

Ballymena
**BUSINESS
EXCELLENCE
AWARDS**
2019

CELEBRATING THE BEST OF BALLYMENA BUSINESS

PRINCIPAL SPONSOR



**Mid & East
Antrim**
Borough Council

ORGANISED BY



Ballymena
Area Chamber of Commerce and Industry

100 YEARS OF BALLYMENA CHAMBER **1919 - 2019**



tullyglasshotel

Follow

Tullyglass Hotel

Historic family owned hotel set in beautiful wooded grounds on the outskirts of Ballymena N.Ireland, convenient to so many of the Province's best attractions. Come see what's on our doorstep...

Tag #tullyglasshotel
tullyglass.com

POSTS

TAGGED



Welcome to the Ballymena Business Excellence Awards

Ballymena Area Chamber of Commerce and Industry is delighted to present the 2019 Ballymena Business Excellence Awards. The awards seek to give recognition to the hard work and dedication of businesses in the Ballymena area and enable us all to celebrate their success.

Ballymena is widely renowned as the premier shopping town in Northern Ireland, but it is sometimes overlooked that Ballymena has a vibrant and successful industrial and agricultural base as well. These awards help to celebrate the huge contribution made by our business community. The economic environment has been very tough in the last year, and these awards demonstrate both the commitment of individuals and the business excellence that exists in Ballymena and the local villages.

The Chamber of Commerce has for many years supported both established and new businesses in the area and this year marks a significant anniversary with Chamber celebrating its Centenary. The 2019 Business Excellence Awards will be an integral part of our Centenary celebrations.

There are 21 awards this year so there is a category to suit everyone – large or small businesses, retail, hospitality or industrial and individual awards as well.

I would like to thank Mid and East Antrim Borough Council for agreeing to be our principal sponsor once again this year.

Chamber has an excellent working relationship with Mid and East Antrim Borough Council and I look forward to continuing and indeed building upon this relationship. I would also like to thank all other businesses who have sponsored awards or taken an advertisement in the awards brochure.

The judging this year will again be carried out by Insight Mystery Shopping – it is entirely independent of Chamber thereby ensuring the integrity of the awards.

The Gala Awards Evening this year takes place on Thursday 24th October in Tullyglass House Hotel. This is now a major event in the Ballymena business and social calendar, so put the date in your diary now. We promise you an excellent evening, so come along, renew old acquaintances and make new ones but most important – help us celebrate and reward all that is best in business in the Ballymena area.

I wish all entrants every success.



Robin Cherry MBE

President

Ballymena Area Chamber of
Commerce and Industry



NI Hospice Care is our
chosen charity for 2019

Council committed to economic growth and prosperity

Mid and East Antrim Borough Council is delighted and proud to sponsor the hugely prestigious Ballymena Business Excellence Awards.

As a Council, we are fully committed to supporting business growth and development in Ballymena and throughout our Borough, and promote an environment that encourages and facilitates investment locally.

Ballymena is rightly regarded as one of Northern Ireland's top towns – and it certainly deserves that accolade for the incredible vision, innovation and commitment of our business and industry leaders.

We have ambitious and transformative plans to build on this success.

A key project aimed at breathing new life into the town is the £145 million transformation of St Patrick's Barracks site.

Some £26 million of funding secured by Council through the Belfast Region City Deal has been assigned to the creation of an i4C Innovation centre – a key driver for the regeneration of the St Patrick's site.

The Graham Construction-led Mid and East Antrim enabled Heathrow Airport Logistic Hub bid is a once-in-a-generation £187 billion opportunity, which has the potential to deliver an economic boost locally of £5 billion and create 5,000 jobs for Northern Ireland plc.

Silverwood Business Park, the former Michelin site in Ballymena, is one of only two sites in NI through to the final evaluation stage out of an initial total of more than 120 across the UK.

A more sector-specific approach has been taken with our Manufacturing Task Force and our plans for a skills academy, working in conjunction with a leading university.

In this case, we are using the expertise and skills of more than 100 representatives from manufacturing companies, industry bodies and the public sector to help map the sector's future success.

As part of our economic strategy for the Borough, Amplify, we have designed a suite of programmes to accelerate entrepreneurship, create more high growth businesses expanding into external markets and position the area as an attractive investment location in order to grow our economy and create jobs.

So far, the results have been incredibly encouraging with businesses from all sectors and of all sizes taking advantage of the support on offer and, crucially, seeing measurable growth.

The future of Ballymena and Mid and East Antrim is extremely promising – and by working together we will deliver economic prosperity.

I want to pay tribute to Ballymena Area Chamber of Commerce and Industry, which is dedicated to a flourishing local economy and has been organising these awards for many years now.

This event provides deserved recognition of our local businesses, which contribute so positively to overall economic growth and prosperity.

We look forward to celebrating all your talent, entrepreneurship and ambition and pay tribute to your unrelenting and inspirational commitment to Ballymena, and Mid and East Antrim at this year's awards.



The Mayor
Councillor Maureen Morrow
Mid and East Antrim
Borough Council



Customer Service Award Retail Sector (Independent Retailer)

Sponsored by First Trust Bank

Shoppers are increasingly looking for a unique shopping experience. This award recognises the independent retailer who can demonstrate individuality, quality service and innovative merchandising based on a keen understanding of their customer base. In particular it rewards excellent personable face to face customer service.

This category will be judged by Mystery Shoppers who will be looking for evidence of:

- ✓ Delivering excellent customer service
- ✓ Providing insight in product selection
- ✓ Understanding of the local customer base
- ✓ Exceeding customer expectations
- ✓ Exhibiting a strong visual impact

Independent retailers will be viewed as independent owners with three or less stores. Branded retailers, even if independently owned, will not be accepted in this category.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

First Trust Bank is delighted to sponsor the Customer Service Award Retail Sector.

We at First Trust Bank place major emphasis on building strong customer relationships and delivering a high quality service. We continue to invest in our people, who are our most important asset. This investment is by way of ongoing training and development to ensure that we maintain the high standards of customer service required to grow our business successfully.

We firmly believe that continued good service goes hand-in-hand with continued good business and this award, which will highlight the best of local business, is an ideal way for Ballymena companies to gain recognition, and be rewarded, for their best efforts.

To find out what we can do for your business locally please contact Fiona McCoy at First Trust Bank, 78 Wellington Street, Ballymena.

Good luck with your entry.



Customer Service Award Retail Sector (Multiple Retailer)

Sponsored by Power NI

Shoppers are consistently demanding a higher level of service from their retailers and expect a sophisticated store environment. To win this award, multiple retailers must prove that they are focused on their customer's individual needs through their product offering, customer service and store environment.

This category will be judged by Mystery Shoppers who will be looking for evidence of:

- ✓ Excellent one on one service
- ✓ Exceeding customer expectations
- ✓ Exceptional design layout and shop format
- ✓ Innovative product range
- ✓ Advantageous store facilities and services

Applications are invited from multiple retailing companies. A multiple retailer will be viewed as a company with four or more branches throughout Northern Ireland.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

Energy is essential and at Power NI, we believe in keeping it simple. You can trust us to give you great discounts, make it easy for you to manage your account and have expert, local support on hand when you need us. We are Northern Ireland's number one energy supplier with over 35,000 business customers and hundreds more switching back.

Amy Bennington, Commercial Marketing Manager at Power NI, comments: "We're delighted once again to support Ballymena Chamber and sponsor one of the Customer Service Awards at this year's event. Good customer service is essential for any business and it is something we pride ourselves in across our Power NI offices in Antrim, Belfast and Omagh.

We have a long-standing relationship with the Chamber and their Excellence Awards are one of the highlights in the Northern Ireland business calendar. Good luck to all entries and we look forward to a great evening."



Best Use of Digital and/or Social Media Award

Sponsored by Samuel Cumming & Son Solicitors

This award recognises organisations that demonstrate the best use of digital technology and/or social media to enhance loyalty, promote their services and interact with their customer base.

Judges will be looking for examples of how entrants have successfully utilised social media through the means of social networking sites, blogs and other forms of viral communication.

The judging panel will be looking for evidence of the following:

- ✓ Clear objectives
- ✓ Innovation and creativity
- ✓ Evaluation and review
- ✓ Management and implementation
- ✓ Tangible results and success

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

The firm of Samuel Cumming & Son has been in practice in Linenhall Street, Ballymena since 1932. In 2018 Karen Cherry took over the practice which is now known as Karen Cherry t/as Samuel Cumming & Son.

Karen Cherry t/as Samuel Cumming & Son provides clients with expert legal advice on their doorstep at affordable rates. The firm can deal with a range of legal services including residential and commercial conveyancing, probate and wills, litigation and matrimonial law.

Lynda McNeill joined the firm in November 2018. Lynda has a wide range of legal skills but also brings considerable litigation experience, for example personal injury claims and road traffic accidents and accidents at work.

Karen is delighted to sponsor this award and wishes all the entrants every success.

KAREN CHERRY
T/A SAMUEL CUMMING & SON SOLICITORS

Best Eating Establishment Award

Sponsored by RiverRidge

The winning establishment will offer customers an enjoyable eating experience whether they are a restaurant, bistro, hotel or bar. Judges will be looking for an industry leader where service and culinary standards are inspiring.

This award will be judged by mystery shoppers who will be looking for the provision of:

- ✓ Excellent service and rapport with customers
- ✓ Tempting food offering
- ✓ Ambience and atmosphere
- ✓ Delicious food
- ✓ Exemplary housekeeping

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

RiverRidge is regarded as Northern Ireland's largest independent waste management company servicing over 4,000 customers across Northern Ireland.

The company has built a strong reputation for itself through the delivery of sustainable landfill diversion solutions. With a comprehensive range of collection options available, RiverRidge offers a cost effective waste management solution based on the most innovative waste treatment process in Europe.

RiverRidge is dedicated to improving Northern Ireland's waste management infrastructure, as illustrated by their investment in Full Circle Generation. The hospitality sector is one that they have a vested interest in and supporting growth and providing services to the leading establishments within this industry will ensure a reduction in food waste and a sustainable future for all.

Fully compliant with environmental guidance and regulation, RiverRidge believes in celebrating the accomplishments of local businesses and will continue to support those who excel in their field.

The Borough is filled with exceptional eateries and RiverRidge is very proud to sponsor on this occasion the award for Best Eating Establishment.



Best Small Eatery/Coffee Shop Award

Sponsored by firmus energy

This award is designed to attract applications from coffee shops, cafes, sandwich bars and fast food outlets from within the area.

The judges will be looking for a business that delivers excellent customer service and rapport with customers. They will also wish to see evidence of good atmosphere and ambience in attractive premises in addition to a tempting range of food suitable to the needs of its clientele.

This award will be judged by mystery shoppers who will be looking for evidence of:

- ✓ Excellent service and rapport with customers
- ✓ Tempting food and drink offering
- ✓ Ambience and atmosphere
- ✓ Delicious food
- ✓ Exemplary housekeeping and layout

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

firmus energy is one of Northern Ireland's leading natural gas suppliers with over 95,000 customers across the province. Established in 2006, firmus energy has invested over £150 million in local communities outside of Greater Belfast, having laid over 1,400km of natural gas pipeline.

Michael Scott, Managing Director at firmus energy said, 'We are delighted to once again be sponsoring the Ballymena Business Awards. These prestigious awards recognise the quality customer service within the Borough and at firmus energy we pride ourselves on our customer service offering, with a customer satisfaction rate of 98%. Based in Antrim and with just under 100 staff, we are dedicated to serving our 95,000 customers every day. Those already enjoying the significant benefits of natural gas include; private homes, Housing Executive properties, some of Northern Ireland's largest manufacturers along with many schools, hospitals and small businesses.

We wish all of our shortlisted businesses the best of luck this evening and we look forward to seeing you all there.'



Customer Service Award Service Sector

Sponsored by Riada Resourcing

This award will be presented to the business that has best demonstrated their commitment to delivering exemplary customer service that generates positive and additional business.

This award is open to all service businesses that are committed to offering the highest levels of customer care to each and every customer.

This category will be judged by Mystery Shoppers who will be looking for evidence of:

- ✓ A warm welcome
- ✓ Expert professional knowledge
- ✓ Friendly closure
- ✓ Exemplary customer service
- ✓ An attractive environment

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

Riada pride ourselves on supporting local businesses and events across Northern Ireland and are delighted to be a part of the Ballymena Business Excellence Awards 2019. We believe in exceeding our client and customer expectations through commitment, focus and results and are therefore honoured to be sponsoring the Customer Service Award.

Riada's continued success and growth over the past 19 years has been down to the quality of our service, enabling us to drive local business growth in all major industry sectors including permanent and temporary Accountancy, Engineering, Finance, HR, Hospitality, Industrial, Office Services & Tourism recruitment. Awarded with Investors in People Gold, BSI Quality and Environmental Management standards, our business continually demonstrates our commitment to excellence, helping provide local people with employment and employers with the skills required to meet today's economic demands.

Riada wish all applicants for the Customer Service Award every success. Our team of experienced consultants are here to drive your permanent and temporary recruitment campaigns. To find out how we can support your business contact Arlene McConaghie on 028 2563 1555 or email arlene@riadaresourcing.com for a confidential consultation.



Customer Service Award Hospitality Sector

Sponsored by Autoline Insurance Group

This award will be presented to a business that has best demonstrated their commitment to delivering exemplary customer service that generates positive and additional business.

This award is open to all hospitality businesses that are committed to offering the highest levels of customer care to each and every customer.

This category will be judged by Mystery Shoppers who will be looking for evidence of:

- ✓ A warm welcome
- ✓ An attractive environment
- ✓ Friendly closure
- ✓ Congenial, knowledgeable service
- ✓ Going the extra mile

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

Autoline Insurance is one of the leading local insurance brokers in Northern Ireland with dedicated, specialist teams to service both personal and business clients in a range of product areas including car, home, van, farm and commercial insurance. The innovative broker employs over 200 staff in 5 locations across Northern Ireland with branches in Ballymena, Coleraine, Downpatrick, Newry and Enniskillen and earlier this year became part of the Prestige Insurance Holdings Group.

Across Northern Ireland, and from big brands to sole traders, we're helping businesses to protect their assets and to bolster their bottom line by providing tailored, expert advice and service to small and large businesses across a wide range of commercial sectors. At Autoline we are focused on delivering exceptional service to the people who have made us an industry leader: our customers. At Autoline, we're with you.



Business Premises Award

Sponsored by Country Garage Ballymena BMW

The judges will be looking for a business premise design that is fit for purpose, exhibits all-round design and layout excellence and matches the requirements of its customers.

Business premises will be visited by appointment in September.
Judges will be looking for evidence of:

- ✓ Initial visual impact
- ✓ Fit for purpose
- ✓ Innovation of design
- ✓ Use of materials, textures and colour
- ✓ Use of space
- ✓ Ease of access
- ✓ Quality of materials and finish

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

With over 45 years experience working with the BMW brand The Country Garage, Ballymena is a family owned business which is sure to offer you the warmest of welcomes if you are looking for a New BMW or Approved Used BMW throughout Northern Ireland.

We showcase all the latest new BMW models available to test drive today from our Ballycowan Road showroom along with an extensive range of BMW Approved Used Cars and are an authorised MINI Service dealer.

We know the needs of BMW and MINI drivers are highly specialised.
Our commitment to our customers is to maintain the highest possible sales and service standards at all times, whether you are searching for a New or Approved BMW or MINI Service support you will always be able to rely on us to find what you are looking for.

So, if professional customer service matters to you, talk to us at
The Country Garage, Ballymena.

The Country Garage



The Ultimate
Driving Machine

59 Ballycowan Road, Ballymena BT42 3DW
Tel: 028 2589 1324 www.countrygaragebmw.co.uk

Skills Development Award

Sponsored by The Gallaher Trust

This award recognises organisations that, through skills development, have made a significant improvement to their employees and to the performance of their business.

The judging panel will be looking for evidence of the following:

- ✓ Objectives for skills development
- ✓ Management and implementation
- ✓ Impact and benefits for employees
- ✓ Innovation
- ✓ Impact and benefits for business

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

The Gallaher Trust is an independent charity which has the objectives of promoting job creation and skills development and providing support to disadvantaged adults within the wider Ballymena community.

The Trust was established in September 2017 to administer a £5 million legacy from Japan Tobacco International (JTI), donated in response to the impact of the closure of the JTI (former Gallaher) Lisnafillan Factory in Ballymena.

The Trust offers its long-term support to the local community through charitable and not-for-profit partners who have expertise in creating and delivering projects which support the Trust's objectives. More information on the Trust can be found on our website www.thegallahertrust.org.

The Gallaher Trust is delighted to be part of the annual Ballymena Business Excellence Awards and we wish all entrants every success with their businesses within the local community.



Best Business Website Award

Sponsored by Robinsons of Ballymena

This award is open to all businesses that have a website. Judges will be looking for an informative business website that successfully engages and excites visitors and possibly also sells to customers.

Judging criteria will take into account ease of navigation, design, accessibility, engagement levels and effective use of modern media techniques.

Judges will be looking for:

- ✓ Accessibility and ease of use
- ✓ Content
- ✓ Engagement and overall appeal
- ✓ Good use of technology
- ✓ Design and graphics
- ✓ Use of modern media techniques

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

Robinson's Supermarket on the Cullybackey Road today is an independent family owned grocery store and petrol station offering customers a comprehensive range of products at the most competitive prices. Whilst in our 14th year in our current premises we have been serving the Carniny area and local community since 1986.

We strive to offer value for money and believe that being part of the Co-Op/Nisa group we can buy competitively whilst passing savings directly on to our customers. Our promotions are on par with major supermarkets and we complement our offering with over 500 Robinsons branded fresh and chill products, alongside an award-winning instore butcher in K&G McAtamney. Our buyers are committed to seeking out the strongest offers, keeping us relatively unique in what we do in the Ballymena area. We try our best to cater for both the convenience and weekly shopper.

2019 is our third year at the Ballymena Business Excellence Awards and we are delighted once again to be a category sponsor; this year - Best Business Website.



Right Place to Work Award

Sponsored by Galgorm Spa and Golf Resort

Is your company a great place to work? Businesses have to fight hard to recruit and retain people and this award aims to highlight those businesses that have really put people at the heart of their overall strategy.

This award is open to all businesses, regardless of size or turnover, that are committed to supporting employees, enhancing employee satisfaction and have demonstrated an overall commitment to its employees at all levels.

The judging panel will be looking for evidence of the following:

- ✓ Company culture and values
- ✓ Structure for people management
- ✓ Recognition of skills and achievements
- ✓ What makes your organisation a better place to work
- ✓ Commitment to learning and development
- ✓ Employee support

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

As previous winners in the prestigious Ballymena Business Excellence Awards, Galgorm Spa & Golf Resort are delighted to sponsor the Right Place to Work Award 2019. This highly coveted category enables businesses to showcase the considered initiatives, people management and company culture that demonstrates a commitment to the learning and development of its employees; a mantra that Galgorm Spa & Golf Resort fully subscribe to.

Employee wellbeing is at the heart of Northern Ireland's premier luxury Hotel and Spa. We focus on staff development, training and wellbeing to retain talent as it really is our people who make the difference and play an intrinsic role in delivering a mission to leave each guest with a desire to return.

Employee wellbeing will continue to be an ever-increasing boardroom priority, as well as a key differentiator for employer branding. Going forward the focus needs to be on creating a business culture where people thrive, acknowledging the parity of mental and physical wellbeing.

As proud supporters of the Ballymena Business community, we are honoured to be involved in recognising and celebrating those who are committed to supporting their employees at all levels.

We would encourage businesses to enter and would like to take the opportunity to wish all entrants good luck.

GALGORM
SPA & GOLF RESORT

The Setting

Mid and East Antrim Borough covers an area of just over 400 square miles extending from the River Bann in the west to the world famous Causeway Coastal Route and includes part of the Antrim Coast and Glens Area of Outstanding Natural Beauty.

- It is not only beautiful, but welcoming, industrious and unique.
 - There are three main towns - Ballymena, Carrickfergus and Larne – and a host of welcoming villages – including many award-winning ones – and rural communities.
 - Commercially, Mid and East Antrim Borough benefits from its strategic location in Northern Ireland; with close proximity to both major airports, the Port of Belfast and our Port of Larne.
 - Council is a key partner with the Department for Communities in driving development plans for the former St Patrick's Barracks site in Ballymena.
 - Our plans incorporate a range of uses and seeks to deliver a high quality, people orientated place, breathing new life into Ballymena and generating wider economic, social and cultural benefits across the Mid and East Antrim area.
 - We are a major part of the Belfast Region City Deal which will deliver up to £1 billion of investment, create around 20,000 jobs and boost prosperity across the region.
 - Mid and East Antrim secured £80 million of funding from Belfast Region City Deal to encourage economic development in our area.
 - £26 million has been assigned to the creation of an i4c Innovation centre – a project we see as key to securing Mid and East Antrim's future as the engine room of the Northern Ireland economy and a regional hub for innovation and advanced manufacturing.
 - This innovation centre is a key driver for the regeneration of the St Patrick's Barracks site.
 - The Graham Construction-led Mid and East Antrim enabled Heathrow Airport Logistic Hub bid is a once-in-a-generation £187 billion opportunity, which has the potential to deliver an economic boost locally of £5 billion and create 5,000 jobs for Northern Ireland plc.
- Silverwood Business Park, the former Michelin site in Ballymena, is one of only two sites in NI through to the final evaluation stage out of an initial total of 127.
 - Amplify, the name given to the strategy designed to boost the economy across the borough, aims to support the development of Mid and East Antrim right through until 2030.
 - The Manufacturing Taskforce was formed by Mid and East Antrim Borough Council with the aim of reinvigorating the sector in the area following the economic loss of both Michelin, JTI-Gallaher and others in recent years.
 - The Taskforce aims to capitalise on strong investor confidence in the area and is a central plank in the Council's aim to increase Gross Value Added, create jobs and drive productivity.
 - Ballymena's resilient manufacturing base in turn supports local companies and numerous independent retailers across Mid and East Antrim and increasingly, the tourism sector has a greater role to play.
 - Mid and East Antrim's hidden gems are being showcased to the world through its Shaped by Sea and Stone campaign. Mid and East Antrim's rolling hills, rugged coastline and mighty castles are drawing an ever-growing legion of fans, with an increasing number of tourists heading to Mid and East Antrim.
 - Mid and East Antrim boasts a thriving Food and Drink Network, with the area home to a superb array of excellent food producers, chefs, hospitality providers and food retail businesses.



- Although the spectacular Gobbins cliff path attraction isn't in the immediate Ballymena area, its worldwide fame and international visitor base contributes strongly to economic prosperity for all of the Borough.
- Sport really scores for Ballymena too: The ISPS Handa, held at Galgorm, is a case in point. It attracts both a worldwide audience on TV and many thousands of visitors to the area, all of whom provide vital spending for retailers and increasing levels of business for the hospitality sector. The associated Food Festival is also well received.
- The SuperCupNI (formerly Milk Cup) finals and the many other matches played locally are again increasing the profile of Ballymena and boosting the town's business status.
- Another annual tourist boost comes from the Ballymena Agricultural Show - attracting not only the whole range of agricultural interests but also equine enthusiasts and others to this showcase event.
- Retail is of course a major strength within Ballymena, which is one of Northern Ireland's top shopping destinations, maintaining annual growth in footfall and providing a vibrant mix of both national and independent businesses, Ballymena is also benefitting from being the first town in Northern Ireland to vote to establish the town centre as a Business Improvement District (BID).
- Mid and East Antrim Borough Council is now well established and among many other projects, is already breathing new life into Ballymena's Ecos Centre through a partnership with Catalyst Inc. (formerly the NI Science Park) to deliver an Innovation Centre to support the growth of leading global companies.
- Council continues to roll out its ambitious plans 'Putting People First' by working with a range of organisations to benefit the citizens of Mid and East Antrim.



1 Slemish Mountain 2 Shopping in Ballymena 3 Wrightbus manufacturing



Working together to create a better future for all

www.midandeantrim.gov.uk

Most Promising New Business Award

Sponsored by Bank of Ireland UK

Have you started your own business in the last three years? Is it exceeding expectations? And is it going to be around for a while? Well then why not enter this award and tell us about your success to date?

The judging panel will be looking for evidence of the following:

- ✓ Business profile and objectives
- ✓ Innovation & individuality
- ✓ Business structure and management
- ✓ Business performance to date
- ✓ Sustainability

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses must NOT have been in existence before October 2016.
Businesses entering Best Small Business can NOT enter this category.

Bank of Ireland UK is delighted to be working in partnership with Ballymena Area Chamber of Commerce and Industry, contributing to the overall success of these Awards.

In supporting the "Most Promising New Business" Award we understand the importance of the SME and the wider business market to the local economy, and the Awards will highlight and reward the quality of local businesses and the individuals who strive for excellence within this environment.

Our involvement in these awards reflects our drive and commitment for continuous improvement in setting new and higher standards in business, playing our part in the success of our local businesses.

We take this opportunity to congratulate all those nominated for an Award and thank you for your contribution to the local community.

Bank of Ireland  **UK**

Best Small Business Award

Sponsored by Michelin Development Fund

This award celebrates the small business and its ability to exploit its size to its best advantage. The award will be presented to an organisation that demonstrates best practice but is also dynamic and individual.

Businesses should not employ more than 20 employees.

The judging panel will be looking for evidence of the following:

- ✓ Business strategy
- ✓ Business and growth management
- ✓ Sustainability
- ✓ Innovation & individuality
- ✓ Business performance

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses entering the New Business category can NOT enter this category.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

Michelin Development Ltd is proud to be associated with the Ballymena Business Excellence Awards and to sponsor the 'Best Small Business Award'.

In the current economic climate, when businesses are facing challenging times, it is important to support and encourage entrepreneurship and innovation, as well as recognise and celebrate business achievement.

Michelin Development Ltd is dedicated to helping local economic development and job creation through provision of unsecured competitive loans and business advice free of charge to support SME growth.

Over the past 15 years, Michelin Development Ltd has provided financial support and expertise to 139 local businesses, helping them to potentially create over 747 new jobs in the area. We look forward to continuing this support in the future.

We would like to extend our best wishes to all the entrants in this year's awards, and look forward to presenting the Best Small Business Award at the Gala Evening.



Family Business of the Year Award

Sponsored by Danske Bank

This award will recognise a successful family business that has grown and adapted to present and future markets while maintaining the identity and ethos of the family. This award is open to all multi-generational family businesses that have at least two family members in key positions in the business.

The judging panel will be looking for evidence of the following:

- ✓ Family ethos and culture
- ✓ Business success
- ✓ Management excellence
- ✓ Sustainability & Succession

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Family owned businesses are the backbone of the Northern Ireland economy, from small businesses to some of Northern Ireland's biggest corporates.

At Danske we are privileged to work with many of the Borough's family businesses every day and are delighted to sponsor the Family Business of the Year award.

Aaron Ennis, Head of North Business Centre in Ballymena, said: "Whether your business is just starting out or you are looking to take your business to the next level, our local team of Relationship Managers and Small Business Advisers is here to help.

"Running a family business creates both opportunities and challenges. We have a wealth of knowledge and experience in supporting family businesses in all aspects of business banking, from basic cash management and day to day banking needs, to comprehensive cashflow management and international trade finance. Talk to the team in Ballymena at any time to discuss how we could help support your business's growth ambitions.

"This category is a great opportunity to shine a light on the many great family businesses in the Borough and we wish all the entrants the very best of luck."

Contact Aaron at aaron.ennis@danskebank.co.uk or on 07771 835061.

Danske Bank

Social Enterprise of the Year Award

Sponsored by Ballymena Business Centre

We want to celebrate Ballymena's most innovative, passionate and successful social enterprises. If your organisation is fervent about achieving social or environmental change above maximizing profit, then we want to hear from you.

The judging panel will be looking for evidence of the following:

- ✓ Positive impact on community/society/environment
- ✓ Clear leadership and management
- ✓ Success and measurable outcomes
- ✓ Innovation and individuality
- ✓ A clear breakdown of income
- ✓ Future growth and sustainability

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

Ballymena Business Centre is a registered Northern Ireland Charity and Social Enterprise helping individuals to start and grow their business in the Mid and East Antrim Borough Council area.

- ✓ Inspiring people to be enterprising
- ✓ Ensure enterprise is accessible to all within our community
- ✓ Encouraging the creation of new business and social enterprise
- ✓ Supporting growth within existing businesses and business tenants
- ✓ Providing a nurturing environment for businesses to start and businesses to grow in our town centre, rural community and neighbourhood renewal areas
- ✓ Promoting our enterprise hub model in the project management of new employment space and the regeneration of existing employment space

To find out how we can help you and your business or to find out how you can support our charitable objectives contact...

Melanie Christie Boyle, Chief Executive, Ballymena Business Centre
www.ballymenabusiness.co.uk melanie@ballymenabusiness.co.uk Tel 028 2568 9430



Involvement in the Community Award

Sponsored by Fisher Law

This award acknowledges individuals or businesses that have had an ongoing relationship with the community through their voluntary contribution.

The judging panel will be looking for evidence of the following:

- ✓ Initiation and involvement with the local community
- ✓ Impact and benefits to the local community
- ✓ Impact and benefits to the business
- ✓ Level of commitment of time and resources
- ✓ Strategy for ongoing involvement with the community

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

We at Fisher Law are honoured to be the proud sponsors of the Involvement in the Community Award.

Established in February 2016 but with our Principal having over 25 years' prior experience in leading city centre firms, we are now a prominent player in the provision of legal services in the Ballymena Area.

Our core values are:

- Real quality of service in terms of efficiency and transparency
- Value for money
- The cultivating and nurturing of business and personal relationships
- Establishing a clear understanding of clients' long-term needs
- A strong policy of corporate social responsibility
- Approachability

Congratulations to all the entrants in this year's awards, to those that have been short-listed, and in particular to the winning business in the Involvement in the Community category (whoever that may be!)

The logo for Fisher Law, featuring the words "fisher law" in a black, lowercase, serif font. The text is set against a bright yellow rectangular background.

Best Creative Business Award

Sponsored by Millside Restaurant Gracehill

This award recognises entrepreneurs and companies with a flair for creativity either through their products or services. The winning business will demonstrate their passion, creativity and ability to turn their talent into enterprise.

Entries are welcome from artists, crafters, publishers, photographers, film-makers, designers, architects, musicians and many others.

The judging panel will be looking for evidence of the following:

- ✓ Innovation & individuality
- ✓ Business objectives and strategy
- ✓ Business structure and management
- ✓ Business performance to date
- ✓ Sustainability

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again.

These businesses are however welcome to enter other categories.

Millside Restaurant Gracehill is a family run business situated in the Old Schoolhouse which itself is over 200 years old. It is set in the historic village of Gracehill between Galgorm and Ahoghill.

Millside first opened its doors in December 2008 and has gone from strength to strength to become the 75 seated restaurant it is today. We offer an excellent range of menus including breakfast, lunch and dinner. We can also provide a separate function and party menu for larger parties at very competitive rates. We are a non-licensed restaurant with bring your own bottle facilities.

Being previous winners in the Best Eating and Customer Service categories Millside is delighted to be involved with this year's Business Awards. Creativity is essential in our business so therefore it is entirely appropriate for Millside to sponsor the Best Creative Business Award.

We wish all entrants every success and look forward to presenting the winner with their trophy at the Gala Evening.

For more information about Millside Restaurant Gracehill please visit www.millsiderestaurant.com



Best Young Person in Business Award

Sponsored by Northern Regional College

This award is open to individuals under the age of 40 who have established and developed an owner-led business. The judges will be looking for a hard working, creative and innovative individual who has demonstrated vision, clarity and focus in responding to challenges.

The judging panel will be looking for evidence of the following:

- ✓ Track record in starting and running a business
- ✓ Designing and implementing business strategy
- ✓ Innovation
- ✓ Business achievement and financial success
- ✓ Vision and leadership
- ✓ Sustainability and plans for the future

This category can be entered in **addition** to two other categories.

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

Northern Regional College is one of six colleges of Further & Higher Education within Northern Ireland. It is the main provider of further education and training across a diverse catchment area which serves a population of over 429,000 from its campuses in Ballymena, Ballymoney, Coleraine, Magherafelt and Newtownabbey.

Courses are offered on a full-time and part-time basis within a range of professional and technical areas, including work-based learning such as apprenticeships, all designed to provide learners with a life-changing, supportive and innovative experience, which equips them with the skills to compete successfully in the global employment market.

The College also has a successful track-record in working with the business sector. This is focused on delivering a variety of funded training packages for employers of all sizes in order to ensure they can fill vacancies with skilled employees, and upskill those already working for them.

To talk to us about training or upskilling your workforce, please contact the Business Development Team at business.support@nrc.ac.uk

NORTHERN
Regional College

Employee of the Year Award

Sponsored by Black Advertising

The hardest award to win and also the hardest category to judge. Has someone gone beyond the call of duty to help the business? Have you observed someone excelling in her or his day-to-day duties? Has someone done something particularly noteworthy? These are just some of the reasons why you might want to nominate an employee for this award.

Judges will be looking for the following:

- ✓ How well they have performed at their role
- ✓ How they have made a difference to the business
- ✓ How they are perceived by management, colleagues and customers

Employees must have been in their current role for at least one year. Entrants must be nominated by their employer.

Application forms will be forwarded by email on receipt of entry. Deadline for return of applications is Thursday 5th September.

At Black Advertising we believe that people are key to any successful business.

Employees increasingly need to command a vast array of skills in order to effectively carry out their work. Businesses demand staff who are technically adept, skilled in communication and negotiation, able to consistently deliver a high level of customer service, and much more besides.

It gives us great pleasure to support the Ballymena Business Excellence Awards, and in particular to recognise those employees who, through their endeavours, elevate the standing and reputation of their respective organisations.

Best wishes to all entrants.

black
A D V E R T I S I N G

Business Growth Award

Sponsored by Ulster Bank

Despite the current tough economic climate, is your business bucking the trend? Are sales up? Has turnover increased? Has profitability risen? Whether this is from new sales, new products or improved resource management we want to hear from you.

The judges are looking for evidence of:

- ✓ Business and marketing strategy
- ✓ Financial and growth performance
- ✓ Improved resource efficiency, reduced costs and minimised waste
- ✓ Business and growth management
- ✓ Future Sustainability

All interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September in the Pentagon Room at the Adair Arms Hotel Ballymena. Appointment details will be forwarded on receipt of entry.

Businesses that have been successful in winning this category for 3 consecutive years will not be permitted to enter. A period of 12 months must pass before they are eligible to enter this category again. These businesses are however welcome to enter other categories.

Founded in 1836, Ulster Bank exists to serve its customers and help communities prosper. We are proud to be more than just a provider of financial services. We do that by being here at the moments that matter, with leading digital banking channels that let customers stay on top of their finances on the go, supporting customers with property ambitions, and by boosting local businesses and by being at the heart of the community in Ballymena.

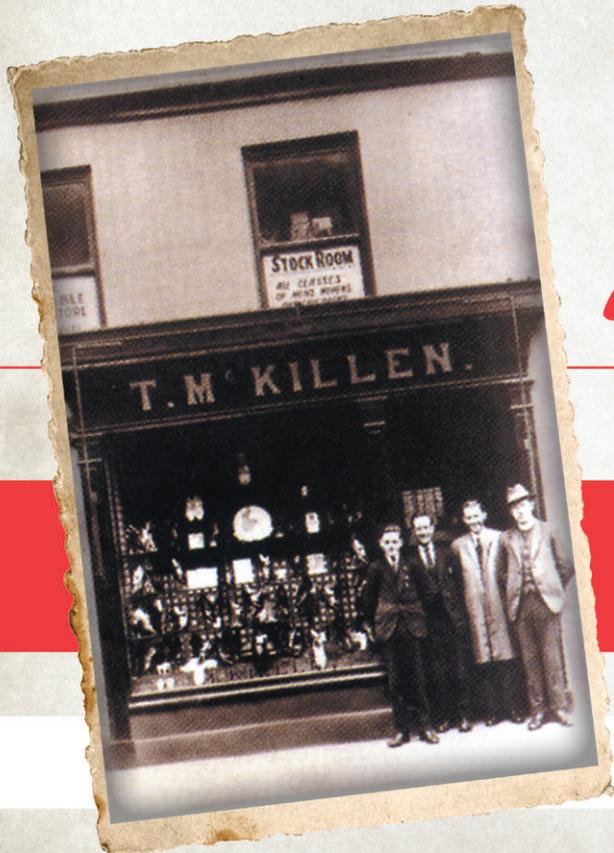
Sponsoring the Ballymena Business Excellence Awards is another expression of our commitment to the Ballymena community. We know that there are fantastic companies and individuals doing innovative things to boost their business who should have a platform to be recognised which is why we are delighted to sponsor the Business Growth Award and help celebrate local business success.

Help for what matters
 **Ulster Bank**



McKillens®

THE AWARD WINNING FOOTWEAR RETAILER



at the heart of
Ballymena
— SINCE 1926 —

FOOTWEAR | HANDBAGS | KIDSTORE
THE FERN ROOM | FASHIONS | GIFTWARE

QUALITY | SELECTION | SERVICE



McKillens of Ballymena

78-94 CHURCH STREET, BALLYMENA

Commitment to Ballymena Award

Sponsored by Mid & East Antrim Borough Council

Mid and East Antrim Borough Council is delighted to sponsor this award, especially as we already work hard with our stakeholders to maximise the potential for all our areas, including Ballymena.

Assessment will be based on submission by the nominator, of specific actions or activities of the individual(s) nominated which clearly demonstrate their dedication and contribution to Ballymena. The nominator will therefore be required to provide specific evidence to support their nomination.

Ballymena has grown over the years to become a major contributor for the Northern Ireland economy. This growth has not just come about by chance but through drive and dedication of both individuals and their organisations.

It is therefore appropriate that Council recognise this dedication and effort through the *Commitment to Ballymena Award*.

This Award allows Council to publicly praise and reward such efforts.

- No reference will be made to the nominating party although the judges, to substantiate any statements made within the submission, may contact them.



2019 Ballymena Business Excellence Awards Gala Evening

Thursday 24th October 2019 is the date to put in your diary **NOW**, as this is the date for the presentation of the 2019 Ballymena Business Excellence Awards. This glittering Gala will take place in the Clock Tower Suite of the Tullyglass House Hotel, Ballymena commencing at 7.00pm with a sparkling wine reception. You will then be seated for a 4 course banquet with wine on all tables.

We promise you a night to remember with good food and sparkling company; great entertainment and excitement; recognition and reward for all our award finalists; fun and networking!

The compere for the Gala is the hugely popular local personality Liam Beckett. Music will be provided by the superb 'Anthem'.

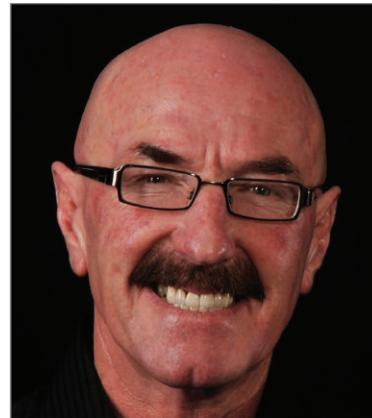
Dress: Formal

Tickets are priced at £550 for a table of 10 (individual tickets £55) and can be obtained by contacting:

Tom Wiggins

Email: tom@ballymenachamber.co.uk

Telephone: 07801 738 359



About the Judging Process

The judging process is crucial to the awards program as it provides the independence that is necessary in the overall selection of the award recipients. **Insight Mystery Shopping** will facilitate the adjudication of the awards through mystery shopping visits, on-site visits, judging panels and face to face interview panels.

The judging panel is made up of experienced and respected judges from a variety of industry sectors and disciplines. The panel is carefully selected to ensure the selection process is fair and objective and that each entry is judged on its merits.

The judges are bound by a strict confidentiality agreement and are required to declare any conflict of interest in entries over which they deliberate and to stand aside from deliberations concerning those entries.

In the event of extraordinary interest we reserve the right to shortlist entrants by a process of a brief written submission.

The Interview Process:

An email will be sent to all entrants in September detailing time, date and venue of their interview and/or on-site visit. **Interviews will be held on Monday 23rd, Tuesday 24th and Wednesday 25th September 2019 at the Pentagon Room in The Adair Arms Hotel Ballymena.**

A maximum of **two** people may represent your organisation at the interview panel. Interviews will last approximately **15 minutes** and it is suggested that you prepare responses to the listed criteria in each award category. Although not essential it may also be beneficial to provide a PowerPoint or Prezi presentation.

The panel of judges will collectively arrive at the decision on the winner of each category. The finalists from each category will be notified on **Friday 27th September 2019**. The judge's decision is final. The judging panel is not obliged to enter into communication with entrants.

Mystery Shopping:

All mystery shopping entries will receive two mystery visits by a team of highly trained and experienced mystery shoppers.

On-site Visits:

All businesses entering the Business Premises category will receive a visit from the judges in **September**. Entrants will be emailed in advance with appointment details.

If you have any queries regarding the judging process please contact Catherine Scott, Insight Mystery Shopping at catherine@insightmysteryshopping.com or on 078 9427 4146.

The Awards Process

Step 1: Read the awards brochure and decide which categories you would like to enter. Insight Mystery Shopping is happy to assist you in this decision. All entries are treated in the strictest confidence.

Deadline for entry forms is Wednesday 21st August 2019.

You may enter up to 2 categories. In addition to the 2 categories you may also enter the **Young Business Person of the Year Award** and/or make nominations for the **Employee of the Year** and **Commitment to Ballymena Awards**.

Organisations that have been successful in winning a particular category for three consecutive years will not be permitted to enter that category. A period of 12 months must pass before that organisation is eligible to enter that category again. These organisations are however welcome to enter other categories.

Step 2: Complete and return Entry Form by email to catherine@insightmysteryshopping.com (please add this email address to your address list to ensure you receive all awards communications) or post to:

**Ballymena Business Excellence Awards,
C/o Insight Mystery Shopping,
North City Business Park, 2 Duncairn Gardens,
Belfast BT15 2GG**

Step 3:

If you have entered a MYSTERY SHOP category you do not need to do anything else. You will receive an email confirmation of your entry and mystery visits will be conducted.

Step 4:

If you have entered a JUDGING PANEL category, details of interview times will be forwarded by email at the beginning of September. **The judging panels will sit on Monday 23rd, Tuesday 24th and Wednesday 25th September 2019 in the Pentagon Room at The Adair Arms Hotel, Ballymena.**

Step 5:

If you have made a nomination for EMPLOYEE OF THE YEAR a brief application form will be forwarded to you requesting details of the employee and their contribution to the business. Completed forms must be returned by **Thursday 5th September 2019.**

Step 6:

Don't forget to make nominations for the **Commitment to Ballymena Award**. A letter of endorsement will be required by **Thursday 5th September 2019** to assist judges in their decision.

Step 7:

Results for all categories will be collated and finalists will be notified on or before **Friday 27th September 2019. The judges' decision is final.**

Five Reasons to Join Chamber...

Become Better Connected...

**Have Your Voice Heard
(Lobbying and Representation)...**

Give Back to Your Local Area...

Promote Your Business...

Business Solutions...

**Become part of an organisation that
is working for you...**

www.ballymenachamber.co.uk

Organised by

Principal Sponsor



KAREN CHERRY
T/A SAMUEL CUMMING & SON SOLICITORS

