

Ballymena
**Business
Excellence**
Awards 2023

CELEBRATING THE BEST OF BALLYMENA BUSINESS

PRINCIPAL SPONSOR



ORGANISED BY





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Enjoy live music, entertainment and live sports in the comfortable and sociable setting of McAllister's Whiskey Lounge.

9pm - Late

Welcome to the 2023 Ballymena Business Excellence Awards

Ballymena Area Chamber of Commerce and Industry are delighted to present the 2023 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 as world class hospitality venues. These awards help to celebrate the huge contribution made by our business community.

The economic environment has, to say the least, been very challenging firstly with the pandemic followed by significant increases in the cost of utilities and raw materials. However, the local economy has remained strong and its growth demonstrates both the commitment and entrepreneurship of individuals together with 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. There are 20 awards this year so there is a category to suit everyone – large or small businesses, retail, agricultural, hospitality or industrial and individual awards as well. You do not have to be a Chamber member to enter the awards with many awards each year going to non-Chamber businesses and individuals.

Chamber also endeavours to make a real difference within the local community and we are very proud of our recently developed Community Outreach Programme. With the support of Chamber members, we have helped support vulnerable families through the Mid and East Antrim Affordable Food Club.

Chamber has also organised three Annual Charity Golf Days, again with the support of our members, and I am delighted to say we raised over £16,000 this year bringing our total for the three years to over £60,000 for our charities The NI Hospice and The Children's Hospice and a cheque for this year's donation will be presented at the awards ceremony.

I would like to thank Mid and East Antrim Borough Council for agreeing to be the 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 process this year will be organised by Barbara Campbell Training and Consultancy, a local company who help to make the process easy and accessible for local businesses.

This year I am delighted to say we will hold our glittering Gala Evening on Wednesday 18th October in the Tullyglass House Hotel. This year's Gala Evening will be 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 about business in the Ballymena area.

I wish all entrants every success.



Leigh Heggarty
President
Ballymena Area Chamber of
Commerce and Industry



NI Hospice Care is our
chosen charity for 2023

As Mayor, it is my great privilege to welcome you to the Ballymena Area Chamber of Commerce and Industry Ballymena Business Excellence Awards.

Mid and East Antrim Borough Council is a proud long-term supporter of this prestigious event which recognises and celebrates the innovation and ambition of our many wonderful businesses throughout the Ballymena area.

This town and its people are renowned for their ingenuity and entrepreneurship – and in recent years, another trait that has shone bright is resilience.

In the midst of the worst cost of living crisis in a generation, and following the devastating impact of Covid, our businesses have had to battle market conditions few of us could have predicted.

But as evidenced by these awards, our businesses and their leaders have demonstrated incredible fortitude and determination, and as we move towards brighter days ahead for our economy generally, they remain the lifeblood of our Borough and its community.

As we look ahead, we do so with optimism.

Our retail, hospitality and tourism sectors are among the very best you will find anywhere, and we are proud to be home to such a vibrant offering which not only caters superbly for our 140,000 residents, but also draws rapidly increasing numbers of visitors from right across Northern Ireland and further afield.

The Council reaffirms its full support for our business sector and alongside you, we are focused on growing our local economy, improving the skills of our people, enhancing infrastructure, creating jobs, facilitating inward investment and delivering future prosperity.

One majorly exciting and transformational project we are currently working on is our collaboration with key strategic partners to deliver the ongoing high-quality regeneration scheme at the former St Patrick's site in Ballymena.

The hugely ambitious project, led by the Department for Communities, is transforming the area, helping to create wider economic, environmental, social and cultural benefits across the Borough.

Planning permission has been secured for the land to be used for the creation of a shared, mixed-use, housing-led regeneration scheme supported by infrastructure, including the recently opened new road, footpaths and cycle ways.

As pillars of regeneration, Council's plans include a new Leisure, Health and Wellbeing Centre and our new i4C Innovation and Cleantech Centre. Both will serve as a future hub for a smart and sustainable district at St Patrick's.

Funded through the Belfast Region City Deal and currently going through the approvals process, the projected £23m Innovation facility is a landmark scheme.

Once complete, it will provide a physical hub and support to increase levels of SME innovation and commercialisation activity.

The new i4C centre will include a range of SME incubation labs and workshops, co-working desk spaces for inventors and entrepreneurs, Grade A office accommodation for corporate clients, and supporting spaces to encourage innovation and collaboration.

It will also seek to drive growth in green/clean technology and clean energy, environmental, and sustainable or green businesses, products and services, aligning with targets to achieve net carbon zero by 2050.

We look forward to sharing more about these schemes in the weeks and months ahead and working with you – our business leaders – to help bring them to fruition.

In closing, I want to commend the Chamber, which continues to stand shoulder to shoulder with our businesses and Council to ensure Ballymena is ideally positioned to build on its proud and deserved reputation for excellence in manufacturing, agriculture, retail and so much more.

I trust everybody enjoys what promises to be an excellent event, and I thank you again.



Alderman Gerardine Mulvenna
Mayor of Mid and East Antrim
Borough Council



Customer Service Award Retail Sector

Sponsored by Samuel Cumming & Son

Shoppers are increasingly looking for a first-class shopping experience. This award recognises the retailers 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 a **mystery shopper**. However, if the nature of your business is such that it involves a personal consultation or an appointment with the customer you should place your entry in the category Customer Service Award, Service Sector. The mystery shopper will be looking for:

- ✓ Delivery of excellent customer service
- ✓ Exceeding customer expectations
- ✓ Strong product knowledge
- ✓ Strong visual impact in store, and
- ✓ A good understanding of the local customer base.

The organisers reserve the right, after consultation with the entrant, to move entries from this category to the Service Sector category if they believe that this better serves the entrant's own interests

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 at affordable rates. The firm deals with a range of legal services including residential and commercial conveyancing, Wills and Probate, litigation and matrimonial law.

Genevieve Cathcart joined the firm in 2020. Genevieve has a wide range of legal skills and in particular an expertise in both residential and commercial conveyancing.

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

KAREN CHERRY
T/A SAMUEL CUMMING & SON SOLICITORS

Best Use of Digital Media (including Social Media and Website) Award Sponsored by Rapid Agency

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

This category will be judged via an **interview** and the judging panel will be looking for evidence of the following:

- ✓ The establishment of clear objectives
- ✓ Innovation and creativity
- ✓ Tangible results
- ✓ An accessible and easy-to-use website
- ✓ Strong, relevant and engaging content on all digital media

Interviews will be held between September 26 and 28 either in person or via Zoom. Appointments will be forwarded to shortlisted candidates in due course.

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Established in 2017 by James and Zoe Scullion, Rapid Agency is a Ballymena-born business.

We are a creativity-led, data-driven, digitally-native studio dedicated to accelerating growth. Our digital agency provides Marketing, Web Design, SEO, Graphic Design and Brand for businesses in NI and beyond across the UK and ROI.

Our purpose is to provide strategic direction and amplify your marketing capability, guiding and building your brand from seed to scale to **accelerate growth**. As one of the fastest-growing digital agencies in Northern Ireland, our team at Rapid Agency is at the forefront of empowering businesses to thrive in the digital realm, with a track record of supporting social media and digital marketing capabilities for businesses across Northern Ireland.

We are proud to continue to support the digital capabilities of some of Ballymena's most esteemed businesses, including Fairhill Shopping Centre, Dougies Goodies, Winnie's 1975 and Wallace. We aim to celebrate and recognise the outstanding achievements of businesses that have utilised social media to elevate their brand, engage their audience and drive meaningful results.



Best Restaurant Award

Sponsored by Moy Park

The winning restaurant will offer an enjoyable eating experience. Judges will be looking for an industry leader where service and culinary standards are inspiring.

This category will be judged by a **mystery shopper**, who will be looking for:

- ✓ Excellent service and rapport with customers
- ✓ An appealing and varied food offering
- ✓ Great ambience and a welcoming atmosphere in the venue
- ✓ Exemplary housekeeping and evidence of excellent food safety

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Entrants in this category will be asked to supply a voucher to allow a mystery shopper to assess your premises and offering.

Building on 80 years of agricultural heritage, Moy Park is one of Europe's leading food companies and Northern Ireland's largest private sector business.

With state-of-the-art facilities in Dungannon, Craigavon and Ballymena, Moy Park is a people focused organisation, committed to the wellbeing and success of the communities in which it operates.

Commenting on the Ballymena Business Excellence Awards, Chris Weir, General Manager at Moy Park Ballymena said:

"The food industry plays a vital role keeping our local restaurants and supermarkets stocked and we are thankful to our local towns, villages and team members who are part of this important effort. A quality experience is what we aim to achieve with all of our products, whether served up at home or in one of our outstanding local eateries. The quality and range offered by hotels, restaurants and cafés across the Ballymena area is second to none, and we are very proud to sponsor the 2023 Best Restaurant Award."



Best Coffee Shop Award

Sponsored by Clarke

The successful venue will deliver excellent customer service and strive for great rapport with its customers. There will be a welcoming and appealing atmosphere in the venue and the premises themselves will be well organised and appealing. Also, there will be a tempting and diverse food offering well geared to the preference of the customer base.

This category will be judged via **mystery shopper**, who will be looking for evidence of:

- ✓ Excellent service and great rapport with customers
- ✓ An appealing and varied food offering
- ✓ Great ambience and a welcoming atmosphere in the venue
- ✓ Exemplary housekeeping and food safety.
- ✓ A delicious food offering

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Entrants in this category will be asked to supply a voucher to allow a mystery shopper to assess your premises and offering.

M Clarke and Sons Contracts Ltd (T/A Clarke) was established in 1996, a family-run and owned company situated in Ballymena. This year we celebrate 26 years in business as a specialist façade contractor working on large-scale construction projects across the UK and Ireland. Some of our most reputable and trusted clients include Morgan Sindall, Sisk, Berkeley Group, and Balfour Beatty.

Presently, we have circa 120 employees across office, site, and factory. This major investment in our people has been a significant contributing factor to the growth of Clarke. In 2017, our turnover was £8m and this year we will reach our turnover target of £56m. Our vision and objectives are the key drivers for this growth, we wanted to target new clients and bigger projects, enhance our in-house capabilities, and offer a one-stop service to our customers.



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, additional business.

If you are a service sector business that believes that the level of customer care you are offering to your client base is second-to-none, then this award is for you.

This category will be judged by **interview** and judges will be looking for evidence of:

- ✓ A warm welcome
- ✓ Exemplary customer service
- ✓ A friendly closure
- ✓ Expert, professional knowledge
- ✓ An attractive and appealing environment

Interviews will be held between September 26 and 28 either in person or via Zoom. Appointments will be forwarded to shortlisted candidates in due course.

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Riada Resourcing are proud to sponsor the Ballymena Business Excellence Awards.

For 23 years, Riada has been the leading recruitment partner of choice for candidates and clients, linking top talent to opportunities that are right for them through passionate, knowledgeable industry experts and strong recruitment partnerships. We add value to our clients, recruiting from junior to senior level positions across a wide range of industries. Sponsoring the Customer Service Award Service Sector aligns with our commitment to developing future talent and helping them realise their full career potential.

Riada are proud to be part of a thriving Ballymena Business Community. We look forward to celebrating the huge contribution made by local businesses and highlighting the commitment made by talented individuals, we wish all nominees the very best of luck!

Contact Gary Thompson on 028 2563 1555
or gary@riadaresourcing.com for a confidential discussion.

 Riada Resourcing

Customer Service Award, Hospitality Sector Sponsored by Calor

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

If you are a hospitality business that believes that the level of customer care you are offering to your clients is second-to-none, then this award is for you.

This category is judged by **mystery shopper** who will be looking for evidence of:

- ✓ A warm welcome
- ✓ A willingness to 'go the extra mile'
- ✓ Friendly closure
- ✓ An appealing environment
- ✓ Congenial and knowledgeable service
- ✓ A diverse and attractive product offering

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Entrants in this category will be asked to supply a voucher to allow a mystery shopper to assess your premises and offering.

Calor was established in 1937 and is a leading supplier and distributor of LPG (Liquefied Petroleum Gas) in Ireland.

We design and implement bulk and cylinder energy solutions for residential, industrial and commercial customers.

With over 80 years' experience in the gas business, we pride ourselves on our unmatched expertise in the safe supply of butane and propane to our customers. In April 2018, Calor were the first in Ireland to bring BioLPG, a 100% renewable gas, to the market. Calor BioLPG is the only renewable gas which is available across Ireland and the new clean energy is already making inroads into the energy market for homes and businesses. BioLPG is available in Calor's range of patio gas cylinders. This means consumers can enjoy their summer days and nights in the garden, knowing that they are making a small contribution to the future of our environment.

Calor are proud to sponsor the Customer Service, Hospitality Sector Award which recognises the exceptional hospitality offerings in the Ballymena Area.

www.calorgas.ie
028 9045 5588



Business Premises Award

Sponsored by Country Garage Ballymena BMW

The judges will be looking for a business premises design that is fit for purpose and exhibits design and layout excellence well matched to the requirement of its client base.

Competing business premises will be **visited by judges** by appointment in September. The judges will be specifically interested in:

- ✓ The premise's initial visual impact
- ✓ Ease of access
- ✓ Design innovation
- ✓ How well does the premises serve the needs of its customers?
- ✓ How well does the premises serve the needs of its employees?
- ✓ Good use of the available space
- ✓ The quality and finish of the materials used in construction
- ✓ How construction materials have been used

Note:

- The judges' decision is always final, and no correspondence will be entered into.

The Country Garage Ballymena BMW are proud to continue their sponsorship of the prestigious Business Premises Award, as we fully appreciate and understand the importance of first impressions in business.

With almost 50 years experience working with the BMW brand, The Country Garage is a family-owned business which is sure to offer you the warmest of welcomes from our loyal and long-serving staff. We showcase the latest new BMW models which are available to test drive from our Ballycowan Road showroom along with an extensive range of BMW Approved Used Cars. We are also an authorised BMW and MINI Service Centre, and stock Genuine BMW Parts and M Performance Accessories.

Our commitment to our customers is to maintain the highest possible sales and service standards at all times, so you will always be able to rely on us to find what you are looking for. If professional customer service matters to you, talk to us at The Country Garage, Ballymena.

THE COUNTRY GARAGE
BALLYMENA



Skills Development Award

Sponsored by The Gallaher Trust

This award recognises an organisation which, through skills development, has made a significant improvement to its employees and to the performance of the business.

The award will be judged via **interview** and the judging panel will be looking for evidence of:

- ✓ The setting of objectives for skills development
- ✓ Effective implementation and management of skills development programme
- ✓ Impacts and benefits for employees
- ✓ Impacts and benefits for the business
- ✓ Innovation

Interviews will be held between September 26 and 28 either in person or via Zoom. Appointments will be forwarded to shortlisted candidates in due course.

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Established in 2017, The Gallaher Trust is a registered charity which works alongside selected delivery partners to create jobs, develop skills and provide support to disadvantaged adults living in the Ballymena area.

Born out of a £5 million legacy which was donated by Japan Tobacco International (JTI), The Gallaher Trust has already committed £2.3 million within the local community to support projects which have created 201 jobs, developed skills of 1068 people and supported 999 disadvantaged adults. Our aim, by 2025, is to have created over 400 jobs, developed skills for over 1100 adults and supported 1500 disadvantaged adults.

Offering long-term support by working with charities, social enterprises and non-profit organisations, The Gallaher Trust plans to commit a further £340,000 to suitable projects by the end of 2023.

More information is available on the website: www.thegallahertrust.org

The Gallaher Trust is delighted to support the Ballymena Business Excellence Awards and wishes the entrants every success!



Right Place to Work Award Sponsored by Galgorm

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

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

It will be judged by **interview** and the judging panel will be looking at:

- ✓ Company culture and values
- ✓ Commitment to learning and development
- ✓ The recognition of skills and achievements
- ✓ People management structures
- ✓ Employee support mechanisms
- ✓ What makes the business a better place to work

Interviews will be held between September 26 and 28 either in person or via Zoom.

Appointments will be forwarded to shortlisted candidates in due course.

Note:

- The judges' decision is always final, and no correspondence will be entered into.

As previous winners in the prestigious Ballymena Business Excellence Awards, Galgorm is delighted to sponsor the Right Place to Work Award 2023. 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 fully subscribes to.

The wellbeing of our team is at the heart of Northern Ireland's premier luxury Resort. We focus on employee development, training, and wellbeing to retain talent as it really is our people who make the difference and are proud to have been recognised as the only hospitality group on the island of Ireland to achieve Great Place to Work accreditation.

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 the very best of luck.

The logo for Galgorm, featuring the word "GALGORM" in a stylized, serif font. The letter 'O' is replaced by a circular emblem containing a smaller circle, resembling a target or a stylized 'O'.

Most Promising New Business Award Sponsored by Bank of Ireland

Have you started your own business in the last three years? Is it exceeding expectations? Is it going to be around for a while? Enter this award and tell everyone about the success you've had to date.

This award will be judged by **interview** and the panel will be looking at:

- ✓ The business profile and its objectives
- ✓ Levels of innovation and individuality
- ✓ The structure and management of the business
- ✓ The business's performance to date
- ✓ Sustainability into the future

Interviews will be held between September 26 and 28 either in person or via Zoom. Appointments will be forwarded to shortlisted candidates in due course.

Note:

- To be eligible for this category, your business must NOT have existed prior to October 2020.
- Businesses entering the Best Small Business category are NOT ELIGIBLE for this award.

Bank of Ireland is delighted to sponsor the "Most Promising New Business" Award and to celebrate the enterprise, ambition and resilience of local entrepreneurs and start-up businesses.

As long-time supporters of business across the Ballymena Chamber Area, we have a proud history of championing entrepreneurship, and working closely with local businesses to support them as they innovate, expand, grow and achieve their ambitions.

We are pleased to partner with the Ballymena Business Excellence Awards and to recognise the important economic and social contribution the business community make, and wish all entrants every success.

To find out how Bank of Ireland can help your business thrive, contact Ian McCann on 07515 332654.



Best Innovative Small Business Award

Sponsored by Michelin Development Limited

This award celebrates the small business and its ability to use innovation to exploit its size to best advantage. The award will be presented to the business that demonstrates innovation and best practice whilst being dynamic and retaining its individuality.

The award will be judged by **interview** and judges will be looking at:

- ✓ Levels of Innovation
- ✓ Clear evidence of business growth
- ✓ Sustainability of the business going forward
- ✓ How innovation has helped business performance
- ✓ A clear business strategy incorporating innovation

Interviews will be held between September 26 and 28 either in person or via Zoom. Appointments will be forwarded to shortlisted candidates in due course.

Note:

- To be eligible, businesses must employ 20 people or fewer.
- The judges' decision is always final, and no correspondence will be entered into.

Michelin Development Ltd is proud to be associated with the Ballymena Business Excellence Awards and to sponsor the 'Best Innovative 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 supporting local economic growth and job creation with the provision of unsecured competitive loans and business advice free of charge to help small businesses grow.

Over the past 19 years, Michelin Development Ltd has provided financial support and expertise to 139 local businesses, helping them to potentially create over 829 new jobs in the area. We look forward to continuing this support in the future.

Best wishes to all entrants in this year's awards.



A Huge Deal for Mid & East Antrim

Carrickfergus Regeneration
Carrickfergus

The Gobbins Phase 2
Larne



**Mid & East
Antrim**
Borough Council



**BELFAST
REGION
CITY DEAL**

Discover more at:
midandeastantrim.gov.uk/citydeal



**i4C Innovation Centre
Ballymena**



Investing £80m
across three
flagship projects



Driving inclusive
growth across
our borough

**A decade of
opportunity
starts now**

Family Business of the Year Award

Sponsored by Danske Bank

This award recognises a successful family business that has grown and adapted to serve present and future markets while maintaining the identity and ethos of the family.

This award is judged by **interview** and the judging panel will be looking at:

- ✓ The family ethos and culture of the business
- ✓ Business sustainability
- ✓ Levels of excellence and best practice in management
- ✓ The success of the business
- ✓ Succession planning

Interviews will be held between September 26 and 28 either in person or via Zoom. Appointments will be forwarded to shortlisted candidates in due course.

Note: This award is open to all multi-generational family businesses that have at least two family members in key positions in the business.

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

At Danske Bank we're committed to helping Northern Ireland businesses thrive, so we're delighted to continue our sponsorship of the Family Business of the Year Award and celebrate the many great family businesses in the Ballymena area.

We are privileged to work with many of the Borough's family businesses every day. 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. Talk to the team in Ballymena at any time to discuss how we could help support your business's plans. May I take this opportunity to wish all entrants every success.

Peter Houston, Head of North Business Centre in Ballymena
peter.houston@danskebank.co.uk

Danske Bank

Social Enterprise of the Year Award

Sponsored by Ballymena Business Centre

We want to celebrate Ballymena's most innovative, passionate and most successful social enterprises. If your organisation is fervent about achieving social or environmental change ahead of profit, then this is the award for you.

This category will be judged by **interview** and the panel will be looking for evidence of:

- ✓ A positive impact on society and/or the environment
- ✓ Clear leadership and management
- ✓ Innovation and individuality
- ✓ Sustainability and potential for future growth.
- ✓ Successful and measurable outcomes
- ✓ A clear breakdown of income

Interviews will be held between September 26 and 28 either in person or via Zoom. Appointments will be forwarded to shortlisted candidates in due course.

Note:

- The judges' decision is always final, and no correspondence will be entered into.

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
- ✓ Support growth within existing businesses including our tenants
- ✓ Promote a nurturing environment for businesses to start and to grow within our space
- ✓ Promote our enterprise hub model through the management of existing and new business 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 079 3035 8982



Involvement in the Community Award

Sponsored by Coulter Weir Wealth Management

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

This category will be judged by **interview** and the panel will be looking for evidence of:

- ✓ Involvement with the local community
- ✓ Impact and benefits for the local community
- ✓ Impacts and benefits to the business
- ✓ Level of commitment in time and resources
- ✓ A strategy for ongoing involvement with the community

Community involvement must not be connected to the organisation's main business,

Interviews will be held between September 26 and 28 either in person or via Zoom.

Appointments will be forwarded to shortlisted candidates in due course.

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Coulter Weir Wealth Management are a local Financial Planning firm based in Galgorm Castle. We provide bespoke financial advice to clients ranging from individuals to businesses and trustees.

Our services include Investment Planning, Retirement Planning and Tax and Estate Planning.

As 2019 winners of the Best Small Business Award we at Coulter Weir Wealth Management are delighted to be involved with the Awards.

Given the significant ongoing challenges faced in recent times we feel those who have contributed to help the local community are rightfully recognised.

We are therefore honoured to be sponsoring the Involvement in the Community Award.

We want to congratulate those nominated and thank you for your work in the community.



COULTER WEIR
WEALTH MANAGEMENT

Best Young Person in Business Award

Sponsored by Fairhill Shopping Centre

This award is open to individuals under the age of 30 (on 25th August 2023) who have established and developed an owner-led business. It will go to a hard-working, creative and innovative individual who has demonstrated vision, clarity and focus in responding to challenges.

The category will be judged by **interview** and the panel will be looking for evidence of:

- ✓ Innovation
- ✓ Entrant's track record in starting and running a business
- ✓ The design and implementation of a business strategy
- ✓ Vision and leadership
- ✓ Business achievements and financial success
- ✓ Sustainability and plans for the future

Interviews will be held between September 26 and 28 either in person or via Zoom.

Appointments will be forwarded to shortlisted candidates in due course.

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Fairhill Shopping Centre is a renowned retail destination that caters to a diverse range of customers, encompassing various age groups, preferences, and budgets. With its array of high street stores and a steadfast commitment to delivering an exceptional shopping experience, Fairhill has firmly established itself as a premier retail hub in Ballymena. However, Fairhill's impact extends beyond its physical presence. We recognize the significance of supporting and acknowledging the valuable contributions made by young businesspeople in our area.

This year, Fairhill Shopping Centre proudly sponsors the 'Best Young Person in Business Award', an initiative aimed at honouring and celebrating the outstanding achievements of young entrepreneurs. This award recognizes individuals who have demonstrated innovation, effective leadership, and unwavering dedication in their pursuit of goals.

By sponsoring this award, Fairhill Shopping Centre highlights its commitment to empowering young professionals and fostering the inspiration of future leaders. The Best Young Person in Business Award provides a platform for showcasing the remarkable accomplishments of the chosen individual, while also promoting their endeavours and inspiring others to follow their example. This sponsorship embodies Fairhill's dedication to supporting the growth and success of young entrepreneurs within the local community.



Employee of the Year Award Sponsored by Wrightbus

This award has a reputation as the hardest one to win each year! It's also, traditionally, the most difficult to judge. Has someone gone beyond the call of duty to help the business? Have you seen someone excelling in their day-to-day duties? Do you know of someone who has done something particularly noteworthy? If you can answer 'Yes' to any of these questions, then you might consider nominating that person for this award.

The category will be judged by **interview** and the panel will be looking for evidence of:

- ✓ How well the entrant has performed in their role
- ✓ How they have made a difference to the business
- ✓ How they are perceived by management, colleagues and customers
- ✓ Instances in which the entrant went above and beyond what was expected of them.

Interviews will be held between September 26 and 28 either in person or via Zoom. Appointments will be forwarded to shortlisted candidates in due course.

Note:

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

Wrightbus has been leading the way in the transportation industry with innovation and unwavering commitment since 1946. The company has a reputation for pushing the boundaries in its pursuit of excellence.

Under the guidance of Jo Bamford, Chairman of Wrightbus and our Chief Executive Officer Jean Marc Gales, the company has raised the bar for the UK manufacturer with its exquisite one-of-a-kind fleet. It has also become an inspiration for the globe with its visionary thinking: its zero-emission buses, including the world's first hydrogen double deck bus and the world's most efficient battery electric double deck are at the forefront of decarbonising public transport across the UK and Ireland. We are on our way to ensuring a brighter future for the next generation.

Our employees and our local area are incredibly important to us and the skills and talent found in the Ballymena and surrounding areas make us incredibly proud. We are therefore delighted to be sponsoring this year's Ballymena Business Excellence Awards, Employee of the Year Award.



Business Growth Award

Sponsored by AIB

Is your business managing to buck the trend despite the current difficult economic climate? Are your turnover or sales on the up? Is your business in growth mode despite all the present obstacles?

If the answer is 'yes', then this could be the award for you.

The category will be judged by **interview** and the panel will be looking for evidence of:

- ✓ Your business and marketing strategy
- ✓ Financial and growth performance
- ✓ Improved resource efficiency with reduced costs
- ✓ Management of the business and its growth
- ✓ Future sustainability

Interviews will be held between September 26 and 28 either in person or via Zoom.

Appointments will be forwarded to shortlisted candidates in due course.

Note:

- The judges' decision is always final, and no correspondence will be entered into.

AIB is proud to sponsor the Business Growth Award and recognise local businesses as they grow their operations.

At AIB, we are committed to helping our customers achieve their dreams and ambitions. We pride ourselves on backing businesses through our financial services, managed by our expert team of advisors.

From innovation and creativity to leadership and communication, companies need to embrace a host of qualities to foster business growth. Working closely with so many local businesses in Ballymena we know you are leading the way and we expect this to be a hotly contested category.

We look forward to hearing how you have grown your business and wish you the best of luck at this year's Ballymena Business Excellence Awards.

To find out what we can do for your business locally please contact:
Ciara Mathews at AIB, 78 Wellington Street, Ballymena.



Sustainability Award Sponsored by Power NI

This award is open to any businesses that can demonstrate that they have practices which promote and support the protection and/or improvement of the environment embedded within their business or are delivering a product or service to customers with sustainable principles at their core. Any organisation, irrespective of size or sector can apply.

Judges will be looking for evidence of waste or emission reduction programmes; management support for sustainability initiatives within the business; or innovative products or services that are designed with a more sustainable future in mind.

This category will be judged by **interview**, and judges will be looking for evidence of:

- ✓ Waste reduction / efficiency
- ✓ Emissions reduction
- ✓ Innovative products / design with sustainability at their core
- ✓ Management support for sustainability initiatives

Interviews will be held between September 26 and 28 either in person or via Zoom.

Appointments will be forwarded to shortlisted candidates in due course.

Note: The judges' decision will be final, and no correspondence will be entered into.

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.

With over 90 years of history and heritage here, we are Northern Ireland's largest energy supplier with around 40,000 business and farm customers.

Mark Wiggins, Product Innovation Manager at Power NI, comments:

"We're delighted to continue our support of Ballymena Chamber and sponsor the Sustainability Award at this year's event. As part of Energia Group, Power NI is committed to innovating with the latest green products and technologies that transform the way our customers choose and use energy. We're here to help customers make smarter decisions, live more sustainably and save money. Good luck to all entries and we look forward to a great event."



Best Take Away Outlet Award

Sponsored by RiverRidge



The winning establishment in this category will offer customers a good choice of food at affordable prices.

This category will be judged by a mystery shopper, who will be looking for:

- ✓ Excellent service and rapport with customers
- ✓ An appealing and varied food offering
- ✓ A welcoming atmosphere in the venue
- ✓ Exemplary housekeeping and evidence of excellent food safety

Note:

- The judges' decision is always final, and no correspondence will be entered into.

Entrants in this category will be asked to supply a voucher to allow a mystery shopper to assess your premises and offering.

Award-winning RiverRidge is Northern Ireland's leading waste and resource management company, treating over 400,000mt of waste each year for over 5,500 commercial and municipal customers.

Handling the journey of waste from start to finish including collection, treatment, transfer, and end disposal using the most environmentally friendly solutions, RiverRidge is the only operator in the region with access to its own large-scale waste to energy facility, Full Circle Generation.

Working with customers to find the right waste management solution for their needs, RiverRidge's focus is on achieving the highest level of recycling, with the lowest carbon footprint and a verified zero to landfill outcome.

Servicing 95% of Northern Ireland's postcodes, RiverRidge provides cost-efficient waste management solutions, whilst its award-winning customer service department delivers expertise, local know-how and a personable service.

RiverRidge also helps its customers to meet their sustainability targets with real-time reporting and traceability.

W: www.riverridge.co.uk

T: +44(0)28 95 313 313



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.



The Awards Process

In order to streamline the entry process for the Ballymena Business Excellence Awards, the decision has been taken to move to a digital system. This new, highly intuitive system will guide you through the entry process very quickly with help at all stages.

Entries will be continuously saved, so you won't lose your progress, and you can return to update your entry at any time right up until the closing date on August 25. You can also easily add photos and documents to supplement your entry.

Please do note, however, that there will no longer be the option to submit paper entries.

To get the entry process underway, read on...

Step 1: Read the awards brochure and decide which categories you would like to enter. Barbara Campbell Training + Consultancy Ltd. is happy to assist you in this decision, simply contact: russell@barbaracampbelltraining.co.uk

All entries are treated in the strictest confidence.

The strict deadline for entering these awards is 5pm on Friday, August 25, 2023.

Step 2:

Go online to ballymenabusiness.awardsplatform.com to commence your registration. You may return to work on your submissions as many times as you wish right up to deadline.

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 a mystery visit will be conducted.

Step 4:

All entrants in JUDGING PANEL categories will be assessed by judges. Those that are successful in reaching the shortlisting stage will be called for interview. Details of interview times will be forwarded by email by September 11, 2023. **The judging panels will sit between September 26 and 28. Interviews will be conducted either in person or via Zoom, details will be forwarded to entrants in plenty of time.**

Step 5:

Results for all categories will be collated and finalists will be notified on or before **Wednesday, October 4, 2023. The judges' decision is final, and no correspondence will be entered into.**

The 2023 Ballymena Business Excellence Awards Gala Evening will take place at the Tullyglass House Hotel, Ballymena on Wednesday 18th October



Area Chamber of Commerce and Industry

FIVE REASONS TO JOIN CHAMBER

BECOME BETTER CONNECTED

**HAVE YOUR VOICE HEARD
(LOBBYING AND REPRESENTATION)**

GIVE BACK TO YOUR LOCAL AREA

**TELL THE BOROUGH AND
BEYOND ABOUT YOUR BUSINESS**

BUSINESS SOLUTIONS



office@ballymenachamber.co.uk



Find us on
Facebook

www.ballymenachamber.co.uk

CHAMBER'S ACTIVITIES IN 2023

- Chamber hosted a comprehensive series of Business Breakfasts and lunches – covering a wide range of topics including – Business Support, Reval 2023, Sustainability, The President's Lunch and Protecting Your Business and Your Children Online, partnering with members such as Ballymena Business Centre, Power NI, Bank of Ireland and Ballymena Academy
- Chamber also partnered with Habitat for Humanity to offer members free 'Wellness Training'
- Several other events are planned to include 'The Economic Brief' in partnership with Danske Bank
- We established partnerships with members to deliver informative and innovative events
- Members were given the opportunity to advertise business services and products on our social media channels, LinkedIn and Facebook with major announcements featured on our website
- Chamber's Monthly 'themed social media' campaigns, proved to be very successful
- We distributed large amounts of information on finance, grants, loans and application processes from The Executive, Council, Invest NI and Central Government
- We created a new Chief Executive's role with responsibility for enhancing the service provided to members and establishing strategic partnerships within the area
- Chamber lobbied the Executive, Council and Central Government on your behalf – meeting with Steve Baker, The Minister for State, Local Party Leaders, Local MPs and The Council's Interim Chief Executive
- We have developed a Community Outreach Programme, presently supporting the work of The NI Hospice, The Children's Hospice and The MEA Affordable Food Bank



- We elected a new Management Committee at our AGM in April
- Chamber has now organised three Charity Golf Days for The NI Hospice and Children's Hospice, raising over **£60,000**



Chamber continued to grow through 2023 and we now have over 140 members – an increase of over 50% in the past 5 years.

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- Rep of Ireland Imports and Exports
- GB Imports and Exports
- Supplementary Declarations
- CHEDs/IPAFFS for Products of Animal or Plant Origin

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- Case/Pallet Pick
- E-Fulfilment
- Office Space Available for Rent



UDS Holdings Ltd, The Logistics Building, 73 Fenaghy Road, Galgorm Ind. Est., Ballymena, Co. Antrim, N. Ireland, BT42 1PY

T: 028 900200 87 E: hello@udsfreight.com W: www.udsfreight.com

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**Business
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KAREN CHERRY
T/A SAMUEL CUMMING & SON SOLICITORS

