of it into manufacturing is changing the very definition of automation and human intervention in processes. At Jaivel, we are solving complex manufacturing engineering challenges through our Intelligent Systems, Processes and Engineering Solutions. Our proven track record of delivering robust Competitive Advantage has earned us the trust of leading organisations in the aerospace industry.

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# Customer Profiles

## Aerospace & Advanced Engineering

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### JALTEK SYSTEMS LIMITED



**David Saldanha**  
Group Marketing Director

**w.** [www.jaltek.com](http://www.jaltek.com)

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Jaltek Systems Limited is a leading integrated electronic manufacturing and design service provider offering a full turnkey capability in the design, development and manufacturing of complex electronic products, systems and assemblies. From PCBs to complete systems, Jaltek offers expertise in the specification, design, manufacture and test of complex surface mount assemblies and embedded systems. Our careful attention to design methodology and component selection maximises the life cycle of your product and minimises early obsolescence.

Jaltek has long associations with the following key market sectors :  
Defence and Aerospace, Medical and Scientific Research, Homeland Security, Communication and Broadcasting, Industrial and Transportation.

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## NASMYTH GROUP



**Stuart Etheridge**

General Manager Nasmyth India

**w.** [www.nasmythgroup.com](http://www.nasmythgroup.com)

Nasmyth India is a member of the Nasmyth Group, an international manufacturer of Aerospace components and equipment. Nasmyth India provide management of the Group's Indian Supply Chain including sourcing, quotation, engineering, manufacture and inspection through to ultimate shipping to the customer, across global markets.

Together with our Indian Partner Companies, we can offer a comprehensive precision manufacturing and engineering service for turned and prismatic components from single products through to medium and large batch orders.

This compliments the core skills and capabilities offered by the Nasmyth Group within the UK & North America.



# Customer Profiles

## Aerospace & Advanced Engineering

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### PATTONAIR

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**David Bowdery**  
Commercial Director

**w.** [www.pattonair.com](http://www.pattonair.com)

Pattonair is a leading aerospace and defence supply chain and logistics service provider. We help our customers have the right product at the right time as well as providing proven supply chain expertise and solutions. With over 40 years experience, Pattonair consistently offer competitively priced products, world class performance, the highest quality standards and unparalleled customer service.

Pattonair has no boundaries to the supply chain solutions or products we offer. We are dedicated to delivering improved performance for our customers through more effective supply chain management. We remove complexity and reduce Total Acquisition Cost enabling our customers to focus on their core competencies. We offer global coverage from dedicated facilities in UK, US, France, Italy, Poland, Singapore, China, Canada and Brazil to provide a range of services from distribution

management, direct line feed and kitting, through to tailored logistics solutions.

Our customer portfolio includes Rolls Royce, UTC, GE, Airbus, Boeing, Turbomeca, Parker Aerospace and BAE Systems. Pattonair has over 900 employees across 10 countries. Pattonair provide approximately 100 million parts per year to over 1000 customers across the world.

# Customer Profiles

## Aerospace & Advanced Engineering

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### RENISHAW PLC

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**Rhyddian Huw Pountney**  
General Manager - ROW Sales Division

**w.** [www.renishaw.com](http://www.renishaw.com)

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Renishaw is a FTSE 250 listed engineering business which last year celebrated its 40th anniversary. The company was founded in April 1973 and now employs over 3,400 people globally, with 2,300 staff located at its 15 sites across the UK.

Today the company is a world leader in engineering and science based technologies and in July 2014 reported a record turnover of £356 million for its financial year ended June 2014, of which 93% was due to exports. The company's main markets are the USA, China, Germany and Japan, and has over 70 offices in 32 countries.

Renishaw has been trading in India since 1983 and after establishing a representative office in Bangalore in 1993, converted this to a wholly owned trading subsidiary in 2000. Today the company has regional offices in five cities, plus resident sales engineers in other key areas.

Renishaw supplies products used for applications as diverse as jet engine and wind turbine manufacture, through to dentistry and brain surgery. It is also a world leader in the field of additive manufacturing (also referred to as 3D printing), where Renishaw is the only UK company that designs and makes industrial machines which 'print' parts from metal powder. To keep at the forefront of its various technologies Renishaw has historically invested between 14 and 18% of its revenues in R&D and engineering.

The company has won multiple international awards for its innovative products, including 17 Queen's Awards, and in September 2012 its site in Gloucestershire was named the UK's Best Electronics Plant.

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**RED GATE****redgate**  
ingeniously simple

**Nick Wood**  
Head of Operations

**w.** [www.red-gate.com](http://www.red-gate.com)

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Red Gate is a privately held software company based in Cambridge, England. It develops tools and solutions for software professionals, mainly targeted around SQL Server and .NET technology. Red Gate has over 700,000 customers and since 2007 has been rated by the Sunday Times as one of the best companies to work for in the UK.

Red Gate has always had an interest in startup companies and previously set up Springboard, an incubator for early stage companies. Red Gate now has a more formal investment arm, Red Gate Ventures, which aims to build and grow sustainable software businesses. They do this by offering seed investments to early stage software startups and providing them unique access to Red Gate's domain experts and resources. They typically invest between \$50k and \$300k in products related to Internet of Things, Big Data, and data privacy. Although they provide investment, they're not your typical venture capital fund. At their core they're a software company, located in Cambridge, UK. They can share the wealth

of experience they've gained building software businesses over the past 14 years. They're also in a unique position to provide access to expertise in marketing, sales and UX.

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# Customer Profiles

## Aerospace & Advanced Engineering

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### STRONGFIELD TECHNOLOGIES LTD

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**Surinder (Max) Mongia**  
Chairman

**w.** [www.strongfield.com](http://www.strongfield.com)

Strongfield Technologies Ltd has over 40 year's experience developing some of the best strategic relationships in India. It is heralded as the leader in providing power to the borders of India. As well as a manufacturer of military generators, Strongfield are also renowned for collaborating with niche technology providers in the Aerospace/ Defence and Security sector from the UK, supplying to the Indian MoD, Public Sector Undertakings, Defence Research & Development Organisations and more recently the booming Private sector. This collaboration has been in the form of exclusive distribution, technology transfer and joint production.

The Aviation division of Strongfield offers a leading engineering design consultancy service for aircraft projects worldwide with provision of engineering personnel and integrated teams. Strongfield recently completed a \$30M order for a development project with a major OEM.

Traditionally Strongfield has supported major programmes through India's Public

Sector Undertakings (PSUs) such as HAL, BEL & ECIL. Now that the private aerospace and defence companies are being encouraged by the end-users and growing rapidly, this trip will give Strongfield wider exposure to these companies and routes into new business areas. A recent success in this area was the collaboration with Tech Mahindra to jointly develop our global engineering consultancy services.

Under the new government we see the drive for modernisation of the forces, increased capability in technology through collaboration and the desire for the development of indigenous commercial aircraft as key opportunities for us.



# Customer Profiles

## Education & Skills

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### BURTON & SOUTH DERBYSHIRE COLLEGE

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**Dawn Ward OBE**  
Chief Executive & Principal

**w.** [www.bsdc.ac.uk](http://www.bsdc.ac.uk)

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Burton and South Derbyshire College (BSDC) is a medium sized further education college, located on the border of Derbyshire and Staffordshire in the UK. Offering a wide range of full and part time, further and higher education courses, both academic and vocational, from basic Entry Level programmes through to degree level qualifications. BSDC is passionate about providing learners with the skills required for success in their chosen industry and has been delivering high quality vocational education and training programmes for over 60 years.

Rated 'Good' by Ofsted, it has excellent standards of teaching, a strong international reputation for delivering the skills that employers need; and a passionate commitment to be a vibrant and outstanding, high performing college, regionally, nationally and internationally. It holds UK Boarder Agency (UKBA) 'Highly Trusted Status' and is an official British Council IELTS Testing Centre.

The College has extensive experience working with employers both to up-skill the workforce with bespoke work-based training solutions, industry coaching and apprenticeships; as well as helping employers and industry partners to develop their own capacity to deliver work-based education and training through cascaded train the trainer models and collaborative, in company professional development initiatives.

The College is the official learning partner for St. George's Park, the Football Association's National Football Coaching Centre for England National First Teams; the vocational education partner for Toyota Manufacturing UK; collaborates with Roland UK and Microsoft, and works with numerous organisations such as Wabtec UK, Finnings Caterpillar, Johnson Control Industries, JCB, Unilever, Hilton, NHS, Boots and Marks and Spencer.

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## ASSOCIATION OF COLLEGES

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**John Mountford**  
International Director

**w.** [www.aoc.co.uk](http://www.aoc.co.uk)

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AoC India exists to help UK Further Education colleges to establish mutually beneficial training partnerships with Indian industrial and government stakeholders. Further objectives include:

- Developing mutually productive content and curriculum partnerships with private and state sector college providers.
- Providing and supporting teacher training and train the trainer programmes.
- Offering sector expertise and vocational specialisms to support PPP initiatives.
- Designing and delivering bespoke vocational skills programmes for Indian partners.
- Offering opportunities for Indian students to study at a UK college on HE, Vocational and English language programmes. Supporting

the capacity building of Indian partners through input on leadership, quality and curriculum development.

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# Customer Profiles

## Education & Skills

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### BOURNVILLE COLLEGE



**Norman Cave**  
Principal & Chief Executive

**w.** [www.bournville.ac.uk](http://www.bournville.ac.uk)

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Bournville College is a 100-year old college, working in the international market for more than 50 year, spanning over 40 countries. The College is already doing business in India, and has been welcoming Indian students to the UK for many years. However, recognising the importance of India, the college set up its own company, Bournville Training & Consultancy Pvt. Ltd, based in Kolkata. This has been operational now for almost three years and is managed and run by local staff.

Key links have been established with strategic partners such as Confederation of Indian Industries, State Government Departments, Tata Motors, Tata Steel and other private players.

Bournville College has been recognised as a specialist partner by the West Bengal government in assisting to move forward India's Skills Agenda. Training has included English Language, Employability, and technical and

vocation skills development. Training activity is closely aligned with the NSDC and Sector Skills Council remit.

Bournville India specialises in content design and development, in-country delivery of bespoke vocational programmes, Train the Trainer, Certification and Consultancy. Our current focus areas are Soft Skills, Technical Education, Healthcare, Construction and Beauty and Wellness.

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## CITY OF GLASGOW COLLEGE



**Paul Little**

Principal & Chief Executive Officer

**w.** [www.cityofglasgowcollege.ac.uk](http://www.cityofglasgowcollege.ac.uk)

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City of Glasgow College is a College of Further and Higher education which offers a wide range of advanced, nonadvanced and professional courses that meet the needs of learners, businesses and commerce locally, nationally and internationally.

It is the largest College in Scotland offering over 2,600 courses and is one of the largest providers of professional development courses in Scotland. The College has 1200 staff and around 32,500 students from over 130 different nationalities.

Situated in the City Centre of Glasgow the College has 6 Academic Faculties offering courses in Business, Management, Maritime and Nautical studies, Construction, Engineering and Energy, Procurement, Social Care, ICT, Sport, Food & Hospitality, Art and Design, Creative Industries, Languages, Marketing, Complementary Therapies

and Tourism, from basic to professional (post graduate) level.

The college is one of the most internationally active colleges in the UK with around 40 overseas partner institutions situated in Europe, America, Africa, Middle East, Sub-continent and Asia. The college welcomes up to 1000 non-EU students per year and has Highly Trusted Status (HTS) with UK Visas and Immigration.

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# Customer Profiles

## Education & Skills

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### GLASGOW CALEDONIAN UNIVERSITY

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**Karen Stanton**  
Deputy Vice-Chancellor

**w.** [www.gcu.ac.uk](http://www.gcu.ac.uk)

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Glasgow Caledonian University (GCU) is a distinctive, inclusive and forward-looking university that is committed to its social mission to promote the common good. Our Chancellor is Professor Mohammed Yunus, International anti-poverty campaigner, Nobel Peace Prize winner and founder of the Grameen Bank.

We have become an international centre of excellence in higher education, promoting employability and global citizenship in our graduates. We win awards for our support and commitment to the student experience, and came 2nd in the UK for International Student Satisfaction. We have campuses in London, New York, and affiliated campuses for Engineering in Oman and Nursing in Bangladesh.

GCU already enjoys strong relationships with many universities in India and is keen to develop new opportunities to collaborate in partnerships. As well as

welcoming students to our campuses across the world, we would like to explore opportunities for partnerships, articulation and transnational education.

GCU also has an excellent reputation and track record of engagement and collaboration with industry partners, ensuring student engagement and learning is informed by relevant commercial input. We are also keen to explore the potential for collaboration with industry partners as part of our educational offer to India.

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GLOBAL EDUCATION  
MANAGEMENT LTD

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## GLOBAL EDUCATION MANAGEMENT LTD (GEM)

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**Frederick Young**  
Director

**w.** [www.gemplacement.co.uk](http://www.gemplacement.co.uk)

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Global Education Management Ltd ("GEM") is a SME that is a specialist educational services company that mainly exports overseas in countries like China, India, and Switzerland. We have been actively working with Universities and Colleges to give undergraduates and postgraduates the chance to travel overseas to gain a cultural exchange programme, industrial training and practical training experience.

GEM has successfully supported Indian hospitality students to gain training and cultural exchange experiences in the UK, Middle East, Australia, China, Singapore and the Maldives. We have helped on all aspects of the programmes including visas, training, accommodation, arrival support, monitoring and pastoral support. With the assistance of UK Trade & Investment - we currently have over 15 Indian colleges working with us across India. We welcome the chance to further develop our activities in the Indian market and the possibility for bilateral

exchanges for overseas nationals to come to India for cultural immersion and internship experiences. We strongly believe that through cultural exchanges and travel we help young people gain personal insights about other countries and learn from an overseas working environment.

# Customer Profiles

## Education & Skills

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### HIGHBURY COLLEGE, PORTSMOUTH

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**Stella Mbubaegbu CBE**  
Principal & Chief Executive

**w.** [www.highbury.ac.uk](http://www.highbury.ac.uk)

Highbury College offers a variety of services to the Indian market, from consultancy services to highly regarded, internationally recognised qualifications.

**Consultancy:** Highbury College offers its services as a consultancy on an international basis. The College currently has five live projects in place in India, and is leading a consortium of 16 UK colleges in a UKIERI partnership with Larsen & Toubro (L&T) working within the Construction Sector. Our services include:

- Utilising the expertise and reputation of Highbury to transform vocational training, with resources that replicate best practise in the industry.
- Delivering high quality programmes to meet the needs of industry and employers and lead to jobs, business start-ups and high level employment for graduates.
- Bespoke employee training and vocational development programmes for employers.
- Co-creating strong, sustainable employer-led business and education partnerships

which benefit both the student and industry.

- Leading on innovative approaches to teaching and learning, placing a key emphasis on entrepreneurship and blended learning.
- Curriculum development.
- Quality Assurance.
- Technology in Education.

**HNC/HND Business Courses:** Highbury College offers the highly regarded Level 4 BTEC HNC Diploma in Business, the Level 4 BTEC HNC Diploma in Hospitality Management and the Level 5 BTEC HND Diploma in Business. The Level 5 course is recognised by such professional bodies as the Association of Chartered Certified Accountants, Chartered Institute of Management and the Chartered Institute of Marketing.

**English Language:** Available at basic, intermediate and advanced level, our General English classes develop all aspects of the English language with a focus on improving your ability to communicate clearly and effectively.

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# Customer Profiles

## Education & Skills

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### LANCASTER UNIVERSITY



**Steven Bradley**

Pro Vice Chancellor (International)

**w.** [www.lancaster.ac.uk/vc/bradley.htm](http://www.lancaster.ac.uk/vc/bradley.htm)

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Now in its 50th year, Lancaster University is a world-class centre for teaching and research and is located on a beautiful campus in the North West of England.

Lancaster University is amongst the top one per cent of universities in the world and ranked top ten in the UK's Guardian League table along with consistently highly placed positions in all other major league tables. Our graduates perform well in an increasingly competitive job market with 93% going into work or further study within six months of graduating and our alumni networks consist of over 100,000 members in 148 countries worldwide. In addition, students at Lancaster University are among the most satisfied in the UK according to the National Student Survey. All of this is testament to the quality of our degree courses.

Over a number of years, Lancaster University has developed a

comprehensive and flexible portfolio of collaborative teaching partnerships overseas where Lancaster University degrees are delivered with local institutions in countries and we'd be looking to expand this partnership within India as part of our global outreach internationalisation strategy.

Through the partnerships, we support the development of institutions overseas, helping to build the capacity of local higher education whilst offering Lancaster's academic excellence in teaching, outstanding learning experience and research. The partnerships are built on the needs of local partners and the degree programmes are developed and taught collaboratively by Lancaster academic staff and staff from the local partner.

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## MANIPAL CITY & GUILDS

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**John Yates**  
Chief Executive Officer

**w.** [www.manipalcityandguilds.com](http://www.manipalcityandguilds.com)

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Manipal City & Guilds is an India-UK joint venture founded in 2009. We combine the strengths of Manipal Global Education Services, which has 50 years of steadfast focus in India's education sector and a presence that includes 5 universities and over 30 institutions, and City & Guilds, a 135-year-old World leader in skills development that provides curriculum, course content, assessment, certification services and 600+ qualifications across over 80 countries. Vocational education businesses like ours support the government and industry not just in training, but also in assessment and certification services, quality assurance and management, qualification development, and Train-the-Trainer programmes.

Manipal City & Guilds operates across all of the major industries. We have particular strengths in retail, hospitality, hairdressing & beauty therapy, engineering, construction, and banking and financial services.

But like City & Guilds in the UK we have a mandate and an opportunity to support industry across the board.

**Training:** Manipal City & Guilds provides vocational training, working with NSDC, employers, National and State Government and training partners. Through a network of over 100 centres across 25 States - and with particular strength in the North East - our training business has delivered training to tens of thousands of learners across a range of sectors and qualifications.

**Services:** We work with Government agencies, Sector Skills Councils and other training companies to provide the range of services that have built City & Guilds' reputation for excellence in vocational education. We offer assessment and certification services, curriculum design and development, Quality Assurance, and learning technologies.

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# Customer Profiles

## Education & Skills



### QUEEN'S UNIVERSITY BELFAST

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**Satish Kumar**  
Director, Queen's Academy India

**w.** [www.qub.ac.uk](http://www.qub.ac.uk)

Queens University Belfast is ranked in the top one percent of universities in the world (QS World University Rankings). It was founded in 1845 as Queen's College Belfast, one of the three Queen's Colleges in Ireland and became an independent university in 1908.

A member of the Russell Group of the UK's leading research-intensive universities, Queen's provides an exceptional educational experience, underpinned by world-class research and world-class facilities. Queen's commitment is reflected in its programme of investment - £350m in the last 10 years and over £400m will be invested in the next 10 years.

Queen's higher education roadmap for the North East Indian region is designed to address both short-term and long-term capacity and capability building through enhancing partnerships. The Queen's Academy India (QAI) project will establish a collaborative partnership with India universities (Assam University, NEHU, Tezpur University, NIT Silchar and

IIT Guwahati), with particular emphasis on quality, accessibility and affordability.

The QAI will train up to 250 Indian students and university faculty to help expand the number of new, well-qualified university staff available in the North Eastern region of India. The initiative, led by Queen's will support the Indian Government's expansion strategy for higher education, which aims to develop the HE sector.

Queen's already has extensive partnerships in education and industry across India. These include collaborations with Videocon to deliver on Educational - Industrial Partnership; with Infosys to develop strategies to combat the global cyber security threat and with the Indian Institute of Engineering Science and Technology (IIST), Shibpur (formerly Bengal Engineering and Science University) on the 'Water for Life' programme on arsenic amelioration.

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## SKILLS FOR HEALTH

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**Brian Payne**

Director of International Development

**w.** [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

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Skills for Health is a UK based, not-for-profit organisation operating internationally. We work with healthcare employers at national, regional and individual level to improve clinical outcomes, quality of care and staff productivity by developing better skills and staffing structures. We are the UK leader in this area, licensed by government as the Healthcare Sector Skills Council. We enable employers to make best use of expensive professional healthcare staff through developing a more skilled and balanced team. The four main services we offer are;

**Workforce Planning:** Effective workforce planning is a vital consideration for major capital developments, when redesigning services and for recruitment and retention strategies. Our 'Six Steps Methodology to Integrated Strategic Workforce Planning' is the method of choice of the UK NHS. In the last five years alone we've trained more than 5,000 staff in workforce planning techniques.

**Care Pathway Design:** We map patient care pathways, identify the skills needed to provide quality care and value for money, looking beyond traditional staffing structures to make best use of the entire healthcare team.

**Skills Development:** We assess the competency of your current workforce against strategic requirements, identifying and articulating learning and development needs, determining skills gaps and developing plans to address these effectively.

**Education and Training:** We design learning and development programmes including e-learning, work-based and blended learning. We are the largest supplier of e-learning to the UK healthcare sector. We also work extensively with partners including leading colleges, universities and Royal Colleges to supply the most appropriate, high-quality training programmes.

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# Customer Profiles

## Education & Skills

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### THE UNIVERSITY OF EDINBURGH

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THE UNIVERSITY of EDINBURGH



**Alan Mackay**

Deputy Vice Principal International

**w.** [www.ed.ac.uk](http://www.ed.ac.uk)

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The University of Edinburgh has a centuries long tradition of engagement in India. This includes the founding of the first ever South Asian Student Society at a UK university (1875) and graduation of the first Indian student from Edinburgh the following year. The University's extensive programme of work with India, in India, was recently re-energised with the establishment of the University of Edinburgh India Office in Mumbai in November 2011. The India Office acts as the University's knowledge exchange hub with research partners and alumni in India.

Edinburgh seeks to consolidate its reputation as a respected and trusted partner in India through sharing of human and intellectual capacity. The University of Edinburgh's partnerships with India seek to address the world's most pressing challenges across health, education, sustainability and social justice.

Our partnership - working with India in India - significantly impacts 21st century futures both in India and the United Kingdom. The University of Edinburgh is home to the Centre for South Asian Studies, the central academic unit in Scotland dedicated to the study of the Indian subcontinent. In May 2014, the University launched the Edinburgh India Institute that creates a bridge between Edinburgh and India, increasing our engagement and deepening our partnership.

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## UNIVERSITY OF ABERDEEN

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**Seth Kunin**

Vice Principal in Internationalisation

**w.** [www.abdn.ac.uk](http://www.abdn.ac.uk)

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Founded in 1495, the University of Aberdeen is ranked in the top 1% Universities in the Over the centuries, Aberdeen graduates and scholars have changed the world in many fields of human endeavour. The University has an outstanding track record in pioneering discoveries which have changed thinking and practice in medicine, science and humanities over five centuries, including work that has contributed to five Nobel Prizes. Aberdeen's three distinct research centres have a broad-based research platform, focusing on global issues including health, social organisation, environmental sustainability and energy, including renewable energy and oil and gas.

Today, the University is at the forefront in many areas of life sciences, health, art and social sciences, in science, oil and gas, renewable energy, computing, engineering and technology, and in ground-breaking disciplines focused firmly on the 21st century, such as

bio-medical computing science. The University has made an unprecedented multi-million pound investment to provide its students and researchers with some of the very facilities available anywhere in the UK.

The University is embarking upon an exciting period of internationalisation, building upon a long established record of engagement with fellow academic colleagues, universities, and research institutes from all over the world. Aberdeen offers education in arts, science, and technology, including a wide range of degrees in geosciences, engineering, business, economics, law and environmental sciences. Technical and managerial professionals can develop their careers through a wide range of industry-focused programmes. The University's research teams are at the forefront of many disciplines and are ready to partner with industry in finding solutions and innovations for 21st century.

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# Customer Profiles

## Education & Skills

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### UNIVERSITY OF DUNDEE

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#### **Michael Ferguson**

Regius Professor of Life Sciences & Associate  
Dean for Research Strategy

**w.** [www.lifesci.dundee.ac.uk/people/mike-ferguson](http://www.lifesci.dundee.ac.uk/people/mike-ferguson)

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Mike Ferguson is Regius Professor of Life Sciences at the University of Dundee. His personal research is on the biochemistry of protozoan parasites that cause tropical diseases. Mike believes in the fundamental importance of interdisciplinary and translational research and helped establish the Drug Discovery Unit at the University of Dundee that moves fundamental biological research towards the clinic. Mike is also a member of the Board of Governors of the Wellcome Trust, an organisation dedicated to “extraordinary improvements in health”, and of the Board for the Medicines for Malaria Venture.

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## UNIVERSITY OF STRATHCLYDE

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**Susan Hart**  
Executive Dean

**w.** [www.strath.ac.uk](http://www.strath.ac.uk)

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Strathclyde Business School is internationally respected as one of the most innovative business schools in Europe with one of the largest academic faculties. Strathclyde is accredited by the international accrediting bodies, AMBA, EQUIS and AACSB, and is one of only 59 in the world (2014) to have such a distinction. In fact, less than 1% of business schools in the world hold triple accreditation status.

Strathclyde also performs consistently well in the UK government research and teaching assessments. Strathclyde Business School has been placed 73rd in the global Financial Times MBA rankings 2014, moving up 14 places since last year. This position puts Strathclyde in the top 10 of UK business schools and top 20 in Europe. Data from the rankings table also show Strathclyde is 4th in the world for value for money and 21st globally for career progression.

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# Customer Profiles

## Education & Skills



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### UNIVERSITY OF THE WEST OF SCOTLAND

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**Paul Martin**  
Depute Principal

**w.** [www.uws.ac.uk](http://www.uws.ac.uk)

University of the West of Scotland was formally established in 2007, but has origins dating back to 1897. The University has 4 campuses - in Ayr, Dumfries, Hamilton and Paisley and serves as the local university for over 30% of Scotland's population with over 15,500 students including around 1100 EU and international students.

The University's purpose is to change lives, transform communities and encourage enterprise through outstanding, distinctive and progressive higher education. Our focus is on personalised learning experiences supported by internationally recognised research. UWS graduates will be work-ready and contribute locally and globally. The University comprises 6 academic schools: Business, Media, Culture & Society, Education, Engineering & Computing, Health, Nursing & Midwifery and Science.

Our creative industries programmes carry some of the UK's highest levels of recognition including accreditation from Creative Skillset, the Broadcast Journalism Training Council, and Drama UK. In computing we work with leading global brands such as Microsoft, Cisco and Macromedia.

Our BA Hons Human Resource Management is the only undergraduate programme in Scotland with CIPD approval.

In 2013 one of our environmental Professors was elected as International President of the Society for Environmental Geochemistry and Health. Our School of Health, Nursing & Midwifery is the largest of its type in Scotland, with over 4100 full and part-time students studying across the University campuses in Ayr, Dumfries, Hamilton and Paisley and online.

Our School of Education has an unparalleled range of on-line professional development programmes for education professionals at all levels, and the School's undergraduate teaching programme has been recognised as a Top 10 course by the Times Good University Guide.

Many of our programmes in Engineering and Computing offer students the opportunity for work experience through industrial or sandwich placement. Professional accreditation is also a key factor in students choosing to study at UWS in these disciplines.

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## WEST NOTTINGHAMSHIRE COLLEGE

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**Dame Asha Khemka OBE DBE**

Principal and Chief Executive, and Chair AoC in India

**w.** [www.wnc.ac.uk](http://www.wnc.ac.uk)

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AoC India was set up to promote, represent and support UK FE colleges in the rapidly growing market for skills training in India.

With a permanent team based in Delhi we are creating excellent networks across the country and area ideally placed to help find and develop the best business opportunities and partnerships.

UK further education colleges are ideally placed to help the Indian Government achieve their dynamic aspirations. With an unrivalled history for providing world-class vocational education and training in partnership with industry, AoC India are working closely with partners and policy-makers to add significant value and expertise to India's complex skills landscape.

Alongside colleagues from India, we can make a major contribution to this great nation's ambitions and aspirations.

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# Customer Profiles

## Retail, Food & Drink

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### CHIVAS BROTHERS LIMITED

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**Laurent Lacassagne**

Chairman and Chief Executive Officer

**w.** [www.chivasbrothers.com](http://www.chivasbrothers.com)

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Chivas Brothers is the Scotch whisky and premium gin business of Pernod Ricard - the world's co-leader in wine and spirits. Chivas Brothers is the global leader in luxury Scotch whisky and premium gin. Its portfolio includes Chivas Regal, Ballantine's, Beefeater Gin, The Glenlivet, Royal Salute, Aberlour, Plymouth Gin, Longmorn, Scapa, 100 Pipers, Clan Campbell, Something Special and Passport.

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## EAST END FOODS PLC



**Kuldip (Tony) Wouhra**  
Chairman



**Paul Wouhra**  
Sales Director

**w.** [www.eastendfoods.co.uk](http://www.eastendfoods.co.uk)

East End Foods plc is a family owned and run company since 1972. We mainly import raw ingredients like lentils, rice, spices and condiments from world over process and pack them at our state of the art plant in West Bromwich near Birmingham. Both our rice and flour mills specialise in healthy food output. Special Gluten free products are being developed for marketing soon.

We would like to market our gluten free range for export to India as we see there is a large gap in the market. We also feel that food products for diabetic people could also be marketed in India. Besides national distribution through majority of independents all big retailers Tesco, Sainsbury, Waitrose, Asda, Co-ops and many multiples are our customers.

The multiples are now moving into India and we already understand their needs hence we feel there is an opportunity to export many products to India.

# Customer Profiles

## Retail, Food & Drink

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### FEVER-TREE

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**Timothy Warrillow**

Co-Founder & Chief Executive Officer

**w.** [www.fever-tree.com](http://www.fever-tree.com)

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For Charles Rolls and Tim Warrillow, the question was simple: why choose a premium spirit and then compromise the experience by masking it with a poor quality mixer? Fever-Tree was launched to change this, with the world's first, all natural range of mixer drinks. From the Congo to the Ivory Coast, Charles and Tim have travelled to some of the most remote regions of the world to seek out small specialist suppliers for their mixers range.

As the only premium alternative to mainstream brands, Fever-Tree have firmly established themselves as the mixer drink specialist, creating a range of drinks that are unrivalled in terms of quality and taste. Pioneering innovation in the long forgotten, highly commoditised mixer category, the Fever-Tree range is the market leader in premium mixers, now sold in over 49 countries, proudly served in 7 of the top 10 restaurants in the world (as listed by Restaurant Magazine) and endorsed by the world's leading gastronomes, bartenders and drinks critics.

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Fever-Tree will be using this mission to announce the launch of its awarding winning Indian Tonic water, in its 50th export market - India. This British company are immensely excited about taking Indian Tonic back to India where the quintessential G&T was first invented in the 1800s by the British Army.

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## OCS GROUP LIMITED

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**Stephen Waud**  
Director

**w.** [www.ocsinternational.com](http://www.ocsinternational.com)

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Founded in 1900, the OCS Group is the UK's largest and oldest privately-owned International Total Facilities Management (TFM) services provider with an annual turnover of £1 billion and over 90,000 employees in 40 countries worldwide. The Group offers more than 70 different services ranging from catering, cleaning, horticulture and waste management to security, property maintenance and hygiene; These services can be provided individually or as part of a fully integrated FM solution and to both the Public and Private Sectors.

OCS started investing overseas 25 years ago and in recent years has increased investment in Australia, China, Qatar, Malaysia, India (where - with a 22,000-strong workforce - it is now one of the Top 5 UK employers), Singapore, UAE and Vietnam.

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# Customer Profiles

## Retail, Food & Drink

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### PANESAR FOODS

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**Balbir Singh Panesar**  
Managing Director

**w.** [www.panesarfoods.co.uk](http://www.panesarfoods.co.uk)

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Panesar Foods manufactures a range of sauces in glass/plastic/pillow packs/Doy packs and pots. We manufacture and pack conventional/Indian/Mexican/Caribbean/Middle Eastern/Thai and Chinese. All products are authentic, good quality, right price and a flexible approach to service. We manufacture and produce for the multiple discounters, food manufacturers, brand and our own brands. We would like to supply some of these products into the Indian Market. The Mexican range would be ideal.

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## PAVERS LTD

**PAVERS** *Shoes*



**Stuart Paver**  
Managing Director

**w.** [www.pavers.co.uk](http://www.pavers.co.uk)

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Pavers Shoes, is one of the UK's leading comfort footwear specialists selling branded and own brand footwear. Pavers are a multi-channel retailer with 120 stores, website, catalogues, TV channel and stores in India.

With Stuart's leadership, Pavers entered new areas of retailing at an early stage, such as outlet retailing which they now dominate, internet retailing which was started over a decade ago and more recently TV retailing by launching the world's first single product shopping channel.

Following the successful acquisition of a number of the former Barratt footwear stores has created the bridgehead that allows Pavers to showcase amazingly comfortable footwear to a large number of high streets over the next few years.

York Based Pavers Shoes has continued to grow since it was founded in 1971 by Cathy Paver who still works full time in the company.

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# Customer Profiles

## Retail, Food & Drink

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### SCOTCH WHISKY ASSOCIATION

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**David Frost**  
Chief Executive Officer

**w.** [www.scotch-whisky.org.uk](http://www.scotch-whisky.org.uk)

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The Scotch Whisky Association represents the Scotch Whisky industry collectively. Virtually all Scotch Whisky producers are members, from the very largest such as Diageo or Pernod-Ricard down to the smallest distillers. Most are major importers to and investors in India. We wish to work with the Indian authorities to promote the legal protection against fraud of the Scotch Whisky category, to facilitate access for imports of Scotch Whisky, and to simplify the legal environment for our products in India.

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## N.SETHIA GROUP LIMITED

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### **Nirmal Kumar Sethia**

Chairman and Managing Director

**w.** [www.newbyteas.com](http://www.newbyteas.com)

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The N. Sethia Group Limited wishes to expand its activities in the Indian Market and sees this trade mission as a most suitable vehicle. In particular the group would like to concentrate on the following new and established businesses:

- Within the arena of financial instruments, the group wishes to develop the latest security features along with other security related industries.
  - Tea packaging and specialised tea production in North India, introducing the ancient tea culture through the production of green teas and specialised teas.
  - To maintain its supply of premium teas, the group wishes to expand its tea production facilities in other hilly terrains such as Himachal Pradesh, Uttarakhand, Meghalaya and Sikkim.
  - To expand in the field of real estate and infrastructure development in India.
  - To examine the future possibilities of entry into pharmaceutical research and production arena.
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# Customer Profiles

## Retail, Food & Drink

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### THE ENTERTAINER

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**Duncan Grant**  
Director

**w.** [www.theentertainer.com](http://www.theentertainer.com)

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The Entertainer is the largest and fastest-growing chain of toy shops in the UK with 90 stores across the country. It was founded by Gary and Catherine Grant in 1981 and it is still 100% family-owned. It has won a string of awards including UK Toy Retailer of the Year, Omnichannel Toy Retailer of the Year and most recently UK Growth Retailer of the Year at the Retail Week awards. It has firmly established itself as the toy retailer of choice for Shopping Mall landlords in the UK.

The Entertainer sells a range of globally branded toys such as Lego and Hasbro, supplemented by a strong private-label offering of exclusive products. It trades in Shopping Malls and High Streets from units of 250-400 sq.m. and the format is flexible enough to succeed in a variety of catchment sizes, from small towns up to the largest premium malls such as Westfield and Bluewater. The Entertainer's success lies in it being able to offer a premium toy retailing experience whilst still giving customers

great value and managing costs tightly. Toys range in price from 100 rupees up to 30,000 rupees but the average transaction value is around 1,500 rupees.

The Entertainer began expanding internationally through master franchising in 2013. To date it has signed deals in three countries and has 7 stores trading across UAE and Pakistan, with 3-5 further stores opening before the end of 2014. Initial results have been extremely positive and the format has successfully connected with customers from varied backgrounds and cultures.

The Entertainer has identified India as a key target market and is now looking to enter the market with a master franchise partner. The Indian toy market is still extremely fragmented and there is a huge opportunity in the medium-term to establish a dominant position in what will become a multi-billion dollar industry.

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# Key Contacts

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## **Sir James Bevan**

High Commissioner, India

Sir James Bevan joined FCO in 1982 and has held various positions including Head of Africa Department, Head of EU Department, Director of Balkans and Gibraltar and Director of Africa. During 2007 - 2011 Sir James held the position of Chief Operating Officer (Director-General for Corporate Affairs) at FCO, London. He has been the British High Commissioner to India since November 2011.

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## **Ian Felton**

British Deputy High Commissioner Bangalore

Ian Felton joined Bangalore as the British Deputy High Commissioner Bangalore in 2011 and is keen to further UK-India trade, investment, science and innovation partnerships. This is done through business, science and ministerial visits. Ian enjoys travelling around Karnataka to understand the state and promote UK-India ties.

Ian is a career diplomat and prior to Bangalore served as the British ambassador in the Republic of Guinea in West Africa where he worked on promoting trade for British mining and energy companies.

Previous postings have included Cambodia, New York (United Nations), Brussels and extensive travel and assignments in South East Asia.

You can follow Ian on Twitter using @dhcianfelton

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**Kumar Iyer**

British Deputy High Commissioner Mumbai

Kumar Iyer is the British Deputy High Commissioner in Mumbai with responsibility for Western India and the Director General of UK Trade and Investment with overall responsibility for the UK-India trade relationship. Kumar came to Mumbai in July 2013 from Her Majesty's Treasury where he held a number of senior posts including most recently as Head of Financial Sector Interventions which included responsibility for the Government's stakes in the Royal Bank of Scotland and Lloyds Banking Group; and Deputy Director for Strategy, Planning and Budget which included oversight of the UK Budget process and overall strategy for the Treasury. Prior to that Kumar was Deputy Director of the Prime Minister's Strategy Unit, where he worked on a range of policy priorities for the Prime Minister.

Prior to his public sector career, Kumar spent several years at the Boston Consulting Group working mainly in the Financial Services Practice but also for large multinational media and retail clients.

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# GREAT

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