

**GREATER
NEWRY**
A R E A
BUSINESS  *wards 2010*

Rewarding Excellence



Department for
Social
Development

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Foreword

President Conor Patterson



Newry Chamber of Commerce & Trade is proud to announce the launch of the Greater Newry Area Business Awards 2010.

This Business Awards competition will recognise the efforts made by businesses to promote Newry's excellence as a place synonymous with product quality, service and customer care.

In this highly competitive and challenging economic environment, businesses from the Greater Newry Area consistently outperform their peers on a national and international stage. Our local business community is recognised for its resilience, innovativeness, can-do attitude and determination to succeed. That is why Newry Chamber of Commerce & Trade wishes to reward and showcase those businesses that excel in their respective fields.

If your business is a local independent or multi-national, trading as a manufacturer, retailer or service provider – whether it employs 2 or 200, with 18 award categories requiring nominations, there is ample opportunity to have your business recognised.

On behalf of Newry Chamber, I want to thank our principal sponsors, AmeyLagan, Newry & Mourne District Council and the Department for Social Development, together with the sponsors of our individual awards for their support and commitment, without which this event would not be possible.

In closing, might I encourage you all to enter your businesses for consideration and join with us at the Gala Awards Ceremony on Wednesday 16th June. This is a key time for Newry to put its best foot forward – to show its confidence in the best of its businesses and in the future of this great trading community.

Dr Conor Patterson

President of Newry Chamber of Commerce & Trade



Mayor John Feehan

Newry & Mourne District Council is delighted to endorse the Greater Newry Area Business Awards 2010.

The importance of this biennial awards competition for the confidence of the local business community cannot be underestimated. These awards recognise business excellence, entrepreneurship and celebrate all that is good within the Newry and Mourne business community.

This occasion brings together all sectors of local business. It is an extremely high profile event, which gives our local entrepreneurs the opportunity to showcase their achievements.

I would like to congratulate Newry Chamber of Commerce & Trade for once again hosting these prestigious Awards. I am very proud of the working relationship that our Council has with Newry Chamber and in particular the role that we played as part of the Greater Newry Area Vision Partnership.

Newry & Mourne District Council would urge all businesses across all sectors in the coming weeks, to submit their nominations to the various categories that are on offer. In 2008 almost 400 applications from the District and beyond were received and I hope that we can exceed this excellent achievement this year.

Finally, I would like to offer my personal thanks to all involved in putting this valuable event together and I look forward to seeing you all at the awards ceremony in June.

Cllr John Feehan

Mayor of Newry and Mourne District Council



Tony McAllister

AmeyLagan Roads is delighted to be a Principal Sponsor of the Greater Newry Area Business Awards 2010 and see it as an opportunity to not only acknowledge the support and understanding that we receive from the local community but also to assist the Newry Chamber of Commerce & Trade in its efforts to promote excellence.

AmeyLagan Roads Limited was established in 2007 as a Project Company to manage and deliver the upgrading and dualing of the carriageway at Newry between Beech Hill and Cloghogue on behalf of the Department for Regional Development, and indeed maintain the Project Road for a further 27 years. I would also add that the new Newry By Pass is only part of the DBFO2 Project which also includes the construction of the 4 grade separated junctions, now opened, at Hillsborough, Banbridge, Dromore and Loughbrickland and the dualing of the A4 from the end of the M1 at Dungannon to Ballygawley Roundabout.

The 30-year £250 million project is due to be completed in autumn 2010 and this major infrastructure project forms part of Northern Ireland's £18 billion investment strategy, 'Building a Better Future'. The aim of this strategy is to make Northern Ireland a better place to 'live, work, learn and grow'.

We, in AmeyLagan look forward to delivering this ambitious project for the people of the Greater Newry Area. The business community in Newry City and its surrounding hinterland will continue to reap benefits from its strategic border location and improved ease of access to the motorway linking the capital cities on the island of Ireland.

We wish all the companies entering the awards every success in their ventures.

Mr Tony McAllister

General Manager, AmeyLagan Roads Ltd



Best Customer Service Award Independent Retailer

Sponsored by Savage & Whitten

Open to all independent retailers who are committed to offering excellent levels of service and a commitment to providing the best retail experience to all customers.

Independent retailers with four or less stores will qualify to enter this category.

Mystery Shopped!

Savage and Whitten are a Newry based food wholesaler, supplying over 1,500 customers north and south of the border. The company was formed in 2000 and has grown rapidly with a turnover last year of £30m.

A recent move to a new 45,000 sq ft warehouse in Carnbane Business Park and a product range of over 8,000 lines means we are ideally placed to supply the independent retail sector.



Best Customer Service Award Multiple Retailer

Sponsored by The Quays Shopping & Leisure Complex

Open to all branded retail stores with four or more branches throughout Northern Ireland committed to offering the highest levels of service to all customers.

Mystery Shopped!

The Quays Shopping & Leisure Complex in Newry is located in the Albert Basin area of the city. With over 50 high street and local brand retail outlets and commercial premises at the site The Quays is at the heart of the business community in Newry City.

We are delighted to once again be supporting the Greater Newry Area Business Awards by sponsoring the Best Customer Service (Multiple Retailer) category in the 2010 awards.

Best Customer Service Award Service Sector



Sponsored by Micro Computer Solutions Ltd (MCS)

Open to all businesses in the service and hospitality sector; this award recognises the commitment to customer service as core to their business operations.



Mystery Shopped!

Micro Computer Solutions Ltd (MCS) is one of Northern Ireland's leading and longest established IT providers to small and medium sized businesses, working in partnership with well known suppliers such as Sage, Microsoft and IBM/Lenovo. MCS provides full systems implementation, including solution design, training and technical support for both hardware and software. The company has twice been awarded the Sage Circle of Excellence Award, an indication of their world-class customer satisfaction levels.



Best Retail Premises Award

Sponsored by Mauds Ice Cream

Open to all retailers this award will recognise excellence in both exterior and interior retail premises in terms of visual impact and exceptional environment for the consumer.

Mystery Shopped!

Mauds Ice Cream is made from a traditional recipe based on locally produced fresh milk and cream and comes in masses of mouthwatering flavours!

Over 162 flavours have been created over the years - ranging from traditional Vanilla and Mint Choc Chip to the more exotic Cappuccino Coffee Chip and Forest Fruits & Cream.

Mauds award-winning ice cream can be found at stores all over Ireland as well as at an increasing number of top hotels and restaurants.

Mauds Ice Cream is the largest producer of dairy ice cream in Northern Ireland, supplying over 200 outlets across the island of Ireland. Mauds in Newry can be found at Greenbank Service Station Complex, Warrenpoint Road, Newry. Tel: 028 3026 7737



Best Commercial Premises Award



Sponsored by Management & Construction Ltd

Open to all non-retail businesses this award will recognise the standard of excellence in the overall presentation of the premises with particular emphasis on design, maintenance, layout, fixtures and fittings.

Mystery Shopped!

Management & Construction Ltd help occupiers relocate or reorganize their existing space, and building owners and developers who want to improve the value of their properties through refurbishment and fit out. We have an unrivalled reputation for high quality finish and the ability to meet deadlines supported by an acute awareness of current industry trends. So whether it be a refurbishment of a small building or a 100,000 sq ft fit out, hand it to the specialists with the experience, ability and resources to excel in every detail.



Best Place to Eat Award

Sponsored by firmus energy

Open to all premises in the catering sector that wish to be “the best” in the Greater Newry Area offering superb food and outstanding service.

Applicable to restaurants, bistros, hotels, bars and coffee shops!

Mystery Shopped!

firmus energy, the new provider of natural gas to 10 cities/towns in Northern Ireland including Newry, is proud to again sponsor the Greater Newry Area Business Awards.

Many businesses and homes in Newry now enjoy the benefits of natural gas, from instant, cozy heat and hot water, to precision cooking, and lower fuel bills.

Call: 08456 08 00 88 to see if you can get connected today. We are delighted to sponsor the “Best Place to Eat Award” and would like to wish all the finalists every success.

**GREATER
NEWRY**
A R E A
BUSINESS *Awards 2010*



Best Pub/Bar Award

Sponsored by ITS new media

Open to all licensed premises who can demonstrate a professional, safe and ambient environment adhering to best practice standards of operation in their sector to all customers

Mystery Shopped!

ITS new media are an Internet Marketing and Web Design Agency based in Newry. They design, build and promote interactive websites for small to medium sized businesses providing a wide range of e-business solutions including web design, hosting, search engine marketing and e-commerce.

ITS new media was formed in 1998 and has over 700 clients making it one of the largest and most successful agencies in Northern Ireland.



Best New Business Award



Sponsored by Ulster Bank

Open to all businesses that have been established in the last two years and have been successful in transforming a business idea into a viable venture.

In your application please address the following:

- Outline the profile of your business and its objectives
- Describe one or two of your main products and/or services including details of target market
- Outline any key challenges you have faced and how you have responded to these challenges
- Indicate the level of business development and performance to date
- Indicate the expected levels of growth over the next five years including product/service diversification and revenue

Ulster Bank is a leading provider of financial services in Northern Ireland with a strong focus on customer relationships. Our Business Centre in Newry is one of 6 specialist Business Centres across Northern Ireland. Our Business Managers are experienced in business lending and widely regarded within the local community. We pride ourselves in helping local businesses meet their day-to-day banking requirements and supporting business growth.



Best Young Business Person Award

Sponsored by Newry Junior Chamber

Open to individuals under the age of 40 who can demonstrate exceptional ambition, vision and leadership either within an organisation or operating as a sole trader.

Direct entries or nominations are accepted for this category.

The judges will be looking for an outstanding individual who can clearly demonstrate their experience and success within their business.

In your application please address the following:

- An outline of the company profile
- Details on your contribution to the development of the business over the last two years, including tangible measures and how this was achieved and managed
- Describe the key characteristics that you believe have made you a successful entrepreneur
- What are the key issues and challenges that you have addressed as a young business person?

Newry Junior Chamber is a voluntary business networking organisation for those under the age of 40. We have a calendar of events, aimed at supporting the development of our members by creating opportunities for networking and business development. The Chamber provides an excellent way to meet new people, develop individual skills and at the same time give something back to the community.

For further information please visit our website: www.newryjuniorchamber.com



Best Small Business Award

Sponsored by PSNI

Open to all small independently owned businesses that have 10 or less full-time equivalent staff who can demonstrate key growth and management techniques that have enabled it to excel and stand out from all other small businesses.

In your application please address the following:

- Outline your company background
- Describe your key areas of growth
- Highlight unique aspects of your business either in management style, service or products that sets you apart
- Outline any key challenges you have faced and how you have responded to these challenges
- Describe how you will maintain your current success

The Police Area of Newry and Mourne is a very diverse area incorporating Newry City, South Down and South Armagh.

Chief Inspector Sam Cordner has responsibility for delivering the local policing service and is committed to working in partnership with local communities, statutory and voluntary agencies to deliver a personal, professional and protective policing service with the aim of making Newry & Mourne a safer place to live, work and socialise.



Best Green Business Award

Sponsored by Airtricity

Open to businesses who, in the last 2 years have developed and implemented an environmental policy or principle, product or service.

In your application please address the following:

- Outline the organisations environmental strategies
- Detail how these strategies are developed and implemented by management and/or staff
- Explain how these strategies have a positive impact on society and/or the local environment

Airtricity is the No.1 supplier of green energy in Northern Ireland offering commercial customers an electricity supply that is not only low-cost but that also significantly reduces their carbon footprint. By switching to Airtricity as their green energy supplier, businesses in Northern Ireland have the confidence of being able to choose Airtricity's 100% green electricity supply which is fully exempt from Climate Change Levy.

As well as supplying commercial customers in Northern Ireland, Airtricity will also soon be supplying home electricity to domestic customers. Airtricity has been recognised as the island's leading greener energy supplier, winning the Green Energy Award in 2010 for the second year running.

To make the better switch to Airtricity for your business, or to register your interest for home electricity supply in Northern Ireland, visit www.airtricity.com.



Best Business Growth Award

Sponsored by FPM Chartered Accountants

Open to all businesses that, during the past two years, have experienced growth in the areas of products, services, staff, customers, market share; thus securing profitability.

In your application please address the following:

- Outline the profile of your business and its key objectives
- Describe one or two of your main products and/or services including details of target markets that have attributed to your business growth
- Outline any key challenges you have faced and how you have responded to these challenges
- Detail how you plan to sustain the level of growth achieved

FPM, established in Newry in 1991, is a client focused Chartered Accountancy and Business Consultancy practice. FPM has an affinity with emerging and growth companies. The backbone of the FPM practice is sole traders, partnerships and family businesses who share a common goal, the desire to grow and be sustainable in the long term. FPM strives to participate as an active and leading force in the Business and Civic communities, as well as in our profession, and as such is committed to the development of Newry City.

Innovation in Industry Award

Northern Bank

Sponsored by Northern Bank

Open to all businesses who can demonstrate a proven ability to create, nurture, and develop innovative ideas or processes that have the potential to improve the overall performance of the business.

In your application please address the following:

- Outline your objectives in terms of innovation
- Give details on how your business has developed, planned & implemented creative and innovative ideas or processes
- How has innovation within your business improved performance? Please include tangible measures
- What procedures are in place to safeguard the sustainability and growth of innovation
- Outline your business's approach to evaluating and monitoring innovation

Northern Bank is proud to support once again this prestigious event.

At Northern Bank we understand the challenging local market environment in which Northern Ireland businesses operate. Managing cash flow is at the heart of every business however big or small.

Together our state of the art technology, our expertise and cash management solutions will help local businesses of all sizes in achieving success.



Best Marketing Initiative Award

Sponsored by Canal Court Hotel

Open to all businesses who have delivered an innovative, creative and effective marketing campaign within the past two years that has delivered measurable business benefits such as increased profit, sales, usage or awareness.

In your application please address the following:

- An outline profile of your organisation. This can include its history, operations, staff numbers, range of products and services and locations
- Outline the key objectives, targets and outcomes of your marketing initiative or campaign including a timeline
- Outline how you have reached these objectives including advertising, PR, social media and any other marketing tools you may have used
- Provide detail on the success of this initiative in terms of business growth

The **Canal Court Hotel** now boasts 112 bedrooms and beautiful suites and is the ideal venue for all occasions from Weddings & Corporate Banquets to Conferences or luxury Weekend Breaks. Dedicated to continuously improving standards and exceeding customer expectations we are delighted to have won the Greater Newry Area Business Award for Customer Service in 2004 & 2006.

Improving our facilities, meeting the ever changing needs of our guests and providing a service to the local community and businesses is our key priority.



Excellence in People Development Award

Sponsored by Southern Regional College

Open to all businesses who have implemented innovative training or personnel development initiatives, which have delivered significant and measurable business improvement.

In your application please address the following:

- An outline profile of your organisation
- Detail how you have identified the need for training and development in your business
- How was the training and or personnel development initiative designed and delivered?
- How did you evaluate the initiative?
- Detail the key benefits to the business that can be attributed to the initiative

Southern Regional College is one of 6 colleges of further and higher education in Northern Ireland. It has 6 main campuses; Newry, Armagh, Banbridge, Kilkeel, Lurgan, and Portadown and delivers community education in over 100 outreach centres. The College offers a wide range of courses from introductory entry level to degree courses on a full time or part time basis. With over 40,000 enrolments annually the College is the largest provider of professional and technical education and training in the region.



Best Social Corporate Responsibility Award



Sponsored by Bank of Ireland

Open to all organisations who, in the last two years, can demonstrate innovative corporate social responsibility initiatives or strategies that have or are currently making a real contribution and difference to the local community.

In your application please address the following:

- Please provide details on the profile of your organisation to include history, operations, staff numbers, services and locations
- Please outline the main aims and objectives of your CSR strategy
- Please outline how you have met these aims and objectives in the last year and how you have measured the success
- Detail any challenges you have faced in the implementation of your CSR strategy and how you have met these challenges

Bank of Ireland Northern Ireland has 44 branches, Nine Business Centres and employs 1,100 staff. Bank of Ireland Business & Corporate Banking NI is committed to understanding and meeting the needs of viable businesses across all sectors, supporting business start-ups, growing SMEs and larger corporates.

Working in tandem with customers to make a real contribution to their corporate development, Bank of Ireland has a range of specialist banking advisers with relevant sector experience. For personal customers Bank of Ireland Northern Ireland provides a full range of services including current accounts, savings and investments, mortgages, credit cards, personal loans, insurance and travel banking.

Bank of Ireland also offers a full internet banking service. Established in 1783, Bank of Ireland has over 15,000 staff and more than 300 branches throughout the UK and Ireland.



Best Social Enterprise Award

Sponsored by ParkerGreen International

Open to charitable organizations or community/social enterprises who can demonstrate how they have achieved sustainable social or environmental change over profit maximization.

In your application please address the following:

- Positive impact on society and/or environment
- Innovation and individuality
- A clear breakdown of income
- Future growth and sustainability

ParkerGreen International is a leading international property development and investment company, with Head Offices in Newry and satellite offices located in Central & Eastern Europe and the USA.

The company was founded in 1996 by Dr. Gerard O'Hare CBE, who is regarded as one of Northern Ireland's most successful business entrepreneurs. It possesses an enviable property portfolio that spans both sides of the Atlantic and across two continents.

Their flagship commercial development, The Quays Shopping Centre in Newry is believed to be one of the finest examples of Urban Development and Regeneration in Ireland.

Why confine
your new
business to
one corner
of the market

when
there's the
whole world
to explore?

Invest 
Northern
Ireland
Building Locally
Competing Globally

Does your business or business idea have the potential to generate significant international sales?

If so, Invest NI has tailored support programmes for all export focused start-ups.

To discuss your export ambitions, call us to arrange an appointment on **028 3026 2955**, email **so@investni.com** or log on to **www.investni.com** for more information.

To become an Invest NI Client Company you must: generate total sales greater than £100,000 and export sales that are greater than 25% of total sales; or generate export sales greater than £250,000.



Best Export Award

Sponsored by Invest Northern Ireland

The Invest NI Best Export Award is open to all businesses involved in manufacturing or value added tradable services who sell their products and services outside Northern Ireland. This award recognises export activity in the Greater Newry Area and acknowledges international competitiveness among local businesses. This award will be looking to see how you have expanded your customer base and increased trade in these areas.

In your application please address the following:

- Outline your company profile
- Describe how you identified your export market and how you targeted the market
- Outline any key challenges you have faced and how you have overcome these challenges
- Detail the percentage of your export business
- How do you plan to maintain and expand your export market?

Invest Northern Ireland is the economic development agency for Northern Ireland. Our support programmes are designed to encourage growth within companies that have an export focus. The Best Export Award celebrates the efforts of businesses that are competing outside NI, selling world-class products and services in export markets.

If you think your business could benefit from Invest NI support and would like to talk to one of our advisors please contact:

Invest NI Southern Office
E-mail: so@investni.com T: 028 3026 2955 www.investni.com

Outstanding Contribution to the Greater Newry Area



Sponsored by Buttercrane Shopping Centre

This lifetime dedication award will be presented to an individual who has made an outstanding contribution to improving the welfare and prosperity of the people of the Greater Newry Area.

Their life long volunteering activities have empowered generations of local citizens to take control of their own destiny ultimately establishing a tangible legacy in developing the local economy.

Over the years **Buttercrane Centre** has gone from strength to strength as the largest and most successful shopping destination in the region attracting some 6 million shoppers annually from across the Greater Newry Area and beyond. Anchored by Dunnes Stores, M&S and Primark and with 60 other stores, featuring the very best in international and local fashion and services, Buttercrane has universal appeal.

Buttercrane's development expansion and success has very much mirrored the phenomenal development and growth of the Greater Newry Area over the past 21 year period.

Indeed many would say the initial £8m development of Buttercrane was the catalyst for the re-emergence of Newry as the major retail force it is today.

Recruitment Agency of the Year

A big thank you to all of our clients and candidates who have helped us raise the bar for the third year running.



At Grafton Recruitment, we attribute our success to being deeply entrenched in local communities. This local focus allows us to keep our fingers firmly on the pulse and respond rapidly to the changing environment of both our clients and candidates alike throughout the Newry area.

To find out how Northern Ireland's Recruitment Agency of the Year can help your business contact Denise Hopps on 028 302 51808 or email newry@graftonrecruitment.com

www.graftonrecruitment.com

grafton
recruitment

we're here to put you first

Awards Process

HOW TO ENTER:

- Complete and enclose the application form (Page 27):
- Online: www.newrybusinessawards.com
- By email: deborahs@stakeholdergroup.com
- By post:
Greater Newry Area Business Awards 2010
C/o Stakeholder
The Newsroom
Fountain Centre
Belfast
BT1 6ET
Tel: +44 (0) 28 9033 9949
- **Deadline: 12noon on Wednesday 5th May 2010**
- **Please note:** for Mystery Shopped categories you are only required to submit the application form by deadline date: 12noon, Wednesday 5th May 2010. Mystery Shopping will take place during April / May 2010
- For all **written applications**, please submit a maximum of 4 sides of A4 paper of supporting information for each entry, minimum font size 12 point.
- **By post:** four copies of each entry are required – single staple per application, no files or binding.

Terms and Conditions:

The awards are open to organisations that are based within the Greater Newry Area. Organisations may enter as many of the award categories as they wish. All entries must be made using the official application form. Once received, no entries will be returned.

Judges decision is final and the organisers will not be obliged to justify their decisions or enter into any correspondence. The organisers reserve the right not to make awards in any category if the standard of entry does not warrant it.

All information submitted will be treated as confidential and will not be disclosed without the permission of the applicant. Sponsoring companies are excluded from the specific award category they sponsor. Additional support items i.e. brochures, CD-Roms etc are not permitted. In the category of Young Business Person of the Year entrants must be aged 40 or under on the closing date.

Application Form

Name of Organisation: _____

Subsidiary Name (if applicable): _____

Contact Name: _____ Position: _____

Email: _____

Contact Address: _____

_____ Postcode: _____

Tel: _____ Fax: _____

Brief description of organisation i.e. products, services and markets:

Name of organisation as it should appear on any award certificate:

Please tick the category (ies) you wish to enter:

- Best Customer Service Award (Independent Retailer) - Mystery Shopped!
- Best Customer Service Award (Multiple Retailer) - Mystery Shopped!
- Best Customer Service Award (Service Sector) - Mystery Shopped!
- Best Retail Premises Award - Mystery Shopped!
- Best Commercial Premises Award - Mystery Shopped!
- Best Place to Eat Award- Mystery Shopped!
- Best Pub/Bar Award - Mystery Shopped!
- Best New Business Award
- Best Young Business Person Award
- Best Small Business Award
- Best Green Business Award
- Best Business Growth Award
- Innovation in Industry Award
- Best Marketing Initiative Award
- Excellence in People Development Award
- Best Social Enterprise Award
- Best Social Corporate Responsibility Award - **New!**
- Best Export Award

I confirm that I have read the terms and conditions and I declare that all information submitted with this entry is correct to the best of my knowledge at time of application:

Authorised Signatory: _____

Position: _____ Contact Tel No: _____

All applications must be received by:

12noon on Wednesday 5th May 2010 to the following address, by email or online:

Greater Newry Area Business Awards 2010, C/o Stakeholder, The Newsroom, Fountain Centre, Belfast BT1 6ET T: +44 (0) 28 9033 9949 F: +44 (0) 28 9033 9959

E: deborahs@stakeholdergroup.com W: www.newrybusinessawards.com



Department for
Social
Development



NEWRY CITY CENTRE
MANAGEMENT