



Annual Monitoring Report 2018

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Introduction

The vision of Here East is to create a world-leading technology and digital cluster to enhance and regenerate the local community, and boost London's flourishing digital and creative industries. Here East is a campus that brings together businesses big and small, tech, media and education in the pursuit of innovation.

Here East provides a unique environment to facilitate collaboration and the exchange of ideas. It offers shared workspaces and public areas to foster a tight community, alongside a shared Yard with space for discussion and events, a landscaped canalside and artisan cafés, shops and restaurants.

As a tenant throughout the construction process, BT Sport has now been joined by Studio Wayne McGregor, UCL/Bartlett School of Architecture, Loughborough University London and Ford's European Smart Mobility Innovation Office. Online luxury fashion retailer MATCHESFASHION.com, UK charity Scope, Signal Noise, Ladbrokes Coral – LC2, Hobs Studio, Barratt Homes, Neopost and Sports Interactive also recently moved to Here East.

Plexal, Here East's innovation centre is located on the ground floor of the Press Centre and has become a thriving hub of tech start up and scale ups. They host a variety of events throughout the year including hackathons, conferences, product and brand launches and sector specific meet ups.

Recently Plexal launched Plexiglass, an accelerator programme to help female-founded businesses scale, and has also been chosen by the Department for Digital, Culture, Media & Sport to host the London Office for Rapid Cyber Advancement.

Just recently, Here East has partnered with The Trampery to deliver a multi-million-pound, state-of-the-art facility for creative businesses in East London. The 21 studios will be offered in perpetuity at rates that are affordable for artists and small creative businesses. 80% of the studios will be offered to creative businesses based in the Hackney Wick community. Designed by architects



PHOTO: SEAN POLLOCK / THE GANTRY

Hawkins\Brown, the studios are the first in the world to be built using the "WikiHouse" system of open-source building plans constructed with low-cost materials.

The Trampery on the Gantry will be part of the wider Here East campus, placing the creatives at the centre of a thriving community built on collaboration. In addition to being part of The Trampery on the Gantry's creative hub, artists will also be able to tap into the collaborative network of creative and technological businesses at Here East, from Studio Wayne McGregor to UCL's Robotics Lab and V&A East.

Here East has also been recognised with the WiredScore Platinum rating, reflecting the highest level of connectivity certification and sitting amongst the most elite buildings across the world.

Whilst it has been a busy period in transforming Here East and securing tenants who make up the vibrant and diverse ecosystem of creative digital industries, Here East has achieved a significant amount in supporting the local community and undertaking employment events. This Annual Monitoring Report provides a snapshot of the population on the campus and provides numerous examples of community focused activities.

Background

This report has been prepared pursuant to Schedule 8 of the Here East Section 106 Agreement, dated 1 April 2014.

Schedule 8 of the Here East Section 106 Agreement sets out the targets for employment and skills at the development, both during construction and over the operation of the site. Strategies relating to the construction phase, and an outline strategy for the occupation phase have been submitted to and approved by the LLDC.

Here East is required to monitor and review the Occupation Phase Employment and Skill Strategy (OPESS) on an annual basis. This report provides an update in the progress which Here East has made in implementing the OPESS and meeting the Section 106 Agreement targets.

Part 8 of Schedule 8 of the Section 106 Agreement identifies the metrics which should be measured within an annual demographic socio-economic survey of tenants within Here East. Using these metrics, Here East has undertaken a survey of existing tenants, the results of which are contained within this report, and have provided a number of case studies of recent initiatives to support the OPESS. In accordance with the Section 106 Agreement definition, the tenants surveyed currently occupy 1,000 sqm or more of floorspace.

Whilst it is anticipated that Here East will eventually become home to more than 5,300 employees, the site is occupied by approximately 2501 people. A large number of these joined Here East in Q2 2018, including Scope, Ladbrokes Coral, LC2, Ford and Barratt London.

A survey was undertaken for both the Travel Plan monitoring and Socio-Demographic Monitoring Reports, with responses received from 23% commercial tenants and 8% from students. Following feedback to the 2017 survey, Here East combined these surveys and provided a prize draw incentive to encourage participants to complete the survey. It is anticipated that with an increased number of employees on site, the response rate of future surveys will increase.

As the first survey with a critical mass to report on, future Annual Monitoring Reports will make historic comparisons to demonstrate any changes in the socio-economic demographics of Here East. The data collated through this survey process has been anonymised and provided as an assessment for Here East as a whole.



PHOTO: GUY ARCHARD / HERE EAST

Schedule 8, Monitoring and Review Section 106 Extract

For a period of ten (10) years from the date that the Developer acquires a freehold or leasehold interest in the Site the Developer will itself (if in occupation of the Development) and will encouraging each Tenant (including using Reasonable Endeavours to include the obligations in this paragraph in any lease or licence of any part of the Development where appropriate) to complete an annual demographic socio-economic survey of Tenants within the Development to include (if required):

- A. Employee and visitor transport habits;
- B. Social, economic and demographic information on employees including but not limited to age, gender, ethnicity, disability, place and length of residency in the relevant Host Borough (if relevant);
- C. Payment of the London Living Wage;
- D. Previous employment status of employees;
- E. Training/skills gained by employees including the completion of any apprenticeship skills courses or vocational qualifications;
- F. Types of jobs e.g. full time, part time, professional, entry level;
- G. Details relating to sub-contracts including, but not limited to, the value of contracts let to business in the Host Boroughs, and to small and medium sized enterprises;

In each case in respect of employees engaged wholly at the Development and subject to any legislative or regulatory restrictions on the disclosure of such data and information.

The Developer will procure that an appropriate representative attends a regular monitoring forum to be established for Queen Elizabeth Olympic Park (provided such attendance will not be required more than once a quarter).

For the period of no more than ten (10) years from the date of first Occupation the Developer working with the Tenants Action Group will submit a draft OPESS Monitoring Report to the LCSPG and the LPA every 12 months. The first such report will be submitted no later than 31 March following the first anniversary of first Occupation of the Development.

In respect of each twelve (12) month period to which an OPESS Monitoring Report relates, each report shall contain the details of:

- A. the progress and success in meeting or exceeding the Employment and Skills targets set out in Paragraph 1 of this Schedule;
- B. the progress and success in implementing the Occupation Phase Employment and Skills Strategy;
- C. any updates and/or revisions to the Occupation Phase Employment and Skills Strategy which the Tenants Action Group consider will support or help exceed the local employment, and skills targets and activities set out in this Deed.

Case Studies

Throughout the past year, Here East has held a wide range of events alongside partner organisations and tenants for the local community and local schools within the Growth Boroughs.

Here East's approach is to work with tenants on their employment and skills offer and to connect them meaningfully with local organisations. The focus has been to inform and encourage all tenants to attract, hire and develop the best local talent, specifically from the Growth Boroughs.

The Community and Partnerships Manager has developed strong partnerships with representatives from the key Growth Boroughs and regularly attends employment and enterprise steering groups. A particularly strong partnership has been formed with Hackney Council to address a number of key areas, and to ensure a range of employment opportunities are made available to residents living close to QEOP and to residents who may face labour market disadvantages.

Another focus for this partnership has been to encourage Here East tenants to support apprenticeship opportunities, by promoting suitable opportunities to local candidates.

Here East works closely with the Growth Boroughs and partners to make programmes and initiatives more accessible to local people, through running employability, training and insight sessions for residents and young people at borough Hubs or at Here East. This includes Hackney Works employment advisors operating from the Hub or visiting Here East to gain more insight into the employment opportunities available to the residents they support. Here East has also offered desk space for Hackney Council's Employment and Skills team for one day a week.

Here East also works closely with LLDC's EAST Works initiative to develop a programme that will inspire and inform young people's career options. For example via EAST Works, Here East is working with Hobs Studio to deliver 'inspire sessions'. The objective of these sessions is to encourage tenants to open their doors, and to provide insights into career paths and imparting 'world of work' skills to young local residents.

Here East engages with schools via the growth boroughs and via LLDC's EAST Education Working Group, and meet monthly to provide young people with an insight into a range of STEAM-focused career options. Some of these activities have formed part of London Tech Week and the Engineer Here initiative. The aim of Engineer Here is to give young people, families, educators and tenants the opportunity to showcase innovation, therefore making it more accessible and open to a diverse audience. These programmes will be further developed in line with the business goals of tenants and will only increase as additional tenants are secured. Local residents and children are made aware of these exciting opportunities via the Go Schools networks, Hackney Quest, Learning Trusts, Councils and local online forums.

Start-up Interns, an initiative launched in April between Plexal, LLDC and A New Direction (Create Jobs), aims to connect diverse talent into creative and digital opportunities being generated in Plexal. Interns will be hired by start-up businesses based in Plexal, including Idea East, Pasimedia, Shoppar, Primo Analytics and Diversity Films. Paid, full and part-time roles have been made available in web development, marketing, social media and graphic design. Applications were welcomed from candidates aged 18-30, living in/or with a strong connection to Hackney, Tower Hamlets, Newham and Waltham Forest.

Hobs Studio and Flipside

Hobs Studio worked with Flipside and five digital studios to deliver a product design training programme. The 12 'Flipsiders', took part in group projects, getting to grips with product design by responding to real briefs. This enabled them to build up their portfolio and showcase their work to an audience from the industry. Members of the group were then allocated a career mentor from the industry. Of the 12 local residents on Flipside, 50% are from Hackney, 80% are women, 90% are BAME and 17% are disabled.

A further programme to deliver training focused on 3D Printing and VR is scheduled for Autumn 2018.

“ I really took interest to hearing some of your current developments in encouraging community & connecting people at Here East. It's a pleasure to currently be involved in the Flipside programme that is based at Here East allowing me to access amazing opportunities, resources and network with talented industry professionals. ”

Local Hackney Resident

Loughborough University London's Inspiring Success programme has seen 45 unemployed and underemployed graduates from the local area benefit from career development workshops covering areas like networking, presentation skills and on-line profiling. The programme has also offered 27 local people fully-funded bursaries to study a post graduate course. Of these, 6 were from Hackney. The Inspiring Success programme for 2018 has now been launched.

BT Sport has a strong partnership with a local job centre and provides young people with 3 week work-ready placements. They also run a School 21 programme, which is a 12 week live brief for students, and has a number of local apprentices.

Here East hosts regular community coffee mornings to broker relationships between the local community and tenants. In 2017 Here East hosted and delivered workshops and visits from over 30 local schools. Here East has developed strong relationships with partner organisations to highlight opportunities for local schools in the Host Boroughs. This has taken place in many forms and including site visits, talks, workshops and work experiences. Recent examples include:

- **UltraKids Winter Fair** - an event hosted at Here East supporting young entrepreneurs, from the ages of 5-18 years old. Attended by over 500 people, the aim of the event was to allow young entrepreneurs to showcase their businesses which ranged from motivational speakers to bakers, accountants and inventors.
- **64 Bits** - a digital exhibition of the Web's lost past at Here East. Alongside the exhibition Here East hosted a number of events and workshops in coding and computer programming for young people in the local area.
- **UK Robotics Week 2017** - To mark the start of UK Robotics Week, UCL and Here East hosted three local secondary schools, and introduced them to the KUKA youBot. The education research robot enables researchers, developers and robotics students to write their own software, learn from each other and configure the hardware to suit their needs.

Here East supported Paragon with employment for the Plexal fit out, ensuring that local people benefited from the job opportunities on site. For the project there were 28 staff and consultants and 332 operatives, of which 62 were local operatives (from the 'E' post code). Of the 5,630 operative Man Days recorded, 1,342 were allocated to the locally sourced labour.

Here East continue to support young people from local schools with work experience placements. The team at Here East have worked toward creating a varied and interesting agenda for young people through providing them with opportunities to gain experience with our tenants on site. Going forward Here East will be supporting

initiatives with various partners to create a joint work experience and internship programme across the QEOP.

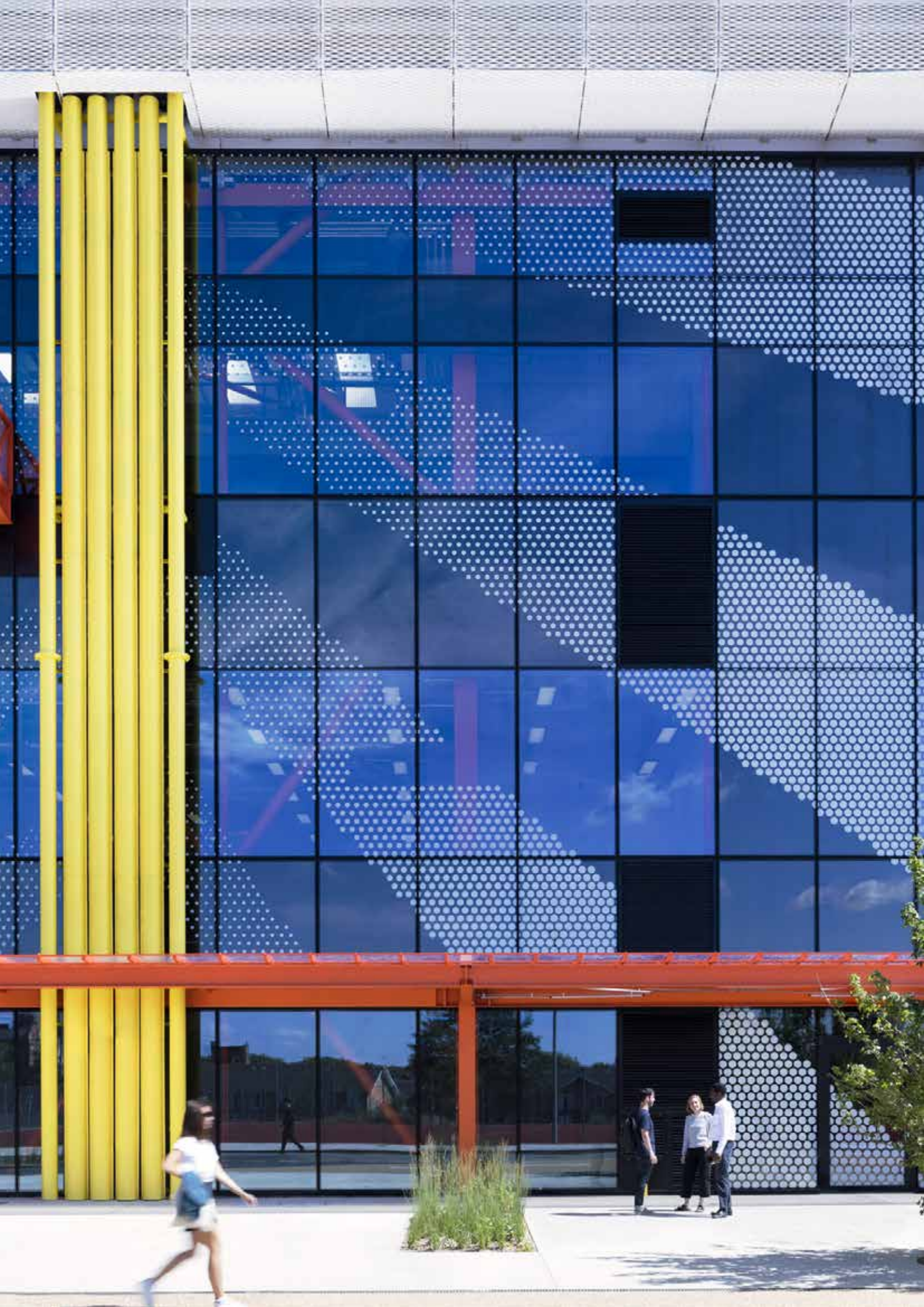
Here East has also supported Studio Wayne McGregor's FreeSpace programme, where three artists are given free studio space to develop choreographic work. It will also support the delivery of free learning and engagement work by FreeSpace artists in three schools in the local area. Here East is also working closely with Hackney Council to strengthen their wider skills and employment opportunities, including the Hackney 100 initiative.

“ I would like to thank you and Here East for the lovely trip for our students recently on 'Code on the go'. Our students and teachers enjoyed it a lot. Mr Bayeh said that it was probably the best school trip he has ever done. So well done! ”

Teacher from Rokeby School, Newham

“ Personally, I want to be an actor but robotics and space have always intrigued me and I hope to work with them on set one day. The robot here today is amazing, I didn't even know that things like that were possible. It's amazing to think that we, as a species, are already capable of building things like this. ”

A student from Raines Foundation School, Newham

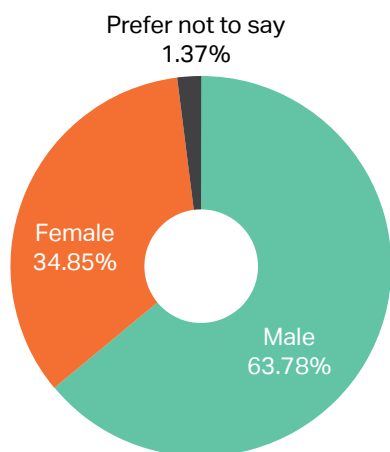


Socio-demographic survey

This section summarises the results of the annual Here East socio-demographic survey of tenants in 2018. The results provide a general indication of the social demographics of survey participants from current tenants of Here East.

Gender

Almost 64% of survey respondents at Here East were male. Here East has been working with tenants to support initiatives for female entrepreneurs and students to get involved in Science, Technology, Engineering and Maths (STEM).



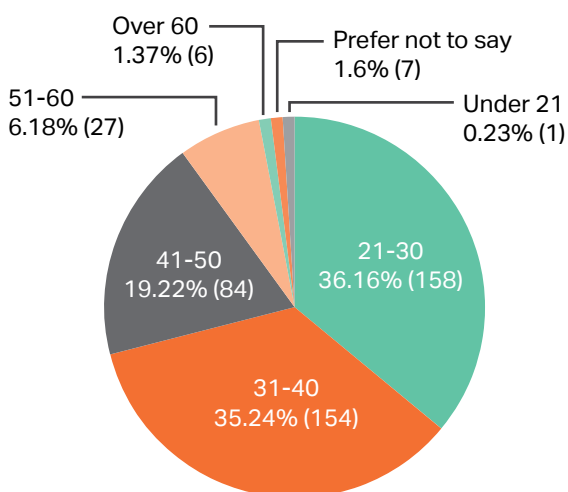
Initiatives for women at Here East

- **Plexiglass**, a three month accelerator programme to support female business founders has been launched by Plexal.
- Hobs Studio 3D run regular meet-ups for women in 3D printing.
- Here East launched Engineer Here (www.engineerhere.co.uk) in support of a wider Government campaign called Year of Engineering. This has included a number of events aimed at encouraging more girls into careers in STEM.

Age

The majority of employees at Here East are aged between 21-30 (36%) and 31-40 (35%), reflective of the typical working age in the UK.

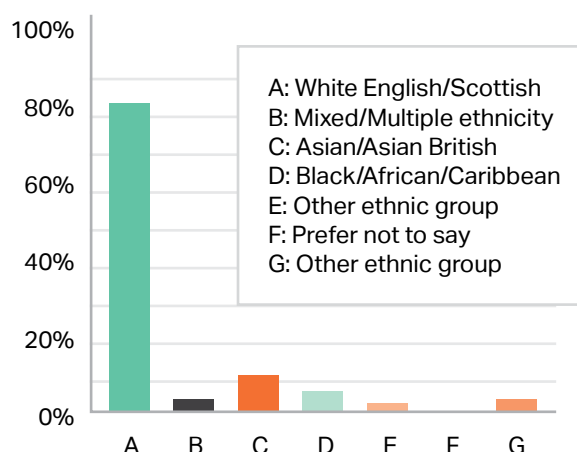
Here East is working with local schools and existing tenants to publicise opportunities for apprenticeships on site, through which it is anticipated the proportion of younger persons at Here East will increase.



Ethnicity

The majority of employees who responded to the survey are from a white background.

Here East is working to support a diverse community on site. Please see case study overleaf.



Here East is working with the LLDC and Growth Borough Councils to ensure that people living in diverse communities around QEOP are equipped with the confidence and know-how to prepare for, compete and benefit from opportunities on campus.

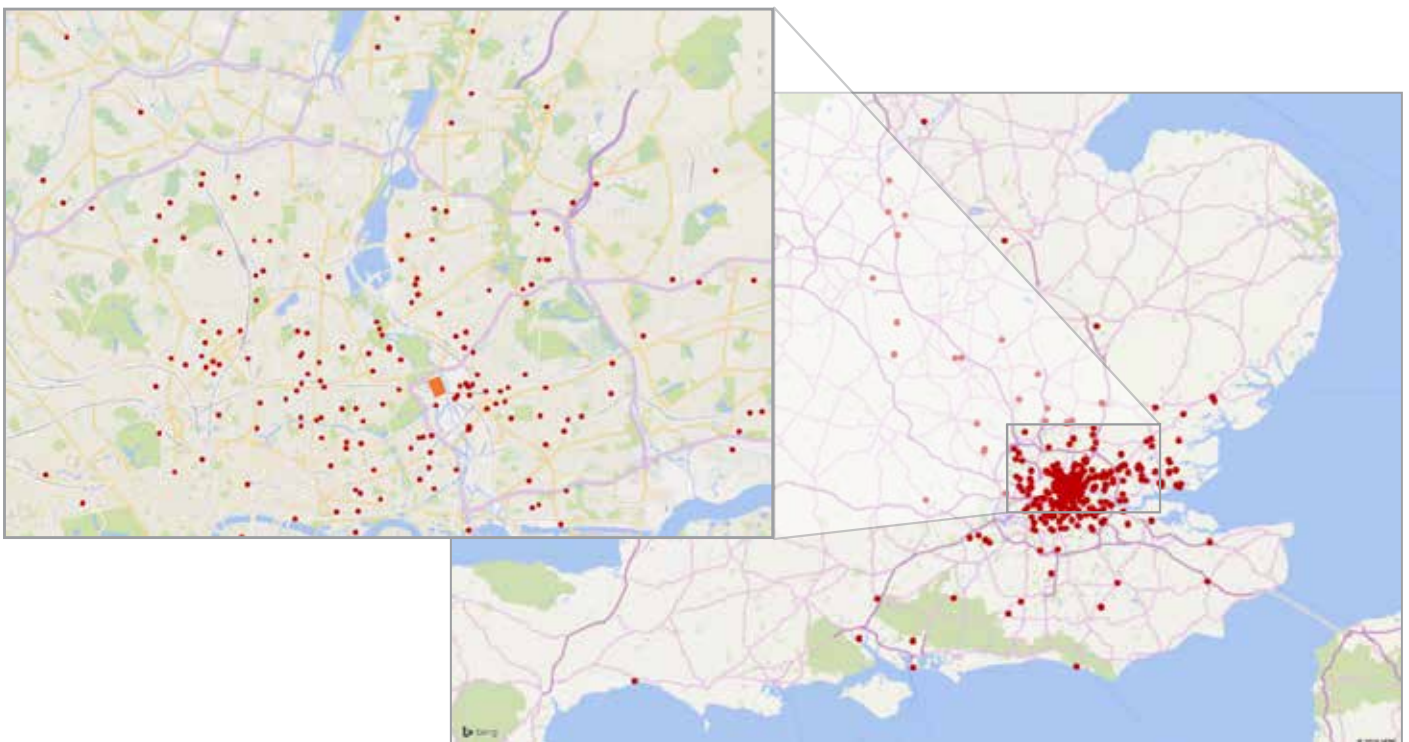
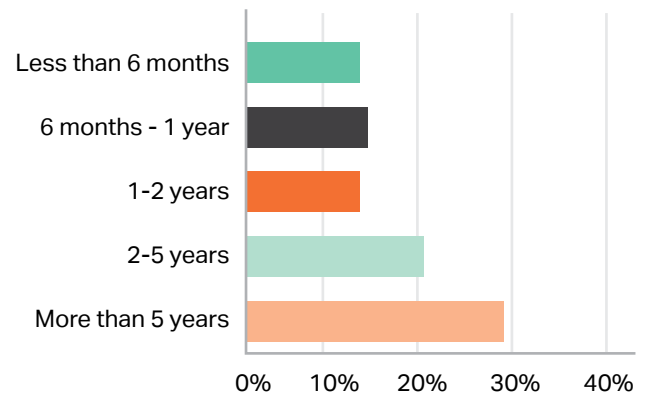
To do this, Here East is focusing on the following areas:

- To inspire and prepare young people for the world of work through workshops and employer interactions, including by working closely with the Black Enterprise and Training Group to develop employer insight days. Further courses are being developed to support BAME groups through Flipside and Hobs VR Academy (Autumn 2018).
- Providing coaching and support for local candidates during their application process. For example, the Inspiring Success Programme and Scholarships developed by Loughborough University London, are open to unemployed and under-employed recent graduates from the Growth Boroughs. Graduates from East London are invited to attend a series of workshops to develop their employability skills, meet top employers and learn about a 100% tuition fee scholarship on offer at the institution.
- Start-up Interns, an initiative launched in May 2018 between Plexal, LLDC and A New Direction (Create Jobs), aims to connect diverse talent into creative and digital opportunities being generated in Plexal, at Here East.

Place and length of residency

The maps below show the indicative location of respondents of the 2018 survey, with approximately 26% living within the four Growth Boroughs (Tower Hamlets, Waltham Forest, Newham and Hackney).

The majority of tenants at Here East have lived at their current address for 2 years or more. This is reflective of the current phase of Here East, where businesses are relocating to the campus with an existing employee base. It is anticipated that as Here East matures, tenants will recruit more locally, and employees will gradually become more local.

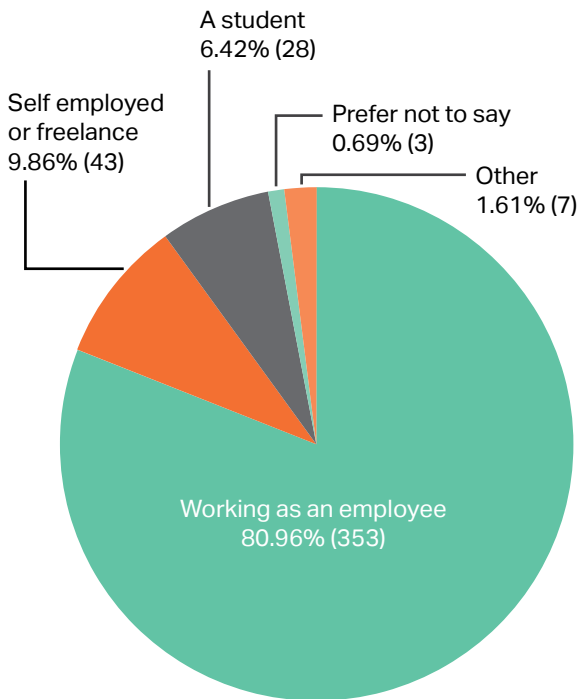


London Living Wage

From the responses received to the 2018 survey, all tenants pay their employees the 2017 London living wage, with the vast majority paying the 2018 London living wage or with reviews underway. Here East will continue to encourage this.

Previous employment

Just over 80% of those that responded to the 2018 survey were working as an employee for another organisation prior to working at Here East. Other notable responses include almost 10% who were previously self-employed or freelancing, and 6% who were in education. The majority of respondents to the survey (88%) are employed on a permanent basis, with just under 10% employed as contractors.



Disabled persons

Over 95% of those surveyed responded that they have no disability.

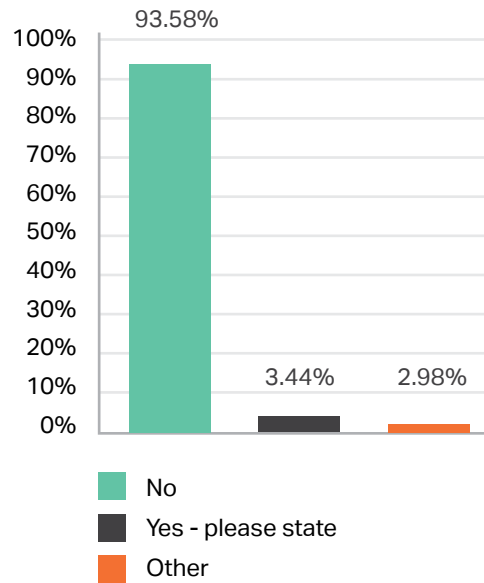
Here East is raising awareness for disabled persons across the site, including through the following initiatives:

- Here East has brokered relationship between Scope and Hackney Council to support more people with a disability to access jobs on the campus.
- Here East has highlighted services offered by Plexal's start up Love Language to the on-site community. Love Language engage Deaf and Hearing communities through sign language and interpreting services. They have supported on a number of events across the campus and led workshops for the local community.

- Global Disability innovation hub are based at Here East. They provide support in encouraging disability awareness events and initiatives across the campus. The GDI Hub also recently announced the Snowdon Trust and will be funding three scholarships for their new MSc in Design, Disability and Innovation; the funding will be available to UK based disabled students.
- Here East's innovation centre Plexal, host Disability Rights UK as a member.
- Just recently, the UK government co-hosted its first ever Global Disability Summit at Here East with International Disability Alliance and the Government of Kenya at Here East. Over 700 delegates attended the event from governments, donors, private sector organisations, charities and organisations of persons with disabilities.

Training and skills

Of respondents to the Here East survey, 3.44% are taking part in an apprenticeship or vocational qualification. Here East is working to promote apprenticeship opportunities across the campus. It is anticipated that through these initiatives, and as tenants establish their employee base at Here East (in Q2 2018 a number of new tenants joined), that the number of apprenticeships will increase.



Here East support tenants on the campus to provide apprenticeship opportunities through:

- The upskilling of employees through various events and local initiatives including Economy of Hours (ECHO).
- Sports Interactive are working toward and programme to upskills their workforce in specific skills sets.



Industry-led training

Name: Bukky Ogunjimi

Borough: Hackney

Programme: Flipside



Bukky is one of 6 Hackney residents who started a brand new 3 month immersive training programme - Flipside.

It is giving young people an overview of what digital product design is all about through a combination of hands-on industry experience with agencies and classroom learning from their base at Hobs Studio.

Mid-way through the 3 month programme, Bukky has worked with digital agencies ustwo and sennep and has pitched for her first product to panel from industry. She is now moving on to the second brief working with Beyond and Many by Many. The students have had a tour of Here East, met with various businesses via networking events, including Loughborough University London regarding their inspiring success programme. They have also been given the opportunity to connect with business and present via Here East's community coffee morning.



Apprenticeship case study

Name: Chad Baptiste

Borough: Hackney

Job Title: Digital Media Apprentice

Company: BT Sport

Following a period of working in retail and studying a BTEC in business, Chad was keen to turn his attention to developing his skills, and on taking the first steps in establishing a productive and sustainable career in sport and music. He was one of the 100 young people to apply for Digital Media Apprenticeships working for BT Sport.

Chad started a two year apprenticeship with BT Sport at the end of 2015 along with five other local residents from the Growth Borough.

After completing his apprenticeship in 2017, Chad was successful in gaining a promotion at BT Sport where he is progressing his career. Chad has become a firm advocate for apprentices and recently helped with the visit to host Hackney apprentices during National Apprenticeship week.

Sub-contractors

Tenants were also asked to provide details of local contracts provided to businesses in the Host Boroughs. From the information available, tenants have provided contacts to local businesses including for subsistence items, sign language interpreters, office amenity services and events. The value of these contracts from three tenants equates to approximately £177,000 over the past year.

Transport habits

This section presents the findings of Here East's annual tenant survey in relation to employee and visitor transport habits. Current tenants of Here East have provided their responses on modes of transport, typical journey distance and times of commute. Please note, a detailed report of tenant and visitor transport habits has been provided in the Travel Plan monitoring reports.

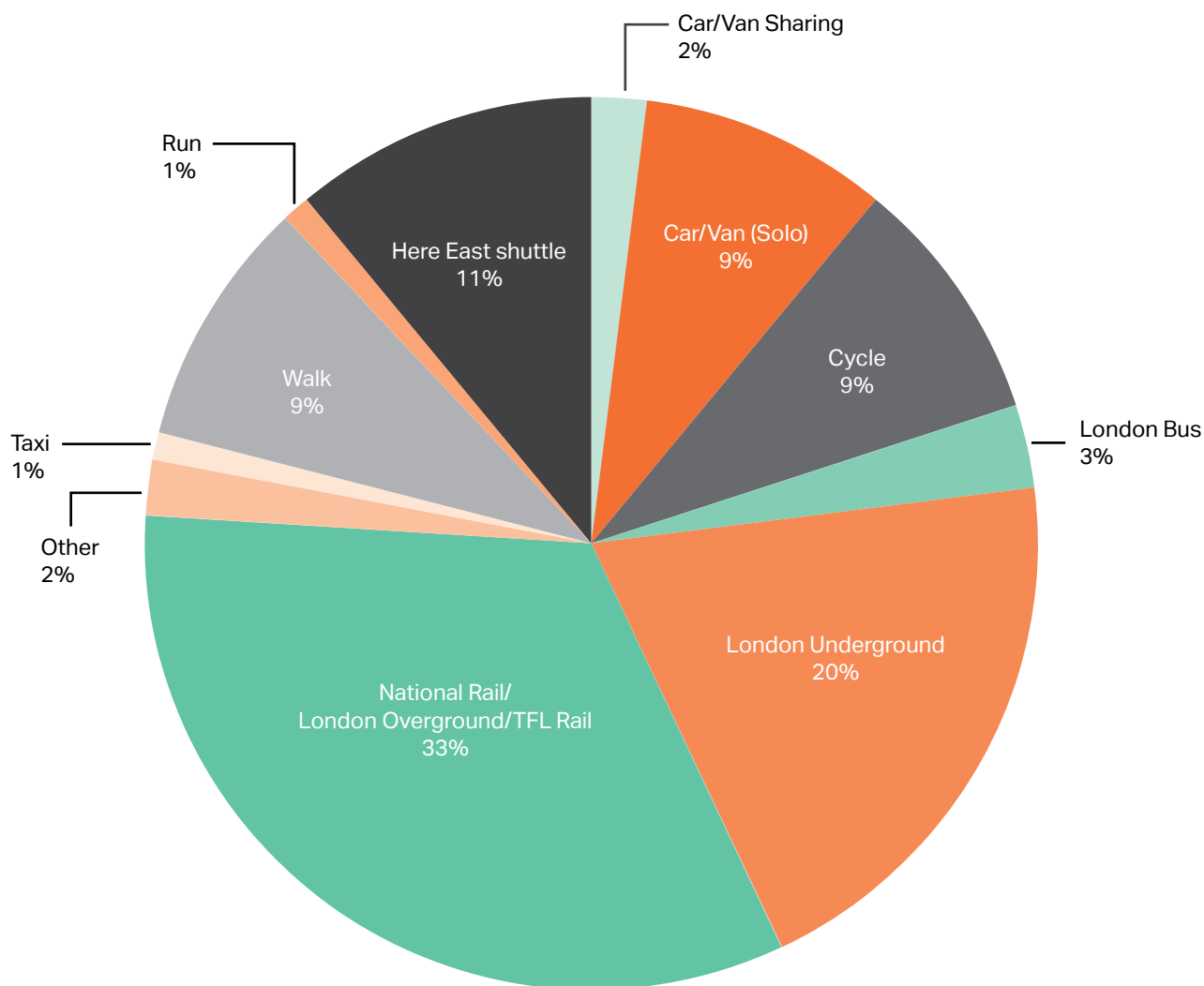
Mode of transport

The main modes of transport to Here East include National Rail / London Overground / TFL Rail (33%), London Underground (20%), and the Here East complementary shuttle bus (11%).

Walking and cycling are also popular modes of transport, with 9% of respondents using each.

Alternative modes of transport from this main mode highlight the use of the Here East shuttle bus (51%), the London Underground (30%) and walking (28%).

The Travel Plan monitoring report also identifies that there is good awareness from respondents of available facilities to encourage cycling and sustainable modes of transport.



OPESS Monitoring Report

The Occupation Phase Employment and Skills Strategy (OPESS) was partially discharged on 5th January 2016, subject to the ongoing monitoring and review of the Strategy.

In 2017 the OPESS was reviewed. Given the stage of the development and number of tenants on site, it was still considered to be relevant and an appropriate strategy for Here East.

Summary of Construction phase

During the construction phase, a target of recruiting Local Residents for at least 25% of the construction jobs, and for 5% to be apprentices, of which 50% should be offered to Local Residents, was set.

During the course of construction, Laing O'Rourke, the main works contractor, achieved 23% local employees, and supported 33 apprentices and cadets since October 2014 (4%), with 10 from Hackney.

Laing O'Rourke also provided opportunities for apprentices and students from the local community, including:

- 4 graduates
- 18 work placement and work experience opportunities
- 60 students in Transforming the Future workshops
- 22 students in Construction Youth Trust
- Workshop delivered for 9 students in foster homes
- Presentation and site visits for 12 students with learning difficulties from Hackney
- More than 200 students participating in Career Talks and
- More than 30 Laing O'Rourke volunteer supported activities

Source: Laing O'Rourke Here East Community, Employability and Education 2016 summary

Similar targets were set for the end use / operational phase of Here East, with at least 25% of jobs to be held by Local Residents, and 5% of the end-use workforce to be apprentices, of which at least 50% shall be offered to a Local Resident.

Currently, in the operational phase, almost 26% of employees on site live within the Growth Boroughs. Of respondents to the Here East survey, 3.44% are taking part in an apprenticeship or vocational qualification. Here East is working to promote apprenticeship opportunities across the campus. It is anticipated that through these initiatives, and as tenants establish their employee base at Here East (in Q2 2018 a number of new tenants joined), that the number of apprenticeships will increase.

Here East has been working with job brokerages from local council's to ensure vacancies on the campus are communicated and made available to local residents and under-represented groups.

Currently local employment within the Here East management team stands at just above 45% from local boroughs in roles such as Estate Management, Front of House, Security, Engineering, Cleaning amongst others.

Here East continues to create events that engage with tenants in respect of employability support in order to raise awareness of services available to them, and to establish a single point of contact to ensure that there is an easy referral system to provide opportunities to people living in the Growth Boroughs.

Externally, Here East hosts regular coffee mornings and participates in wider neighbourhood events to inform local residents and businesses about activities on the campus as well as training and job opportunities with tenants. Here East has been working with partner organisations including LLDC, the Growth Boroughs, local schools and colleges, Loughborough University London, A New Direction, ECHO, Creative Skills Set, and Hackney Quest to encourage adult learning and to provide mentoring and networking opportunities.

A scholarship programme to study at Loughborough University London has also been developed in partnership with the LLDC. This has awarded 10 scholarships to people living in the Growth Boroughs. One of these scholarships was awarded to a member of Here East's front of house team who had been recruited initially from a Here East hosted community employment road show. Clayton Thomas, is now studying for his masters over a two year period at LUL, and Here East is supporting him on this journey through a flexible working policy.

In partnership with LUL, Inspiring Success is a two day pre-employment programme course designed to support unemployed and underemployed East London graduates into higher education and graduate level employment. Over the two day period the senior management team at Here East provided specialist careers support. Following on from this, 'The Big Step' builds on inspiring success by extending the activity from a two-day programme to a four-day programme spread out over 4-6 weeks. Here East will support LUL to further develop strategic partnerships with local agencies and education establishments.

Progress and success in implementing the OPESS

Here East has made strong progress in implementing the OPESS strategy for the campus. As set out in this monitoring report, the Here East team has actively promoted and supported events targeted at supporting employability within the Growth Boroughs, in encouraging apprenticeship opportunities and running events with local schools.

Through the initiatives run by Here East, the targets set within the Section 106 Agreement have been strived for, and almost completely met. It is recognised that tenants are continuing to relocate to Here East, and that for many of these tenants this involves relocating their existing employees. It is anticipated that as Here East matures, tenants will recruit more locally, and employees will gradually become more local. As tenant companies grow, it is envisaged this will also create the opportunity for more apprenticeships for employees on the campus.

From the responses received to the 2018 survey, all tenants pay their employees the 2017 London living wage, with the vast majority paying the 2018 London living wage or with reviews underway. Here East will continue to encourage this.

With the wide range of activities and initiatives at Here East, including numerous to support diversity in the employee base within the campus, the targets and objectives within the OPESS report continue to remain appropriate for the site.



Higher Education opportunities

Name: Clayton Thomas

Borough: Tower Hamlets

Employment and University: Here East, HSSMI, LUL

Clayton joined the team at Here East in 2015 via the Here East employment roadshows and he made an instant impression on our service providers Portico. In 2016 Clayton applied and was awarded a scholarship to study at LUL for a masters in managing innovation in Creative Industries.

Since Clayton has moved on from his role in front of house at Here East and is working with HSSMI based at Here East.

In 2016 Clayton was awarded Portico's Inspire Award (members of the team who can truly be described as inspirational).

You can read more about Clayton's journey at: <https://hereeast.com/news-events/news/2017/6/inspiring-success-one-year/>

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