

BUSINESS DIRECTION



Business Growth and Finances

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Business growth and finances

Welcome to this edition of Business Direction, where we turn our attention to Business Growth and Finances – two essential pillars of any successful enterprise.

At the Herefordshire & Worcestershire Chamber of Commerce, we understand that sustainable business growth is rarely accidental. It comes from a clear strategy, sound financial planning, and the ability to adapt in an ever-changing marketplace. In today's economic climate, navigating rising costs, evolving supply chains, and the pressures on profit margins requires a sharp focus and a proactive approach.



Sharon Smith
Chief Executive

Supporting businesses to grow and succeed is at the heart of everything we do at the Chamber. Whether you're aiming to boost revenue, secure new business, or expand into new markets, the Chamber will be with you every step of the way. We offer support and guidance to all businesses, no matter how established or small. Through our network of 1,300 businesses and connections with local councils, we signpost relevant support grants and funding to our members to help them unlock their full potential, help them create long lasting partnerships and offer a wide range of benefits including legal cover and healthcare.

As the voice of business across Herefordshire and Worcestershire, we're committed to championing our members and providing the tools, advice, and networks they need to thrive. Whether it's one-to-one support, business development opportunities, international trade or expert-led training, the Chamber is here to help every step of the way.

In this edition, you'll hear from businesses who are embracing growth and adapting to change – from strengthening their financial position to overcoming supply chain challenges and exploring new income streams. We hope their experiences offer both inspiration and practical ideas to support your own journey. There is also an exclusive interview with Dawleys – Strategic Members and Winners of the 2025 Chamber Business of the Year Award.

Best regards,

Sharon Smith

Chief Executive, Herefordshire & Worcestershire Chamber of Commerce

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Herefordshire & Worcestershire Chamber of Commerce Celebrates Local Excellence at 2025 Business Awards

On 12 June 2025, the Herefordshire & Worcestershire Chamber of Commerce proudly hosted its prestigious Annual Business Awards at the University Arena in Worcester. The event, generously sponsored by Herefordshire Council and Worcestershire County Council, brought together a vibrant community of over 700 business professionals for an unforgettable evening of recognition and celebration.

The annual awards serve as a powerful platform to highlight and celebrate the exceptional talent, innovation, and resilience within the local business community. With companies of all sizes and sectors represented, the awards showcase the very best that Herefordshire and Worcestershire have to offer.

This year’s competition was especially fierce, with 15 awards up for grabs across a wide range of categories – from start-up enterprises and family-run firms to export champions and sustainability leaders. The quality of entries was nothing short of phenomenal, making the judging process incredibly challenging and underlining the strength and dynamism of businesses across our counties.

Each winner of an individual category was then put forward for the evening’s most prestigious accolade: the Business of the Year Award, which recognises outstanding overall performance, leadership, and impact.

The Chamber extends a heartfelt thank you to every business that entered this year’s awards. Your hard work, determination, and achievements are what make our region thrive – and we are honoured to celebrate your successes.

Finally, we offer our warmest congratulations to all the Highly Commended finalists and, of course, the 2025 Chamber Business Award Winners:

- Best Use of Technology and Trends, Sponsored by EBC Group** - RGS Worcester Family of Schools
- Charity Business of the Year, Sponsored by Milford Research & Consultancy Ltd** - Midlands Air Ambulance Charity & ONSIDE
- Commitment to the Community, Sponsored by Malvern Panalytical** - Heart of Worcestershire College
- Excellence in Customer Service, Sponsored by Wyevale Nurseries Ltd** - Surf Tech IT Ltd
- Excellence in Innovation, Sponsored by Malvern Hills Science Park** - THEMIS powered by EBC Group
- Excellence in Manufacturing and Engineering, Sponsored by ABE Ledbury** - Trueline Expanded Products
- Excellence in Professional Services, Sponsored by LawFinity** - GJS Dillon Ltd
- Excellence in Sustainability, Sponsored by Vinegar Works** - Wyevale Nurseries Ltd
- Health & Wellbeing in the Workplace** - Hereford and Worcester Fire and Rescue Service

- High Growth Business of the Year, Sponsored by mfg Solicitors LLP** - Level Peaks Associates Ltd
 - International Trade Business of the Year, Sponsored by Bishop Fleming** - Kimal Plc
 - Leading Employer of the Year, Sponsored by Heart of Worcestershire College** - Dawleys
 - Micro Business of the Year, Sponsored by Worcestershire Growth Hub** - Miss Milly Limited
 - Most Promising New Business, Sponsored by Hayward Wright** - Evolve Weight Loss
 - Small Business of the Year, Sponsored by Britannic Place Financial Management** - Rapid Relocate Limited (part of the HotelshopUK Group)
 - Business of the Year, Sponsored by Herefordshire Council and Worcestershire County Council** - Dawleys
- Here’s to another year of success, innovation, and growth in Herefordshire and Worcestershire!

Highly regarded award for Bishop Fleming

Bishop Fleming has been named Best Tax Practice in a Regional Firm at the highly regarded Tolley’s Tax Awards 2025. This award recognises the firm’s outstanding technical expertise, client service, and innovative approach to tax advisory.

The award recognises Bishop Fleming’s success in delivering market-leading tax services, technical expertise, and innovative solutions to businesses and individuals across the UK. It follows a year of sustained double-digit growth, significant client wins, and continued investment in talent, technology, and client experience.

Chris Walklett, Partner and Head of Corporate Tax, added: “Winning this award is a fantastic recognition of the expertise, dedication, and client-first approach that defines our tax team. We’re proud to deliver technically robust, innovative, and tailored advice to clients across the region and beyond, helping them navigate complex tax landscapes while driving sustainable growth.

This success also reflects our ongoing investment in our people and the business. Over the past year, we’ve strengthened our team with senior hires from Big Four and top 10 firms and enhanced our client experience through technology and process innovation, ensuring we continue to deliver exceptional value in an increasingly complex environment.”

Bishop Fleming has seen double-digit growth over the last eight years and is on track to exceed fees of £50m in 2025. The firm continues to invest in its future, having appointed five new Partners in the last 12 months. It plans to promote or recruit at least six more in the next few months to strengthen its leadership and support its



growing client base. As part of its commitment to developing future talent, it will also welcome 70 new apprentices in 2025 through its Ofsted Outstanding-accredited Apprenticeship programme.

Iona Martin, Partner and Head of Personal Tax, added: “Since joining Bishop Fleming, I’ve seen firsthand how our tax team goes beyond delivering technical excellence - we build trusted relationships, work seamlessly across teams, and put our clients first every step of the way.

Our investment in people, technology, and leadership creates an environment where talented professionals thrive and innovate. This award is a testament to the values we live every day, and to the collective commitment of our people to delivering outstanding outcomes for our clients.”

Bishop Fleming continues to invest in its Better Growth strategy, which includes expanding its presence in the West Midlands with a new office in Birmingham. The Birmingham office forms a key part of the firm’s long-term growth plans, creating opportunities for professionals who want to be part of building a dynamic, entrepreneurial tax practice in the region.

Andrew Sandiford, Managing Partner at Bishop Fleming, commented: “This award is a powerful endorsement of the exceptional talent, commitment, and collaborative spirit that define Bishop Fleming. It reflects the values we stand for - building trusted relationships, delivering outstanding service, and investing in our people to help them thrive.

As we continue our growth journey, especially through our expansion in Birmingham, we’re creating exciting opportunities for ambitious professionals to be part of something special: an entrepreneurial, dynamic, award-winning firm that’s shaping the future of tax advisory in the UK.”

This latest accolade builds on a series of major wins for the firm, including being recertified as a Great Place to Work® and winning Large Firm of the Year, Employer of the Year, Client Service Award, and the ESG (Pride) Award at the Accounting Excellence Awards less than a year ago. These awards further cement Bishop Fleming’s reputation as a leader in the profession.

Heart of Worcestershire College announces two new partnerships aimed to strengthen career pathways

Heart of Worcestershire College (HoW College) has announced two new strategic partnerships, with Rubicon Leisure and Benniman Ltd.

The collaboration with Rubicon Leisure marks an important milestone to help young people with careers in the leisure and hospitality sector. The collaboration aims to bridge the gap between education and industry - an important aspiration for both organisations.

As part of the three-year partnership, both organisations will collaborate to enhance student understanding of soft and transferable skills, support curriculum development, and offer real-world learning experiences. The agreement includes Rubicon Leisure providing guest lectures, skills sessions, industry placements, and participation in curriculum-focused employer forums.

HoW College has also made a significant

partnership with Benniman Ltd, aimed at promoting career opportunities and curriculum development in the construction industry. This collaboration will focus on educating young people about essential roles, skills, and the current skills agenda surrounding sustainability, environmental issues, and health and safety legislation.

Working together this three-year commitment will assist in raising awareness of career pathways within the construction sector. Both organisations recognise the importance of equipping students with the knowledge and skills necessary to thrive in this vital industry.

For more information about HoW College, visit howcollege.ac.uk



Cyberattacks: A growing threat you can't afford to ignore

By Assure Technical

Cyberattacks are no longer a distant possibility, they represent a constant and evolving threat to businesses across Herefordshire and Worcestershire. Recent high-profile breaches in the retail sector serve as stark reminders that no organisation is too large, or too small, to be targeted.

Most cyberattacks are indiscriminate. As supply chains become increasingly interconnected, attackers are exploiting SMEs as entry points to reach larger organisations. Simply hoping your business won't be affected is no longer an option - it's a case of when, not if.

The consequences of an attack can be devastating. The recent cyber breach at M&S illustrates the potential for far-reaching impact on operations, finances, and brand reputation. That's why a proactive, comprehensive approach to cybersecurity is now essential.

Despite this, many businesses continue to underestimate both the speed and complexity of modern cyber threats. With attacks growing in frequency and sophistication, relying on basic protections or generic IT support is no longer sufficient.

As a trusted, market-leading cybersecurity partner, Assure Technical is ideally positioned to help businesses stay secure. Based in Malvern, their in-house team delivers a full range of expert services, including:

- Penetration testing
- Vulnerability scanning
- 24/7 threat detection and response
- Cybersecurity audits and certifications
- Staff training and awareness programmes

They work in partnership with their clients to offer independent, cost-effective solutions to help ensure every aspect of your digital infrastructure is protected.



To support the local business community, Assure Technical is offering HW Chamber members a 10% discount on their threat management services until 31 August 2025.

For more information, call **01684 252 770** or email **hello@assuretechnical.com**.

Cybersecurity is no longer just an IT concern - it's a critical business priority. Don't wait for an attack to take action. Now is the time to strengthen your defences.

Unlocking International Growth with ISO Certification

Expanding your business overseas can feel overwhelming, especially with all the rules and regulations you must follow. However, getting ISO certification can make a massive difference if you're looking to trade internationally. As Stacey Humm, Sales and Marketing Manager at ISO Quality Services (ISO QSL), explains: "ISO certification isn't just a badge; it's a way to build trust and demonstrate your commitment to compliance in demanding markets."

ISO certifications like ISO 9001 Quality, ISO 27001 Information Security, and ISO 14001 Environmental show your stakeholders that you take quality, security and sustainability seriously. In the US, these certifications help you meet strict regulations and win trust, while in the EU, they're becoming essential as they



aim to be climate-neutral by 2050. Stacey adds: "For businesses here in Herefordshire and Worcestershire, ISO standards provide a clear path to meeting international expectations without reinventing the wheel." Beyond making your products and services

more appealing, ISO certification smooths out the export process and custom checks. It can also improve efficiency and open doors to better financing and competitive contracts. Stacey comments: "Achieving ISO certification often leads to improved processes and cost savings, giving companies an edge when trading internationally."

To help get you started, ISO QSL is offering a free introduction to ISO module for Chamber members. Just add ChamberIntro to your basket to learn more about ISO and their benefits: **www.isoqsltd.com/iso-online-training-introduction-modules**

To learn more about how ISO certification can boost your business internationally, call ISO QSL today on **0330 058 5551**.

Boosting productivity through Tailored Temp Recruitment



Boosting Productivity Through Tailored Temp Recruitment - How Hewett Recruitment helped Neoperl reduce turnover and increase efficiency.

Hewett Recruitment, has built a reputation based on understanding that Industrial recruitment is about more than just filling roles

- it's about placing the right people in the right environment so that they thrive.

Neoperl, a leading manufacturer based in Malvern, came to Hewett with a requirement for 10 Assembly Operatives. These roles demanded not only dexterity and precision but also alignment with Neoperl's core values of Excellence, Responsibility and Passion.

The team visited the site, met with key stakeholders, and created a tailored recruitment campaign including face-to-face interviews, full compliance checks, and bespoke dexterity testing. A dedicated Neoperl landing page on the Hewett Recruitment website showcased their working environment through videos and photos, helping candidates feel engaged from the outset.

As a result, turnover among temps dropped

significantly, productivity improved, and seven workers have since transitioned to permanent contracts. Alongside this, and of equal importance, Neoperl saved valuable time - every candidate arrived fully vetted and job-ready on day one.

Louise Hughes, HR Manager at Neoperl, shared: "Unlike other local agencies that often invest minimal time in the selection process, Hewett Recruitment has worked closely with us to understand our requirements in terms of both skills and cultural fit. This collaboration has resulted in the majority of agency workers being excellent matches for our organisational needs, ultimately reducing costs and improving retention rates."

If your business could benefit from a similar approach, then get in touch with **laura@hewett-recruitment.co.uk** or **01562 69090**.

Founder to Future: Legacy Driven MBOs

Many business owners will be faced with the opportunity to sell their company once in their lifetime. Choosing the appropriate structure of the transaction is key to ensuring a seller maximises their potential gain, whilst preserving the well-established legacy of the business.

One of the ways in which a seller can structure a sale of their company is through a management buyout (MBO). This is where the existing management team purchases the shares in the company they currently manage, usually through a newly incorporated limited company. This is often a favourable structure for a seller as it allows the seller to extract its well-earned cash from the business, with the comfort that the management team will be motivated to continue growing the company.

The price

You will first need the assistance of a professional valuer, financial advisor or accountant to determine the value of your company and understand the full tax implications.

The value of a company can be based on future earnings, projected cash flow, net assets, or market value. However, the price in a deal of this nature is usually funded through the seller, whether by a refinance of the target company it owns, or part of the price being deferred over a period after completion i.e. a loan from the seller to the management team. It is important to ensure that the price is financially feasible for the management team whilst achieving a fair and justifiable price for the seller.

For this reason, the seller should consider seeking security from the management team in the form of cross-guarantees and charges over all assets of the target company and buying vehicle. Where external financing is being used, this may be difficult as the bank is likely to require first charges over the relevant companies. An alternative option could be personal guarantees from the management team, and/or a personal contribution towards the price.

Legal paperwork

Unlike with a third-party sale, a key advantage to an MBO is that the management team are likely to have a detailed understanding of the business, its customers and how it operates, making the due diligence element of the transaction light touch, if at all required. There is also much less disruption for employees, customers, and suppliers as the management team are usually well known amongst these parties.

As a result, it is usual for the main operative document, being a share purchase agreement (SPA), to contain no warranties or indemnities other than as to capacity and title to sell the shares in the company on the basis that the management team are fully aware of all aspects of the business. The SPA generally is on much more favourable terms to the seller than it would be if it was a third-party sale.

Transition

Often there will be a transition period which allows for the seller to remain involved in the business after completion on an advisory basis to ensure a smooth handover.

MBOs are popular with seller's who wish to ensure continuity for key suppliers, customers, employees and the brand itself.

If you are a shareholder looking to exit or retire from your business, please contact Lucy Harrold, associate solicitor at patrons mfg Solicitors, through lucy.harrold@mfgsolicitors.com or 01562 820181.



For all your Corporate needs

Contact us now
01562 820181 mfgsolicitors.com





Quarterly Economic Survey Report for Q2 2025 released

Herefordshire & Worcestershire Chamber of Commerce has released the Quarterly Economic Survey Report for Q2 2025.

More information about support and our policies can be found on the Chamber website hwchamber.co.uk/support/policy

Supported by Worcestershire County Council, the QES Report is a comprehensive analysis of economic data collected from a diverse range of businesses across different sectors in the UK. The Q2 2025 report highlights key indicators, economic activities, and sentiments of UK businesses.

The QES Report is a key tool used the Chamber to present a clear picture of local business performance and sentiment. Drawing on responses from businesses across the UK, the report highlights trends in sales, recruitment, investment, and overall confidence. This data helps the Chamber raise real business issues with those in power. It supports our discussions with local councils, MPs, and other key organisations, so we can push for changes that benefit the business community.

At a national level, the findings are fed into a wider report produced by the British Chambers of Commerce, combining data from 53 accredited Chambers across the UK. This collective insight is regularly referenced by the Bank of England, HM Treasury and government departments, and plays a crucial role in influencing policy. It also helps ensure that the real challenges facing businesses, from inflation and interest rates to workforce and supply chain pressures, are heard at the highest levels.

The report is free to read and download on the Chamber website at www.hwchamber.co.uk/support/policy/quarterly-economic-survey or email policy@hwchamber.co.uk.

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DRPG Team Completes 200 Mile Source to Sea Challenge

A team from creative communications agency DRPG has completed a 200-mile charity challenge tracing the River Severn from its Welsh source to the Severn Bridge. The four-day Source to Sea Challenge, held this week, marked the company's 45th anniversary and aimed to raise £20,000 for four nominated charities.

Led by CEO Dale Parmenter and Marketing & Engagement Lead Alex Cottom, the route began at the river's origin in the Plynlimon mountains of Wales and concluded at the Severn Bridge, spanning terrain by foot, bike, and kayak. The Challengers faced adverse weather conditions and equipment issues, including persistent rain and multiple tyre punctures, adding to the logistical and physical demands of the journey.

"So many moments pushed us to the edge, cycling through torrential rain, wrestling with a few punctures, and kayaking through currents we probably had no business attempting," said Dale Parmenter, CEO of DRPG. "But we kept going because this challenge was about what we can achieve when we come together, and it really is what the 45th anniversary of DRPG is all about."

Team members from the rest of the group's marketing team took on the role as support crew and through escorting the challengers along the route, they forged local knowledge and relationships, securing services of goodwill in bike shops, along with donations from B&Bs and passers-by across the four days.

"It's been the most physically demanding thing I've ever done," said Alex Cottom, who joined Dale across the full route. "But the support from our team, the community, and the charities has been incredible. We're almost at our target, and we'd love for the DRPG network, clients, partners and beyond



to help us cross that monetary finish line by the time we celebrate our anniversary in June."

The challenge was organised in support of four charity partners: Meeting Needs, Wheels for All, Creative Futures, and the Severn Rivers Trust. Each organisation was selected based on its work within inclusivity, creativity, environmental conservation, and support of the events industry.

Billy Welsby from Wheels For All said, "Its been amazing to see the DRPG team take on the Source to Sea challenge over the past 4 days, they've made a tough challenge look easy and everyone at Wheels for All is so proud of them all. We're thrilled to be one of the charity

recipients of the fundraising effort, which will help so many people get access to inclusive cycling."

At the end of the challenge, the initiative has raised nearly half of the £20,000 target, with the team continuing to appeal for further support from DRPG's network of clients, partners, and the public ahead of the group's anniversary milestone in June. Sponsors for the cause include Attivo, ICE, The Chartered Institute of Export and OWB Creative.

To donate and support the fundraising effort, visit: Support the Source to Sea Challenge with DRPG! - GiveWheel

Tech and Digital Degree Apprenticeships available to develop your next generation leadership team

As a business leader, you need to develop future leaders who will strategically change the way your organisation works. Examples of this being:



Chief Technology Officer – Who is enabling your organisation to harness and utilise new technologies effectively, learning what different suppliers can do to support your business growth.

Chief Marketing Officer – Identifying how revenue growth is going to be generated, increasing sales and leads systematically and utilising data to ensure marketing activities are generating the most effective results.

Chief Learning Officer – Who thinks about what your organisation needs and

what team members in the different roles in your organisation are doing, to being high performers.

TDM's tech and digital Degree Apprenticeships (accredited by University of Staffordshire) are very useful to help you generate your next generation leadership team. Both their BA (Hons) Digital Marketing Management and BSc (Hons) Digital and Technology Solutions Professional Degree Apprenticeships are available, providing a fantastic opportunity to upskill your rising stars, providing them with clear, structured career development pathways.

BA (Hons) Digital Marketing Management

Support your marketers to lead and implement strategic marketing strategies, increase marketing leads and sales, to evaluate success through data-driven decisions, and drive business growth.

BSc (Hons) Digital and Technology Solutions Professional

The Digital and Technology Solutions Professional Apprenticeship will support your Technologists and Technicians to become technology leaders, understanding emerging

technologies and implementing new tech and digital solutions for the organisation, to help become more efficient, automated and secure.

Specialisms available:

- Software Engineer
- IT Consultant
- Cyber Security Analyst
- Business Analyst
- Data Analyst
- Network Engineer

And, their results speak for themselves, 83% of TDM's Degree Apprentices achieved First-Class Honours between August 2023 and August 2024.

TDM's next available Degree Apprenticeship start dates are fast approaching, taking place in June 2025 (with additional Summer start dates available in July, August and September).

Join their team at one of their upcoming, online Degree Apprenticeship information sessions - www.eventbrite.com/cc/degree-apprenticeships-information-sessions-4246773 or head to their website to find out more - www.tdm.co.uk

Financing for Growth - Let mfg Solicitors make it a done deal

Accessing funding, whether through loans, commercial mortgages, asset finance or equity investment, can be a powerful way to unlock business growth. But delays in the legal process can cost time, money, and opportunity.

That's where expert legal input makes the difference. From securing lending agreements to navigating complex due diligence and regulatory requirements, a well-coordinated legal team helps keep your transaction on track and future-proofed.

mfg's Commercial Property and Corporate teams work seamlessly with lenders, investors and advisors to deliver smooth, efficient outcomes, ensuring your deal progresses without unnecessary friction.

If your business is considering refinancing or investment, don't let legal hurdles slow you down! Get in touch with mfg today and let us help you move fast, stay compliant, and secure the funding you need to grow.

If you would like to arrange a further discussion about boosting your business, Chamber members can email Sufyaan Aslim at mfg Solicitors through sufyaan.aslim@mfgsolicitors.com.



Sufyaan Aslim

Sleep a whisker away from white lions...

West Midlands Safari Park is excited to introduce its latest immersive overnight experience – the White Lion Lodges.

These four luxurious, single-storey lodges offer guests the extraordinary opportunity to stay just metres away from a stunning pride of female white lions, with floor-to-ceiling windows and a private outdoor decking area providing breathtaking, up-close views of these beautiful animals.

Sleeping up to six guests, each lodge is thoughtfully designed for comfort and style. One bedroom features a super king-sized bed, while the second includes twin single beds with a double bed above - perfect for children or young adults. From the bedrooms and living areas, guests can watch the lionesses as they relax, play, and explore their spacious, custom-designed habitat.

Lions are among the world's most iconic big cats, celebrated for their strength, close

social bonds, and unmistakable roar. White lions, though not a separate species from African lions, have a rare genetic condition called leucism, which causes their distinctive pale fur. In the wild, this trait is rarely seen, making the chance to observe them up close incredibly special.

A stay in a White Lion Lodge includes far more than just incredible views. Guests receive a two-day admission ticket to the Safari Park and its attractions, unlimited theme park rides for two days (during the summer season), and a delicious dinner and breakfast, which you can enjoy whilst watching the animals.

Whether you're seeking a unique family getaway or a magical wildlife retreat, the White Lion Lodges offer an unforgettable escape into the world of these extraordinary big cats.



Book your stay today and create magical memories with the queens of the animal kingdom!

For more information, visit: www.safari-lodges.co.uk

Wyevale Nurseries launches new Bareroot Hedging and Forestry Catalogue

Wyevale Nurseries has launched a new Bareroot Hedging and Forestry Catalogue this month featuring details of the varieties it grows and the benefits of using each one (May 2025).

The leading commercial nursery hopes industry members will use the free, handy guide, which is available to download, as a regular tool to potentially help boost biodiversity within amenity projects.

Kersten Catella, Sales Director at Wyevale Nurseries in Hereford, explains: "We haven't produced a hedging booklet for several years, so this new edition felt overdue. This is not a sales tool, it's a guide. Something you can keep open on your desk, fold back on itself out on site and actually use without worrying about damaging it."

"Hedging plays a huge role in structure, biodiversity, even bird migration and we wanted to give that the space it deserves. This booklet is designed to support confident, informed decisions for anyone in our industry, beyond our existing customers, and is for those exploring how to use hedging more intentionally in their work."

The new 2025 Bareroot Hedging and Forestry Catalogue is available from Wyevale Nurseries' website to download as a PDF here:

www.wyevalenurseries.co.uk/news-projects/our-bareroot-hedging-and-forestry-catalogues-are-available-to-download-here/

Wyevale Nurseries, which celebrates its 95th anniversary this year, has a product selection and highly knowledgeable and experience team that's admired across the industry.



Its main business is to supply landscape contractors, local authorities, foresters, landowners and garden centres with a comprehensive array of trees, shrubs, hedging, herbaceous and specimen plants.

For further details about Wyevale Nurseries or to find out more, please call **01432 845 200** or visit **www.wyevalenurseries.co.uk**.

Empowering Growth Through Partnership – Lera Accountancy's Client First Approach



Lera accountancy is excited to join the Worcester business community – not just as accountants, but as trusted partners for growth.

We're here to help local enterprises thrive through insightful financial advice, modern digital tools, and a commitment to seeing Worcester prosper. Your success is our business."

Supporting Worcester's SMEs

With over 90% of Worcester's enterprises falling into the SME category, there is growing demand for agile, insightful financial support – something Lera accountancy is perfectly positioned to provide. The firm specialises in working closely with startups, family-run businesses, and growing enterprises

More Than Just Accountants

At the heart of Lera Accountancy's philosophy is a commitment to collaboration. The team works closely with each client to understand their goals, challenges, and industry nuances.



Whether it's a start-up needing guidance on tax planning or an established company looking to scale operations, Lera's tailored strategies empower business owners to make informed, confident decisions.

A Financial Partner for the Future

What truly sets Lera apart is their emphasis on long-term relationships. Rather than offering one-size-fits-all solutions, Lera acts as a strategic partner an extension

of their clients' teams. From cloud-based accounting systems to real-time financial reporting, they equip businesses with tools to stay agile and ahead of the curve.

Crucially, Lera doesn't just react they anticipate. By analysing trends, monitoring key metrics, and offering sound financial advice, they help clients prepare for opportunities and avoid pitfalls. The result? Businesses that are financially healthier, more efficient, and poised for sustainable growth.

In a world where trust and expertise are more important than ever, Lera Accountancy is proving that the right financial partner can make all the difference. With their innovative mindset and client-first ethic, they're not just managing numbers they're building futures.

Let's build your growth strategy together!

Call us at: **01905 349462**

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Learn more at: **leraccountancy.co.uk**



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FIND OUT MORE



Three people. TRL 7. A small business with big capabilities.

On the way to TRL 8.
What does that number mean to Murcott Energy?

Now 3 employees strong, it means turning the vision and design of a powerful and innovative Portable Wind Turbine, into a fully manufactured Portable Wind Turbine that we successfully delivered – on schedule – to the Rail Industry where it will support the running of one of Network Rails wellbeing sites.

Our standout highlight? Our small Micro company delivered a TRL-7 Wind Turbine project ON TIME!

Working with other micro and small businesses to create the MURB, we have tackled several challenges on the way but our manufacturers DeHavilland Fabrication and Welding Ltd, they kept up with ‘big company’ needs even at small company capacity.

To deliver a project of this scale, at our size, and to have achieved TRL-7 in the Wind Industry is a mighty achievement that our MD Ben Murcott started single handedly. And now our product is ready to help support Net Zero and Sustainability Projects.

murcottenergy.com



NEW 2025 MAZDA CX-60 AND ALL-NEW MAZDA CX-80 PLUG-IN HYBRIDS

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9% BIK from £70 for Mazda CX-60*
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*CO₂ emissions (weighted): 33g/km. These figures were obtained using a combination of battery power and fuel. Equivalent all-electric range: 39.77 miles. Figures shown are for comparability purposes; only compare fuel consumption and CO₂ figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. All figures quoted are derived from the latest WLTP test cycle. BIK figure is for Mazda CX-60 2.5 Exclusive Line e-Skyactiv PHEV 32795 AWD AUTO. Model shown: Mazda CX-60 2.5 Takumi e-Skyactiv PHEV 32795 AWD AUTO (on the road price - £51,040) in Rhodium White (€750). CO₂ emissions (weighted): 35g/km. These figures were obtained using a combination of battery power and fuel. Equivalent all-electric range: 36 miles. Figures shown are for comparability purposes; only compare fuel consumption and CO₂ figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. All figures quoted are derived from the latest WLTP test cycle. BIK figure is for Mazda CX-80 2.5 Exclusive Line e-Skyactiv PHEV 32795 AWD AUTO. Model shown: Mazda CX-80 2.5 Takumi e-Skyactiv PHEV 32795 AWD AUTO (on the road price - £54,180) in Artisan Red (€900).

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We pride ourselves on giving 150% on being reliable, and profession, but friendly and affordable, with 2 awards and over 500 x 5-star reviews, let Moovit4u take the stress away from you on your removal.

5 Star review *****
We just like to say a big thank you to Colin and his team for a first-class service, having been let down by another company, Colin at the last minute offered to help and I have to say first-class we would not hesitate to recommend his 5-star approach to good old fashioned customer service. – Mark W.

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Colin Lewis profile page and a Moovit4u Business page

Interior design company secures dream home!

Edward Thomas Interiors has purchased a £2m premises in Redditch

National interior design company, Edward Thomas Interiors, has successfully purchased a modern new office and warehouse worth more than £2 million to facilitate its ongoing expansion.

Working exclusively in the new homes sector, the award-winning business designs and installs bespoke show homes, sales centres, marketing suites and retirement living complexes across the UK and has enjoyed significant growth throughout its 9 years in business.

Previously based in the King’s Norton Business Centre, the company’s move to these 25,000 square foot detached premises represents the next step in the evolution of the business.

The team at Edward Thomas Interiors relocated to Woolaston Road earlier this year following the successful completion of the purchase, with the legal work undertaken by the Commercial Property team at Talbots Law.

Talbots was able to complete the office and warehouse purchase in a timely manner, including assisting with the purchase of the freehold land, with Senior Associate solicitor Andy Ward leading on the deal.

Steve Hird, director and co-founder, Edward Thomas Interiors comments: “The Woolaston Road office and warehouse building was familiar as it was previously a competitor’s premises. However, when they announced they were ceasing trading and the building would be going up for sale, we realised this presented the opportunity we’d been looking for.

We’d always had ambitions to own our own building but with the lease due for renewal on our current premises, the timing was right and we wanted to take quick action. Talbots has acted for me in a personal capacity so I knew they would react swiftly, and they didn’t disappoint. The whole transaction was completed within about three months.

Woolaston Road is over 3.5 times the size of our previous HQ, so we’ve been able to bring all our divisions under one roof, from our client account team to designers and stylists, to warehousing and logistics. It also has dedicated meeting and breakout spaces, meaning we can host client briefings, design workshops and have room for social events too.”

Andy Ward, Senior Associate Commercial Property Solicitor, Talbots Law said: “We’ve greatly enjoyed working with Steve and the

team on this deal and we’re delighted to have achieved such a positive result for them.

They’re going from strength-to-strength as a business and I look forward to seeing them continue to thrive, now that they’ve got the premises and the footprint that supports the work they’re doing across the country.”

The award-winning team at Edward Thomas Interiors comprises over 40 professionals who work nationwide on behalf of the UK’s best-known housebuilders.

To learn more about Edward Thomas Interiors and the work they are undertaking across the country, visit www.edwardthomasinteriors.com

Or to learn more about Talbots Law and its range of personal and commercial legal services, visit www.talbotslaw.co.uk

Worcestershire-based consultancy adds legal expertise as rapid growth continues

Limelite HR & Learning, a growing Worcestershire-based consultancy, has strengthened its team with the appointment of Laura Weston MCIPD, MA HRM, LL.B (HONS), a qualified employment lawyer who joins as Lead HR Consultant – Employee Relations. This strategic hire comes as the business celebrates a doubling in turnover over the past year and

a nomination for High Growth Business of the Year at the upcoming Herefordshire and Worcestershire Chamber of Commerce Awards.

Founded in 2020 by Lisa Murphy FCIPD, Limelite was launched to provide small organisations with practical, people-focused support in HR, Health & Safety, and People Development. Four years on, the consultancy is known for its pragmatic approach and has become a trusted partner for businesses across the region.

“At Limelite, we believe great organisations are built on great people,” says founder Lisa Murphy. “We support leaders in creating workplaces where people thrive – whether

that’s navigating employment law, developing teams, or ensuring compliance.”

Limelite’s services range from day-to-day HR support to leadership development, culture-building, and engaging training workshops. With Laura Weston onboard, the firm enhances its ability to manage complex HR matters with expert legal insight.

“Our growth reflects the strong relationships we build and our commitment to clear, practical advice,” Lisa adds. “We’re not just here when things go wrong – we’re your partner in growth.”

Limelite is now inviting more local businesses to explore how strategic, people-first support can help them shine.

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Herefordshire & Worcestershire Chamber of Commerce

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WorkWell: Helping employers reduce absence and build a healthier workforce

A healthy workforce is a productive workforce. According to a 2023 report by the World Health Organisation (WHO), companies that implement effective health and wellbeing programmes can increase productivity by up to 20%.

Yet, absenteeism remains a significant challenge for many businesses, with mental health concerns being the leading cause. Recent data from the Quarterly Economic Survey shows that:

- 25.96% of work absences are due to depression, anxiety, or nervous disorders.
- 10.18% are caused by other mental health conditions, including phobias and nervous disorders.
- 9.82% result from chest or breathing problems, such as asthma or bronchitis.
- 9.47% are linked to heart and blood circulation issues.
- 6.67% stem from stomach, liver, or digestive conditions.

Despite these challenges, 25.75% of employers still have no formal absence management process.

Why should employers engage with WorkWell?

As an employer, your commitment to the health and wellbeing of your employees not only supports individuals but also brings tangible business benefits, including:

- Reducing absence and improving productivity
- Demonstrating investment in employee wellbeing
- Boosting staff morale and engagement
- Supporting employee retention and reducing turnover costs
- Helping employees return to work following absence
- Providing guidance on reasonable adjustments to keep staff in work
- Minimising the financial impact of sickness absence and staff replacement

What is WorkWell?

In 2024, the Department for Work and Pensions (DWP) commissioned the NHS to deliver WorkWell - a new programme designed to provide early intervention and tailored support for employees experiencing health-related barriers to work.

NHS Herefordshire and Worcestershire is proud to be delivering WorkWell, which offers:

- Expert assessments to identify challenges affecting work and wellbeing.
- Personalised action plans to help individuals overcome barriers.



- Access to local clinical and non-clinical support, such as mental health services, physiotherapy, and financial advice.
- Practical support for employers, including guidance on reasonable adjustments and workplace wellbeing strategies.

How Can Employers Access WorkWell?

WorkWell services are free, confidential, and easy to access. Employers can refer employees (with their consent) if they:

- Need support managing a health condition at work
- Are struggling to return after a period of sickness absence
- Require guidance on reasonable adjustments to continue working effectively

GPs, Jobcentre Plus, and employees themselves can also refer directly into WorkWell.

On-the-Ground Support: Work and Health Coaches

To ensure effective early intervention, we have recruited 15 Work and Health Coaches across Herefordshire and Worcestershire. Based within GP practices but working across the community, these specialists help individuals

stay in work, return to work, and manage their health effectively.

For employers, our Work and Health Coaches offer:

- Advice on reasonable adjustments to help employees stay in work
- Support for return-to-work planning following absence
- Guidance on workplace health conversations

By proactively supporting employee health, you can reduce long-term sickness absence, lower recruitment costs, and create a more engaged and productive workforce.

Let's Work Together for a Healthier Future

Investing in workplace health is not just the right thing to do - it makes business sense. A culture that prioritises employee wellbeing leads to a stronger, more productive workforce.

By partnering with WorkWell, you can reduce absence, retain skilled employees, and demonstrate your commitment to staff wellbeing.

For more information on how WorkWell can support your business, please contact amelia.ringer@nhs.net.

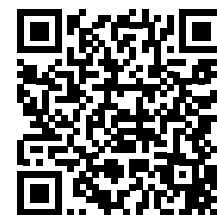


Funded by
UK Government



WorkWell

Do you have employees who are finding it hard to manage work because of a health condition? **WorkWell** can help!



Scan the QR code to find out about the WorkWell programme that offers coaching, guidance and support to help your employees stay in or return to work.



www.hwics.org.uk/our-services/workwell

SKILLS FOR LIFE

SKILLS BOOTCAMPS WORCESTERSHIRE

Why should **businesses** do Skills Bootcamps?

Skills Bootcamps are hands-on short courses for anyone aged 19+ that lives/works in Worcestershire. They're designed to upskill, reskill, or give give people the chance to gain new skills in various sectors to help local businesses to plug skills gaps!

Skills Bootcamps, working with local training providers, can be bespoke – created to fit YOUR business needs!

Worcestershire Skills Bootcamps available include...

Construction • Nursing • Digital Marketing • Lean Manufacturing • Early Years • Leadership & Management • Data Analyst • Construction Project Management • Welding • Retrofit Green Skills • Manufacturing Practices • Health and Social Care • Cyber Security Warehouse & Storage • Childcare • Welding • Hairdressing • Software Development • Plumbing • Building Skills • Digital Marketing • more!



**Call 0300 666 3 666 (option 2) or go online
www.careersworcs.co.uk/skillsbootcamps**



Herefordshire & Worcestershire Chamber of Commerce announces NEW Strategic Digital Training Partnership with Make Strides

Empowering Local Businesses with 'Leadership Thinking'.

Herefordshire & Worcestershire Chamber of Commerce is pleased to announce a strategic partnership with Make Strides, a digital-first learning and development company specialising in both early-career and leadership programmes. Drawing on their expertise, this partnership will deliver digital training to equip businesses across the region with the skills needed to thrive in a rapidly evolving digital economy.

This new partnership responds directly to challenges faced by many small and medium-sized enterprises, including tight budgets, time constraints, and changing skills requirements. Our aim is to combat these challenges by working with Make Strides to deliver flexible, bite-sized online training that fits around work schedules. Initial training topics will cover:

- Early Career Development (ideal for young professionals entering the workplace)
- Leadership Capabilities (for rising managers and experienced leaders)
- Group Coaching

Sharon Smith, Chief Executive of the Herefordshire & Worcestershire Chamber, said: "Partnering with Make Strides allows us to bring thought leading, flexible, and outcome-driven digital training to local businesses. It aligns perfectly with our mission to support skills development and close the digital divide.

We understand that many of our clients, especially small and medium-sized enterprises, face significant barriers when it



comes to training. Whether that's time, cost, or access to relevant resources, this partnership directly tackles those challenges by offering accessible and flexible learning solutions that fit around the realities of working life.

Whether it's upskilling young people just starting out in their careers or helping existing staff and leaders build their confidence, Make Strides brings the right blend of experience, innovation, and delivery. Together, we're supporting sustainable business growth and long-term talent development across the region.

We are proud to add this new delivery format to our existing schedule of face to face training, where many of our clients still enjoy coming together in person for training, alongside the best practice sharing and engagement with each other that this brings. Nonetheless, in a changing consumer marketplace, a digital first option enables us to be flexible to all our customers and their varied needs, so we are delighted to now be able to offer different options for all."

Melaine Hawkett & Gemma Stuart-Young, Directors of Make Strides, commented: "We are absolutely thrilled to be partnering with the Herefordshire & Worcestershire Chamber of Commerce to deliver digital training that truly meets the needs of today's businesses. At Make Strides, we're passionate about bridging the region's skills gap by offering flexible, inclusive, and accessible learning that empowers individuals at every stage of their career.

This partnership allows us to bring an alternative to traditional training - bite-sized, digital-first content designed to fit around real working lives, without compromising on quality or impact. We're particularly excited to support both early career professionals and future leaders in building the confidence, capability, and mindset needed to thrive in a changing economy.

Together with the Chamber, we're helping to shape a more agile, inclusive, and future-ready workforce across the region and beyond."

Further details about this exciting new partnership, including the full training programme and how businesses can register, will be announced at the end of July.

In the meantime, if you have any questions or would like to express an early interest, please contact the Chamber's Training Department at training@hwchamber.co.uk.



Cava Security Services Limited: 20 Years of Trusted Protection, Innovation, and Integrity

For over two decades, Cava Security Services Limited, based in Redditch, has been a trusted name in the UK's security industry. As an ACS SIA-approved contractor for more than 15 years – consistently ranked in the top 10% of UK security firms – we deliver comprehensive, ethical, and community-focused security solutions.

Our services include CCTV installation and monitoring, event security, keyholding and alarm response, and vacant property inspections. All operations are supported by our advanced 24-hour manned Control and Command Centre, ensuring real-time coordination and rapid response.

Our Core Services:

CCTV Installation & Monitoring: Intelligent systems with AI-powered false alarm filtering, reducing false activations by up to 94%, enabling cost-effective and scalable monitoring.

Keyholding & Alarm Response: Trusted by major insurers, our 24/7 response teams ensure your premises are protected with professionalism and speed.

Vacant Property Inspections: Regular, documented checks to prevent vandalism, squatting, and environmental damage.

Event Security: From local festivals to high-profile events, our trained officers ensure safety, compliance, and peace of mind.

Security with Purpose

The role of a security officer has evolved far beyond traditional guarding. At Cava Security, we embrace a human-centered approach to protection – where safety, service, and professionalism go hand in hand.

Our officers are trained not only in physical security and compliance, but also in customer service, communication, First Aid, and Fire Awareness. They are often the first point

of contact for visitors, staff, and the public – representing our clients with courtesy, confidence, and care.

This modern model of security reflects a growing industry standard: officers must be proactive, approachable, and responsive, capable of de-escalating situations, supporting vulnerable individuals, and enhancing the overall experience of those they protect. At Cava, we invest in continuous development to ensure our team delivers protection with purpose – balancing vigilance with empathy, and authority with approachability.

Recognised for Excellence

In 2024, we were proud to be:

- 🏆 Shortlisted for the Corporate Social Responsibility Award – Redditch Business Awards
- 🏆 Most Reliable Key Holding Specialists – UK
- 🏆 Best Comprehensive Security Specialists – Midlands (Corporate Vision Security Awards 2024)

Why Choose Cava Security?

- 20 years of proven excellence
- Top-tier ACS SIA audit scores
- 24/7 Control and Command Centre
- Inclusive recruitment practices and staff development
- Environmental initiatives including EV fleet and carbon tracking

- Transparent pricing and dedicated account management
- Trusted by major clients across sectors
- Officers trained in First Aid, Fire Awareness, and customer service
- Active collaboration with SIA, BSI, and King's Business School on ethical standards and modern slavery prevention

What Our Clients Say

"Cava has been the only company to fulfill its commitment. They are by far the best security business we have worked with in the past fifteen years."

D.I. Styler, Engineering Manager, Blue Earth Foods

"Cava improved all the existing security guards' training and overall approach. Government auditors praised the professionalism of the officers."

John Clark, Operations Director, FMS

enquiries@cavasecurity.co.uk (Sales)
01527599966 (Contact Number)
www.cavasecurity.co.uk (Website)

CAVASECURITY
SERVICES

Learn how to protect your business from cyber criminals

At Solutions 4 IT, we've observed, both first-hand and indirectly, the escalating cyber threats facing UK businesses in 2025. Many have felt the same thing, but it's not just a feeling - it's a trend. The majority of "UK businesses (53%) experienced a cyber attack in the last 12 months". (QBE, 2025)

Recent high-profile attacks on companies like The North Face, Victoria's Secret, M&S and Co-Op have shown no signs of slowing down either.

On the other hand, Artificial Intelligence (AI) has become a double-edged sword in cybersecurity. While it offers tools for defence, cybercriminals are leveraging AI to conduct more sophisticated attacks. This will only be amplified in the coming times with new AI tools, for example, Google's Veo 3.

Small and Medium Enterprises (SMEs) are particularly vulnerable. UK SMEs identify AI-generated attacks as a major cybersecurity concern, surpassing traditional threats like malware and phishing. Despite this awareness, many SMEs lack the resources and awareness to effectively combat these advanced threats.

Our government has proposed the Cyber Security and Resilience Bill, aimed to strengthen national cyber defences by expanding regulatory frameworks and



enhancing incident reporting requirements. However, this isn't enough. Businesses must proactively take steps to safeguard their IT infrastructure.

At Solutions 4 IT, we advocate for a multi-faceted approach to cybersecurity.

Having anti-virus or a good firewall is only one of the many things you need to consider. For example, Cyber Security awareness training for employees is also crucial, as human error averages accounts for 80% of data breaches. (DPN, 2025)

Proactive investment in cybersecurity is not just a defensive measure; it's insurance- to protect assets, reputation, and customer trust. If you would like to enquire about safeguarding the Cyber Security of your business, please contact us:

Solutions 4 IT

Forge House, Mucklow Hill, Halesowen, B62 8DN

Tel: **+44 1217282308**

Email: **info@solutions4it.co.uk**

www.solutions4it.co.uk

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Managing generational diversity in the workplace

Generational diversity can play a critical role within a workplace with increasing importance placed on the value of the skills and input each team member brings.

What does generational diversity mean and why should businesses be aware of it?

The workplace currently includes four generations:

- Baby Boomers (born 1946 – 1964)
- Generation X (born 1965 – 1980)
- Millennials (born 1981 – 1996)
- Generation Z (born 1997 – 2012)

Each group has differing characteristics and traits which bring a broad set of opinions and interpretations to a situation but can also create a challenging work environment to manage.

What are the benefits of encouraging generational diversity in the workplace?

Businesses which encourage a diverse workforce may be more innovative and inclusive, valuing opinions from a wider range of team members. This could in turn help to inform the business, shaping future product and service offerings.

It also helps in the creation of a team that is truly diverse, reducing obstacles in recruiting from segments such as over-55s who may struggle to find new roles due to unconscious bias.

Multi-generational teams which function well together and are accepting of each other are also likely to see benefits in terms of working practices. Older employees have a wealth of knowledge and skills to share, gained throughout their working career. Younger employees, in return, are likely to bring different skills to the team in terms of technology for example. And a diverse team that functions well helps to break down age discrimination, creating a more inclusive experience for everyone.

The challenges of generationally diverse workplaces

With diversity comes challenges with differing opinions, approaches and attitudes to work. Different generations may have different values, ethics and communication styles which can lead to misunderstandings and conflict. This may be unintentional, a natural preference to email rather than calling for example, but if left unchecked, can quickly create issues which may take longer to resolve.



Some generations may be less familiar with types of technology or more practical solutions leading to conflict as to the best approach, and fragmented working styles.

Work life balance and attitudes to the workplace in general may also create tension. Some employees may have a fixed approach to their working day whilst others may request to work their hours more fluidly.

How can you successfully manage generational diversity in the workplace?

In an ideal world multi-generational teams would be the norm, sharing experiences and knowledge to embrace the skillset of every team member. To successfully implement this approach in an organisation, there are a number of factors to consider:

First impressions: create a welcoming environment for all, promoting the benefits that each team member can bring. Hobbies and pastimes can be great at pulling people together and the team may find unexpected common ground.

Understand your team: adapt your managerial style appropriately - feeling that you are listened to and understood goes a long way in terms of motivation.

Training: understand what training gaps there are in your team and offer a range of opportunities to all.

Work-life flexibility: all generations are likely to benefit, be it the option to request additional leave for an extended period of travelling or flexibility in hours for those with young children or other caring responsibilities such as ageing parents (or even a beloved family pet!).

And don't underestimate the importance of diverse leadership and mentoring. Having a relatable role model in an organisation can subconsciously create a sense of familiarity and understanding.

With careful management, the respective skillsets, knowledge and experience of each generation can combine to create a force to be reckoned with.

For more information, please contact



Catherine Mitchell, Partner, Employment and Immigration

M: 07384 110 600 | **E:** cmitchell@hcrlaw.com

www.hcrlaw.com

HCR Legal LLP is authorised and regulated by the SRA

Room Hire at Severn House, Worcester

Are you looking for a venue to host your next away day or business meeting?
Our training and meeting rooms are spacious, well-equipped and available for room hire. Situated 5 minutes away from Junction 6 of the M5, they are suitable for meetings, away days, your training sessions or even just some thinking space.

Visitors will be greeted in a courteous and professional manner and our rooms will provide the perfect setting, whatever your requirements.

Our prices are inclusive of all room hire equipment and refreshments – no hidden charges!

- Air conditioning/Heating
- Wi-Fi
- Coffee, tea and biscuits
- Water cooler
- Free onsite parking
- Flipchart and pens
- Plasma TV screen & HDMI connection
- Locally sourced buffets can be ordered on request



Our Meeting Rooms

We have four meeting rooms available to hire, all of which can be adapted to suit your requirements.

Conference room seating up to 25 theatre style & 14 u-shape. First floor.

Full day – £225+VAT Members / £280+VAT Non-members

Half day – £175+VAT Members / £215+VAT Non-members

IT suite that seats up to 10 in a u-shape. Ground floor.

Full day – £225+VAT Members / £280+VAT

Non-members

Half day – £175+VAT Members / £215+VAT Non-members

Small meeting room that seats up to 8. Ground floor.

Full day – £115+VAT Members / £170+VAT Non-members

Half day – £60+VAT Members / £90+VAT Non-members

Small meeting room that seats up to 8. First floor.

Full day – £115+VAT Members / £170+VAT

Non-members

Half day – £60+VAT Members / £90+VAT Non-members

The Severn House offices offer the following accessibility features; step free entrance to the building, lift, downstairs accessible toilets, disabled parking spaces and downstairs meeting rooms.

We can also accommodate any other needs/ requirements such as prayer rooms, guide dogs, brail kits etc.

To check availability or book please email training@hwchamber.co.uk or telephone **01905 673600**

More information about each training course and upcoming dates can be found on the Chamber website
hwchamber.co.uk/events-and-training-calendar

Meet the Chamber Training Team



Olivia Williams,
Head of Events
& Training



Amanda Swingewood,
Senior Training
Co-ordinator



Saskia Murphy,
Events & Training
Assistant

We would like to hear from you!

Whilst continuously expanding our training offering, we are always keen to hear from businesses about what training needs they have or skills shortages they are facing. Our dedicated training team are on hand to support and help find a solution for you.

We also welcome suggestions for new courses or workshops that will be most beneficial to our local businesses. To express your interest in delivering training on behalf of the Chamber or to put forward your suggestions for new course topics, please email training@hwchamber.co.uk

Training & Development

Google Analytics 4 - GA4 Workshop

Tuesday 8 July, 9.00am-12.30pm
£95+VAT Members / £115+VAT Non-members
Location: Virtual

Train the Trainer

Wednesday 9 July, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Virtual

HR for the Non-HR Manager

Thursday 10 July, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Worcester

Role of the Team Leader

Tuesday 15 July, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Worcester

Delivering Exceptional Customer Service

Wednesday 16 July, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Worcester

Steps to Net Zero

Thursday 17 July, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Worcester

Sales Techniques to Close the Deal

Tuesday 22 July, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Virtual

Effective Time Management

Thursday 24 July, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Worcester

Advanced Microsoft Excel

Tuesday 29 July, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Worcester

August Course Dates

Excel Masterclass

Tuesday 5 August, 9.00am-3.45pm
£210+VAT Members / £260+VAT Non-members
Location: Worcester

Managing People in the Team

Wednesday 6 August, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Virtual

Emergency First Aid at Work (one day)

Tuesday 12 August, 9.00am-4.30pm
£95+VAT Members / £115+VAT Non-members
Location: Worcester

An Introduction to Digital Marketing and PR

Tuesday 12 August, 9.00am-11.00am
FREE for Members / £115+VAT Non-members
Location: Virtual

How to use Microsoft Teams Effectively

Wednesday 13 August, 9.00am-12.30pm
£95+VAT Members / £115+VAT Non-members
Location: Worcester

Introduction to Project Management

Wednesday 20 August, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Virtual

Using the Telephone and Virtual Platforms in Selling

Thursday 21 August, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Virtual

Introduction to Microsoft Excel

Thursday 28 August, 9.00am-4.00pm
£175+VAT Members / £220+VAT Non-members
Location: Worcester

Courses may be subject to change from the time of printing.



We would like to hear from you!

Whilst continuously expanding the training offering, the Training department are always looking for new ideas for courses. It's great to understand what topics will be most beneficial to local businesses.

For any suggestions, please email training@hwchamber.co.uk. More information about each training course and upcoming dates can be found on the Chamber website - hwchamber.co.uk/events-and-training-calendar



From local roots to Business of the Year: How Culture, Leadership, and Care power Dawleys' success

When the Herefordshire & Worcestershire Chamber of Commerce named Dawleys Business of the Year 2025, it felt like a defining moment. We were also named Leading Employer of the Year and received Highly Commended for Excellence in Customer Service. To be recognised in such a strong field was humbling and a real credit to the team who make Dawleys what it is.

But we don't do what we do for awards... although they are nice to receive. We do it because we believe delivering exceptional customer service matters. And we've built a business where our team genuinely care about their clients, their teammates and their own development.

As the judges put it: "Dawleys isn't just a good company – it's a truly great one. A strong culture, exceptional service and investment in people run through everything they do."

What We Do – and How We Do It

Dawleys is a business process outsourcer based in Ross-on-Wye. We support clients across the UK, Europe and the US with outsourced contact centre services, data management and fulfilment solutions. Our clients range from global brands to growing eCommerce and charity organisations.

Our job is to make life easier for our clients – offering a bespoke one-stop solution that enhances their reputation and enables them to focus on their core business. Whether that's answering helpline calls, managing customer returns, cleaning data, managing databases, or providing expert frontline customer support and specialist sales teams, we step in as a trusted partner.

Our team are trained as Brand Ambassadors, representing our clients with consistency and care. That's why so many clients see us as an extension of their own team.

Growing Leaders: The Shadow ExCo Programme

We're proud of our Shadow ExCo programme – a 9-month internal course that develops Dawleys' future leaders. Launched in 2024, it's hands-on and built around live business projects aligned to our Dawleys Flywheel: Attract → Deliver → Delight → Grow.

Each participant tackles a project tied to strategic goals like improving client onboarding or enhancing internal comms. They learn to think strategically, present confidently and lead with purpose. In return, we benefit from stronger processes, smoother service, higher engagement and a growing leadership pipeline.

Culture That Feels Personal

Everything we do starts with culture. We hire for values and attitude, not just experience. We've built structured training like Brand Embrace, which helps

team members truly live our clients' brands. All our Client Services team have progressed internally – a reflection of our commitment to promoting from within.

We support wellbeing through initiatives like private health cover, discounted gym memberships, access to coaching, our onsite Social Hub and regular fundraising events. We also celebrate success through our WOW Board, which highlights team contributions that truly wow and go above and beyond.

It's not about perks – it's about purpose. The team at Dawleys know they matter. And that creates a service culture where clients and their customers feel they are heard and cared for.

Community at Our Core

In 2024 we were proud to win the Commitment to the Community Award. Through the Dawleys Foundation, we support foodbanks, charities, schools and local sports. Many of our team actively volunteer and fundraise. Since 2019, we've also been front-of-shirt sponsors for Hereford FC. Supporting our community isn't a side project – it's who we are.



Sally Gibson
Managing Director

What's Next

Over the next three years, we have stretching financial targets, but stay true to our roots. We're focused on:

- Expanding our service offering •

Integrating AI without losing the human touch • Driving improvement through our Every Second Counts initiative • Developing further The Dawleys Academy; a structured learning hub for team development

Honouring Our Roots

Dawleys celebrates 36 years in 2025. We were founded by Roger Parckar, whose belief in doing the right thing still shapes who we are. Roger passed away in 2021, but his legacy is at the heart of our culture. We hope he'd be proud of how far we've come.

A Final Word

Awards are lovely – but they're not the goal. They're the outcome of doing business the right way.

As Managing Director Sally Gibson says: "I'm constantly amazed by the team at Dawleys. Their ability to make the exceptional feel easy every single day is what makes this business truly special."

We're proud. We're grateful. And after 36 years, we're just getting started.



For more information:
dawleys.com

“I'm constantly amazed by the team at Dawleys. Their ability to make the exceptional feel easy every single day is what makes this business truly special.”

Sally Gibson, Managing Director



Trueline Products takes home three prestigious awards as it celebrates over 30 years of manufacturing excellence

It's been a truly momentous season for Trueline Products, a family-run manufacturing business celebrating not only over 30 years of innovation and craftsmanship, but also the honour of receiving three prestigious awards in just a matter of weeks.

The highlight came at the 2025 Herefordshire & Worcestershire Chamber of Commerce Business Awards, where Trueline proudly took home the Excellence in Manufacturing and Engineering Award, recognising its commitment to quality, innovation, and continuous improvement.

But the celebration started earlier, when Trueline was honoured with two Charitable Endeavour Awards at the INCA Awards - one for the entire team, and one recognising Josh Barrington for his outstanding individual contribution to community work.

Founded in 1994 by Steve and Anita Mares, Trueline started in a modest unit in Telford. Today, with a purpose-built manufacturing facility in Kidderminster and a trade depot in Glasgow, the company has grown into a national name in bespoke architectural fabrications and EWl profiles. A proud member of Made in Britain, Trueline continues to serve clients across the UK with products that combine form, function, and long-term reliability.

And while the business has grown, its core values, family, integrity, and craftsmanship, remain at the heart of everything it does.

A Double Win for Community Impact

At the INCA Awards, Trueline was recognised for its community spirit and charitable work. The Charitable Endeavour Team Award celebrated the collective efforts of the Trueline team, while the Individual Award went to Josh Barrington, whose passion for helping others embodies everything Trueline stands for.

Also deserving special mention is Charlie, Trueline's incredible ambassador for KEMP Hospice, who has rallied the team and driven fundraising efforts to an amazing total of £25,004.39. These awards represent more than recognition, they highlight the values and people that give Trueline its heartbeat.

Excellence in Manufacturing Recognised

At the Chamber Awards, Trueline's commitment to high standards and forward-thinking manufacturing was recognised on a regional stage. Guest judge Lorraine Brooks of ABE (Ledbury) Limited praised Trueline's clear vision and strategic investments in sustainability, safety, and innovation - including the formation of a new

product development team and a robust, multi-touchpoint quality control system.

"What stood out," she noted, "was their commitment to a clear vision which encompassed every aspect of manufacturing excellence."

Building for the Future

As Trueline looks to the future, the company is excited to be entering a new chapter of growth. Plans are now underway for the development and construction of a specially designed manufacturing facility in Kidderminster, a major step in expanding Trueline's capacity, capability, and service to clients across the UK.

This new facility will not only accommodate growing demand but will also support the company's drive for innovation, sustainability, and operational efficiency. It represents another bold move in Trueline's journey, one that stays grounded in its family values while looking confidently to the future.

Contact - Sarah Jones - Marketing & Communications Manager
Email: Sarah@thecreativehut.co.uk
www.truelineproducts.co.uk

New Course explores impact of Climate Change on Policing

The University of Worcester, West Mercia Police and e-learning company Indegu Ltd have joined forces to develop an awareness course for police staff on how climate change could impact policing in the future.

The online programme is designed to educate on climate change and sustainability, its impact and the challenges it might present. It is particularly focused on raising awareness of how climate change-related issues or incidents might shape West Mercia Police's operations. For example, a heatwave might affect rates of violent crime or extreme weather like flooding might lead to more traffic-related incidents.

Sustainability staff at West Mercia Police worked with an expert in sustainability in the University's Business School, Principal Lecturer Dr Kay Emblen-Perry, to develop the content of the training course, while e-learning company Indegu made it a reality.

Titled Beyond the Beat: Climate Change & Environmental Challenges for West Mercia Police, it will form part of the training provisions for all police staff at West Mercia Police from 2025.

Several other forces have expressed an interest in the resource and, if it proves successful in the West Mercia force, those involved hope the course could be rolled out to other police forces across the country.

The training looks at how climate change

is affecting the police through increases in incidents, specific crimes, extreme weather, and protest and activism on climate change related issues. It also explores the science behind climate change and carbon emissions, the wider impacts this has on the economy, society, and environment, and environmental legislation and how it can be applied.

The course also explores actions that West Mercia Police is taking to create a greener, more sustainable police force, as well as guidance on actions individuals can take to support reduction in climate change both at home and at work.

Principal Lecturer in Sustainable Management at the University of Worcester, Dr Emblen-Perry, said: "We hope the course will empower everyone within West Mercia Police to act on climate change. We have been able to combine our expertise in this area alongside those of West Mercia Police to create relevant training that we hope will make a difference to police officers across the West Mercia region dealing with the effects of climate change on a day-to-day basis and aid their understanding of the challenges that may arise from things like extreme weather events. We hope it will give them a greater understanding of what

climate change is, and its wider impact on society and therefore also on policing and what they can do to contribute to the mitigation of climate change as individuals and as part of a wider policing community."

Chris Speakman, Environmental and Sustainability Manager at West Mercia Police, said: "The link between policing and climate change isn't always immediately obvious. This training module, supported by the University of Worcester and Indegu, makes that connection very clear, highlighting how climate change affects policing operations, emergency response, crime, and ultimately the wellbeing of our communities, both now and in the future."

Tracey Marlow-Jones, Director at Indegu Ltd, said: "We're proud to have collaborated to bring 'Beyond the Beat: Climate Change & Environmental Challenges for West Mercia Police' to life. This innovative online programme will equip frontline officers with critical awareness. We are committed to creating impactful e-learning solutions that prepare organisations like West Mercia Police for the future."

For information on courses at University of Worcester visit www.worcester.ac.uk or for application enquiries telephone **01905 855111** or email admissions@worc.ac.uk



The Dice Box Worcester launches ‘The Library’ – a private room for hire

Looking for the cosy café vibe without the crowds? The Library is The Dice Box Worcester’s brand-new private games room, now officially open for bookings!

Following a series of successful soft-launch events, The Dice Box Worcester is thrilled to unveil The Library – an exclusive upstairs space designed for private hire. With three large tables and seating for up to 24 guests, it’s the ideal setting for birthdays, team-building events, special gatherings, or simply a quieter place to enjoy your favourite games.

Guests hiring The Library enjoy full access to the venue’s extensive board game collection – over 700 titles and counting. Plus, with convenient QR code ordering, food and drinks from the café’s full menu can be delivered straight to your table.

Whether you’re planning a celebration or just want a more intimate gaming experience, The Library offers a unique and welcoming space right in the heart of Worcester.

To book or find out more, drop us a message or email us at worcester@the-dice-box.co.uk.



Grants now available for Worcestershire businesses to cut energy costs

Businesses across Worcestershire, Herefordshire, Shropshire and Telford & Wrekin can now access generous support to improve energy efficiency and reduce costs, thanks to grants from the Business Energy Advice Service (BEAS).

Fully funded by the government, BEAS offers local businesses a free, expert energy assessment and access to grants ranging from £1,000 to £100,000. These grants can be used to invest in equipment and machinery improvements and upgrades such as efficient lighting systems, heating improvements,

solar panels and other smart energy-saving technologies.

From manufacturing sites to large commercial premises, the scheme is designed to support a wide range of organisations looking to reduce their energy bills and improve operational performance. BEAS not only helps businesses become more sustainable but also enhances long-term profitability through reduced energy costs.

To be eligible, businesses must consume 25,000 kWh or more of energy annually.

An easy-to-use online eligibility calculator is available to guide applicants through the process.

This is a fantastic opportunity for local businesses to future-proof their operations and become more resilient to rising energy prices.

Don’t miss out on this limited-time funding. Check your eligibility and apply today via the Business Growth West Midlands website: www.businessgrowthwestmidlands.org.uk/beas

Worcestershire firm donates to local foodbank in celebration of International Pineapple Day



A Worcestershire recruitment firm has donated 50 fresh pineapples and dozens of tins of fruit to a local foodbank to help celebrate International Pineapple Day.

Staff at Worcester-based Pineapple Recruitment, which specialises in providing staff for the hospitality and catering industries, have donated the fresh and tinned fruit to Worcester Foodbank for local families to enjoy over the coming weeks and months.

The kind gesture from the recruitment firm is

part of its work to mark International Pineapple Day on 27 June, an initiative which is designed to celebrate the fruit’s role in eating healthy during the summer.

Kasia Krieger, Business Manager at Pineapple Recruitment said: “As a business, we obviously share the same name as the popular tropical fruit so we put our heads together to think about what we could do to celebrate this year’s International Pineapple Day.

“We have such a strong partnership with Worcester Foodbank that it was an easy decision to do something for them and the hundreds of people who rely on the foodbank. With that in mind, we have donated 50 large pineapples and dozens of tinned fruit to help people and their families enjoy different and more healthy fruit.

“The staff at Worcester Foodbank are renowned for the amazing job they do day in, day out. They help so many people across Worcester, so this is our way again of making a small contribution and helping more families in the area.”

Emma Green, Operations Coordinator from Worcester Foodbank said: “The team at Pineapple Recruitment continue to be so supportive of us and everything we do.

“We’re so pleased they decided to support us once again and International Pineapple Day is a perfect and fun way of doing so. The donation of fresh and tinned fruit forms an important part of our balanced food parcels, so it will be gratefully received.”

International Pineapple Day is celebrated every year on 27 June. The day honours the tropical fruit and its symbolism of hospitality. The celebration day started in 2011 and has since gained international recognition.

Pineapple Recruitment is a specialist recruiter for the hospitality and catering sectors. The agency sources and recruits candidates for clients across professional catering, senior management, and support / administrative roles.

For more information, readers can visit www.pineapple-recruitment.co.uk

Business Forums



International Trade Forum

Wednesday 16th July, 9.30-11.30am

Southco Manufacturing, Wainwright Road, Worcester, Worcestershire, WR4 9FA

The International Trade Forum is aimed at businesses who are internationally trading and focuses on providing education, support, and networking opportunities for both businesses and individuals. Guest Speakers:

- Ionut Epure, Logistics & Compliance Team Leader, Southco Manufacturing Limited
- William Bain, Head of Trade Policy, British Chamber of Commerce

Topic: Custom Regulations and general updates to trading Internationally and free trade agreements

- David Hooper, Hooper and Co International Trade Consultancy Limited

Topic: CBAM

HR Forum

in partnership with Hewett Recruitment

Tuesday 22nd July, 9.00-10.00am

Virtual, held on Zoom

The HR Forum is aimed at those who are responsible for HR within their business. These events are designed to encourage an open and supportive environment, where attendees can share workplace challenges, seek advice from peers, hear legislative updates and other HR related topics. Attendance at this event can be used to count towards your CIPD CPD portfolio.

Guest Speakers:

- Darryll Thomas , Partner, MFG Solicitors

Topic: Zero-hour contracts – How they currently work and how the new prosed legislation may impact on employers

- Alan Clarke, Business Coach and Trainer, Key Business Improvement

Topic: Your development pathway to transformative Leadership

Sustainability Forum

sponsored by Worcestershire County Council

Thursday 14th August, 10.00-11.00am

Virtual, held on Zoom

The Sustainability Forum is a series of workshops aimed at encouraging businesses across our region to reduce the environmental impacts of their business operations through energy and resource efficiency improvements, as well as wider sustainability good practice.

Professional Services Forum

Thursday 21st August, 9.30-11.00am

New Model Institute For Technology and Engineering, Skylon Campus, Hereford, HR2 6SR

The Professional Services Forum is aimed at businesses working within the professional services industry. These events focus on making new connections, raising awareness of services, sharing client referrals, and discussing challenges the sector is facing.

Get Connected Events

Our get connected events offer businesses a relaxed style of networking in an informal and friendly environment. With no 60 second introductions, attendees will be encouraged to focus on networking, sharing business cards and building relationships. Join us for a drink, a bite to eat and the chance to meet your business neighbours in Herefordshire and Worcestershire.

Get Connected in Hereford

Wednesday 30th July, 9.30-11.00am

Cyber Quarter, Hursey Road, Hereford, Herefordshire, HR2 6FP

Get Connected in Martley

Wednesday 20th August, 9.30-11.00am

The Crown Inn, Berrow Green Road, Martley, Worcester, WR6 6PA



Breakfast Events

Join fellow Chamber Members and business professionals from across the region for a delicious breakfast and plenty of networking opportunities before you start your working day! Some of these events feature guest speakers, others have around the room introductions or a networking activity such as speed networking.

Hereford Networking Breakfast

Wednesday 3rd Septetmber, 7.30-9.00am

Hereford Football Club, Edgar Street, Hereford, Herefordshire HR4 9JU

Worcester Networking Breakfast

Thursday 18th September, 7.30-9.00am

Bank House Hotel, Bransford, Worcester WR6 5JD

Employment specialist Tim Lang joins mfg Solicitors

Law firm mfg Solicitors has announced the appointment of respected employment lawyer Tim Lang as a partner within its Employment department.



Tim Lang

With over 30 years' experience advising businesses and individuals on a range of employment-related matters, Tim also spent a decade as an Employment Tribunal judge.

Tim Lang said: "What stood out to me about mfg Solicitors was its clear strategic direction, its strong reputation across the Midlands, and its commitment to investing in its people and client relations. I'm excited to join such a forward-thinking firm at a time of significant growth.

"The firm's Employment team already has an immense reputation and ranked highly by both Legal 500 and Chambers and Partners. I'm delighted to be joining forces with partners Sally Morris, Beverley Smith, Chris Piggott and Darryll Thomas to form one of the region's strongest employment law teams."

www.mfgsolicitors.com

Building Careers in Commercial Insurance: Apprentice Harry's Success Story

Hazelton Mountford is proud to celebrate Apprentice Harry's recent promotion.

Joining in 2023, Harry quickly progressed from Apprentice to Small Business Account Handler while working toward his Cert CII qualification. He has already passed two exams and is preparing for the final one, expecting to qualify in the coming months. Harry has now been promoted again and is a fully-fledged Commercial Account Handler.

Director Jake Mountford praised Harry's can-do attitude: "Harry's an asset to the Hazelton Mountford team. He has an exciting future ahead with us."

Harry expressed his excitement about taking the next step in his insurance career, saying, "I want to thank the directors for recognising my efforts and for providing me with the opportunity to progress within the company. The finish line for my apprenticeship is in sight. I have loved my time here and am excited to see what the future holds."

Learn more about Apprenticeships at Hazelton Mountford: www.hazeltonmountford.co.uk/careers-at-hazelton-mountford/



Harry Atkinson

Two New Appointments at ISO QSL

ISO Quality Services (ISO QSL), a leading provider of ISO certification, consultancy and training, is delighted to announce the appointment of two new team members to their client care team.



Leah Horton and Katie Derbyshire

Joining the team are Leah Horton and Katie Derbyshire. Both bring valuable experience in client-facing roles to their new positions. Leah comes from a client-facing role in the finance industry, while Katie previously worked as a Customer Service Manager in the IT sector.

Leah joins the team as Client Care Advisor, while Katie takes on the role of Account

Manager. In their roles, they will support clients throughout their ISO certification journey, working across a range of ISO standards including ISO 9001 Quality, ISO 27001 Information Security and ISO 14001 Environmental Management. Katie also brings first-hand experience of working within an organisation that held ISO certification, giving her valuable insights into the client perspective.

Client Care Team Leader, Lizzy Withers, comments: "We're pleased to welcome Leah and Katie to our team. Their combined experience and enthusiasm for customer service will be a real asset to both the team and the support we provide our clients."

Operations Manager, Charlie Allen, adds: "Both Katie and Leah come to us with

some fantastic experience, but more importantly, from my perspective, they have a real can-do attitude. They've already shown a desire to be solutions focused and remain positive when faced with a challenge. They've slotted perfectly into the team, and I'm really enjoying working with them both."

Based in St Johns, Worcester, ISO QSL supports organisations across the UK with ISO certification, consultancy and training services, helping them improve efficiency, meet regulatory requirements, and drive long-term success.

For more information about ISO QSL, visit www.isoqsltd.com, or contact **0330 058 5551**.

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Email **Jennie Ellis - JEllis1@worcestershire.gov.uk** or call **0300 666 3 666**

0300 666 3 666 **WWW.CAREERSWORCS.CO.UK**

International Trade

Scheduled Courses

Import Procedures including IP/OP

23rd July 2025 - 9.30 – 15.30

Location: Virtual

Members: £240 Non-Members: £300

A Beginners Practical Guide to Exporting

18th November 2025 - 9.30 – 12.30

Location: Virtual

Members: £160 Non-Members: £200

Understanding Export and Export Documentation

11th December 2025 - 9.30 – 15.30

Location: Worcester

Members: £240 Non-Members: £300

A Beginners Practical Guide to Importing

3rd September 2025 - 9.30 – 12.30

Location: Virtual

Members: £160 Non-Members: £200

Understanding Commodity Codes

19th August 2025 - 9.30 – 12.30

Location: Virtual

Members: £160 Non-Members: £200

Incoterms 2020

28th October 2025 - 9.30 – 12.30

Location: Virtual

Members: £160 Non-Members: £200

Preference Rules of Origin

31st July 2025 - 9.30 – 12.30

Location: Virtual

Members: £160 Non-Members: £200

Methods of Payment and Letters of Credit

23rd September 2025 - 9.30 – 15.30

Location: Virtual

Members: £240 Non-Members: £300

An Overview of Export and Import Procedures

14th January 2026 - 9.30 – 15.30

Location: Worcester

Members: £240 Non-Members: £300

Customs Procedures and Documentation

16th September 2025 - 9.30 – 15.30

Location: Worcester

Members: £240 Non-Members: £300

The Chamber Business Training department is proud to offer all of our public training courses as bespoke days for in-house training to both Members and Non-members.

We offer a BCC Foundation Award for those who wish to gain a qualification through training. The award is given after 6 credits have been attained. If a delegate wishes to gain credits from attending a course they will be given assessment papers after each course they attend. Please let us know before a course if you would like to apply for the award.

Contact our team for more information. Virtual training will state the platform for delivery on website. All other courses will be delivered at our Worcester or Hereford office.

International Trade Forum

The International Trade Forum is aimed at businesses engaged in international trade and focuses on providing education, support, and networking opportunities for both businesses and individuals, completely free of charge. Its four main aims are:

- **Learning and Education:** Providing resources, articles, webinars, and training on the complexities of international trade, including compliance, regulations, and market-specific knowledge.
- **Discussion:** Creating a space for Members and Non-members to exchange experiences, strategies, and best practices when navigating the barriers of international trade.
- **Connecting Businesses:** Facilitating networking opportunities to connect businesses facing similar challenges in international trade, allowing them to collaborate and share solutions.
- **Compliance and Red Tape:** Making complex legal and regulatory requirements more understandable and actionable for small and large businesses alike.

Upcoming forum dates;

Wednesday 16 July 2025 9:30am – 11:30am

Southco Manufacturing Ltd, Touch Point, Wainwright Road, Worcester, Worcestershire, WR4 9FA

Thursday 16 October 2025 9:30am – 11:30am

H Weston & Sons Limited, The Bounds, Much Marcle, Ledbury, Herefordshire, HR8 2NQ

Meet Our International Trade Team



Kayla Ball



Emma Harris



Natalie Foxall



Sabrina Brown



Amy Timmins

Our International Trade Advisors are on hand to support you with any questions you may have. For further details, please don't hesitate to contact the team on **01905 673614** or email **internationaltrade@hwchamber.co.uk**.

Please note that the information provided in this article is accurate at the time of publication. However, data and figures may change over time. For the most current updates, please visit our website.



Fisher German undergoes major rebrand as it marks 25th anniversary

Leading property consultancy Fisher German has undergone a major rebrand to unify its purpose and provide a clear direction for ambitious growth 25 years after being founded.

The rebrand coincides with Fisher German's 25th anniversary since the modern-day business was founded after a merger, and carries on its legacy of providing tailored, trusted advice to its clients dating back to the inception of the business in the 1800s.

Fisher German has expanded considerably and now employs more than 800 people across its 25 offices who work collaboratively to deliver the best possible service for clients UK-wide, building on the firm's established expertise in numerous market sectors.

The rebrand positions Fisher German as a pioneering, driven consultancy with trusted experts who share knowledge across the business and providing substantial added value to clients.

The firm has also updated its external logo and colours to reflect an evolution in mindset

and an ambitious multi-service line growth strategy.

The new design showcases how Fisher German has grown, modernised and now has a growing urban focus, conducting work in major cities such as London, Birmingham and Manchester, while still retaining its roots with sustained growth in rural business.

Graphics representing movement have been incorporated to demonstrate Fisher German's agility, expertise in pushing boundaries and its focus on the future.

Andrew Bridge, Managing Partner at Fisher German said: "This rebrand is all about us working with our clients to build lasting value, together.

"Our greatest value lies in our people. Our legacy, spanning over 200 years, is built on their expertise, dedication, and passion.



This foundation shapes our unwavering commitment to excellence, innovation, and outstanding client service in the land and property sectors.

"Our mission is clear - to help our clients thrive. We take the time to truly understand their unique needs, leveraging our industry knowledge and forward-thinking approach to navigate the dynamic property landscape. We provide tailored advice and support, helping our clients grow and overcome any challenges they face.

"As we continue to evolve through this rebrand, we remain true to the values that have earned us our respected reputation."

HCR Law Strengthens Regional Presence with Largest-Ever Promotion Round

Top 60 UK law firm HCR Law has announced significant UK-wide regional growth.

In the largest promotion round in its history, HCR Law has promoted 87 lawyers and support professionals across all legal disciplines and within the firm's 10 offices, reflecting the firm's commitment to recognising talent and strengthening its presence across England and Wales.

Within the promotion round in their Worcester office, Tom Williams and Ruth Sheret are promoted to Partner, Fahmidah Ali and Oliver Hunt to Senior Associate, and Georgina Groves, Imogen D'arcy, Bruna Ronzani, Hannah Burgess, Jemma Morris and Leanne Harle to Associate.

Additionally, Commercial Senior Associate, Gurinder Hayer, has been appointed as Joint Head of In-house Lawyer Services as well as Head of HCR Flex, and Partner, Claire Pottinger, appointed as Joint Head of Private Client, Worcester.

The office also welcomes a newly qualified solicitor, Chloe Harper, who completed her training contract with the firm in March and has now joined the Risk Management team.



Ruth Sheret



Tom Williams

Promotions within their Hereford office include Matthew Deem and Stephanie Waters to Associate, and Partner, Christopher Finch, to Head of Family Law Hereford. Their Wye valley office also saw promotions for William Hart and Harriet Black to Senior Associate, and Tracey Crolla to Associate.

Rod Thomas, Managing Partner commented: "I am delighted to share today's announcement. Each of the 87 promotions represents an individual story of dedication - of professionals who have honed their expertise while delivering a client-focused approach. Many have built their careers at

HCR Law. Their journeys are a testament to our firm's commitment to nurturing talent and providing an environment where people can grow and thrive.

"As an independent law firm, we remain dedicated to fostering a culture built on a passion for people. Congratulations to each and every one of them - I look forward to seeing their careers continue to flourish at HCR Law."

www.hcrlaw.com/news-and-insights/hcr-law-strengthens-regional-presence-with-largest-ever-promotion-round/

Branding with Purpose: Wye Valley Brewery leads the conversation at The Marketing Meetup - Worcester



Abbie shared the story of Wye Valley Brewery's brand refresh and what it really takes to modernise a brand while staying true to its heritage. From focus groups, field research, to the power of storytelling, Abbie's message was clear - people buy people. Listening to them - customers, stakeholders and your own team - is more important than ever.

Abbie highlighted how Wye Valley Brewery leaned into customer feedback, ran hands-on focus groups and didn't shy away from difficult questions. Branding changes should be built upon genuine dialogue. The result? A series of products that not only looks better but connects in a deeper way.

The Marketing Meetup events are the perfect vehicle to share those all-important ideas. As a national organisation, TMM has created the marketing version of TED Talks. It is a great opportunity to meet, chat, connect and share. As Fiona Brennan, the organiser of the Worcester TMM events said:

"As someone who dreads walking into a room full of strangers to make small talk, setting up The Marketing Meetup in Worcester has been nothing short of fabulous.

"The marketing community in Worcester is so welcoming. I've had people tell me how they came nervous and left with friends. For me, that's at the heart of what TMM does.

"Worcester often gets overlooked for events. It's great to bring people together, share stories and find out the exciting work that's going on in this city."

The event also gave Nifty Comms a chance to underline their commitment to the local marketing community. With attendees from agencies, freelancers, in-house teams and start-ups, the room was full of energy, ideas, stories and perhaps the odd glass of wine.

"Connecting, sharing and learning from and with other marketers is a win-win in our game. I loved the first Marketing Meet-up I attended and had to get involved. It was a pleasure to introduce our client, Abbie from Wye Valley Brewery who was a fantastic key-note speaker and to showcase the Vinegar Works as a collaborative space. I'm looking forward to helping with the next one already," said Rachel Collison, Head of PR and Operations at Nifty Communications.

The spirit of the Marketing Meetup is one of collaboration and inclusivity - a genuine opportunity to share, learn and build. As Abbie Gadd says, "People buy people".

Missed this one? Don't worry the next one is planned for September. If last week's event was anything to go by, then you really can't afford to miss out.




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How to show the heart of your business in one photo



What does your business feel like?

That might seem like a strange question, but it's at the core of powerful brand photography. Your potential clients don't just want to know what you do; they want to know what it's like to work with you. Are you warm and welcoming? Professional and polished? Creative and energetic? A single image can convey all of that...when it's done with intention.

Take, for example, a recent brand shoot I did for a website developer in Worcester. Instead of heading indoors, we explored green spaces around central Worcester, choosing spots with soft greenery that matched her brand colours perfectly. These natural tones created a calming backdrop and helped reinforce her relaxed, people-first approach. The result? A set of images that felt effortlessly 'her'; warm,

“Professional brand photography goes beyond headshots, it captures the essence of you and your business in a way that builds trust and attracts the right clients.”

By Emma Murrills
EBM Photography

approachable, and rooted in the community she serves.

Another shoot was for a local IT support company. They chose to hold their session at a professional, office-based co-working space in Worcestershire, full of natural light, pops of colour, and a welcoming vibe. The space reflected their mix of technical professionalism and friendly, down-to-earth service. By capturing them in action (chatting with clients, solving problems, and having a laugh) we showed their audience that tech support doesn't have to feel cold or complicated.

This is what brand photography is all about: creating images to tell a visual story that makes an audience feel instantly connected.

So if you've ever looked at your website or social media and thought, "This doesn't really feel like me," it might be time for a refresh. Professional brand photography goes beyond headshots, it captures the essence of you and your business in a way that builds trust and attracts the right clients.

If you're curious about how that might look for your brand, I'd love to chat.

www.ebmbbrandphotography.com



Unlocking potential – Caroline Waddams on the power of internal communication

Can a conversation change your career? It did for me. Years ago, while working as a personal assistant, my boss suggested I apply for an internal communication role. I did – and never looked back.

Eighteen years on, I've worked with amazing companies like Premier Foods, HS2, Network Rail, and Vodafone, alongside some inspiring individuals. Six years ago, I went freelance and love it.

I've seen the difference great communication makes. It boosts productivity, strengthens employee retention, and enhances workforce safety. It's about solving real problems – keeping people informed, aligned, and moving in the same direction, especially when your business is growing, evolving, or facing pressure.

“Strong internal communication doesn't just help people feel connected – it helps your business perform better.”

Strong internal communication doesn't just help people feel connected – it helps your business perform better.

That's why internal communication matters – it's my 'why'.

No day is the same. One minute I'm reviewing how a business communicates, the next I'm developing a strategy or helping senior leaders engage their teams and drive results. I might write a newsletter, plan an internal campaign or support an event.

I also make time to mentor through the Institute of Internal Communication – championing the next generation of professionals in a field that's given me so many opportunities.

Need some help? Let's chat.

Caroline Waddams Communications

Email: caroline@carolinewaddams.co.uk

Call: **07929 939683**

Website: www.carolinewaddams.co.uk



Caroline Waddams

Streamlining your path to ISO excellence

I'm Melissa, founder of MH ISO Consultancy. I help businesses not just tick compliance boxes, but embed systems that drive growth, trust, and excellence.

From ISO 9001, ISO 14001 & ISO 45001, I see each standard as a powerful framework, not just for business compliance, but for culture. I pride myself on supporting businesses to achieve ISO certification, and I love every moment.

My approach is different for one simple reason: I make it human. I remove jargon, build trust through rapport, and get to know the real people behind the business. I prioritise building systems that reflect core values, not just the rulebook.

I recognise that I am not just providing consultancy, I am instilling confidence. Clients feedback that through our collaboration, they feel empowered,

“My approach is different for one simple reason: I make it human. I remove jargon and build trust through rapport.”

supported and capable. For me, that's the real reward.

One of my favourite quotes is from Michael Jackson: "If you wanna make the world a better place, take a look at yourself and then make a change."

I'm passionate about what I do as I recognise the impact it has. I help clients realise that ISO isn't red tape, it is the roadmap to resilience. If I can inspire even one leader to see standards as a strategic superpower, then I know I've done more than my job... I've made a difference.

ISO, in many ways, is exactly that: it starts with internal change and ends with a stronger, superior business.

Melissa Hancox Tech IOSH, PCQI

Website: www.mhiso.com

Email: melissa@mhiso.com

LinkedIn: www.linkedin.com/in/melissa-hancox



Melissa Hancox
Founder of MH ISO Consultancy



CJP Broadcast: Doing business the right way

CJP Broadcast began as a one-person consultancy, set up by Chris Phillips after a period of upheaval. What followed was considerable growth shaped by Chris's expertise and a clear set of values.

Today, the Herefordshire-based company is recognised nationally for its work in TV and broadcast systems and virtual production - but its roots, and its commitment to supporting the surrounding community, remain just as strong.

CJP works with organisations of all sizes and treats every project with the same care - whether it's a national broadcaster or a local club. From live production services for Hereford FC during lockdown, to AV and video systems for Cinderford RFC, and podcast equipment for Forest of Dean-based Mountain Perspective, these are just a few examples of how CJP applies its expertise across a variety of local projects. For Chris, making these capabilities available within the region is every bit as important as delivering them on a national scale.

That commitment to the community also extends beyond client work. The CJP team provides annual production support for St Michael's Hospice's Light Up a Life service, and offers work experience and mentorship to students from the Royal National College for the Blind (RNC), offering hands-on experience and opportunities in media production.

CJP is also a certified carbon neutral business, ISO 9001 accredited, and a recognised Living Wage Employer, Disability Confident, and



Chris Phillips,
Founder & Managing
Director of CJP
Broadcast

part of the Armed Forces Covenant. For Chris, leading with principle has always been the priority - and the results speak for themselves.

Website: www.cjp-bss.co.uk

Email: sales@cjp-bss.co.uk

Telephone: **01600 750 379**





A woman on a mission to champion the need for high quality 'loos' across the UK

Becky Wall BEM is a woman who is literally changing lives up and down the UK for people who need to use decent and accessible public toilets.

While washrooms, toilets and all that goes with them may not seem like a 'sexy' subject, these are facilities we all need to use. This could be in a business setting, on holiday, on a day out, in a hotel, on a campsite or caravan site or when shopping. How many of us remember when the toilets are disgusting?

For others, good accessible washroom facilities are vital to their ability to engage in daily life and enjoy the same freedoms as anyone else. These people might have disabilities, might need to be with carers or they may have a chronic condition such as Crohns or Colitis – or they may simply be parents with small children.

Becky said: "There is not one person in the UK who does not need to use washroom facilities every single day – and for many people that experience will leave a lot to be desired.

"My mission is to change that and to encourage all away from home washrooms to be 'graded'

so that the public can see how good they are. I know that for me growing up, my Mum would often walk away from any venue if the washrooms were not up to scratch.

"This means that now I'm the same. I believe all toilets and washroom facilities should be decent and should have high standards when it comes to cleanliness, facilities, accessibility and simple care for the needs of customers and staff."

Becky, who lives in Herefordshire, has worked with her husband Charles to improve public washrooms up and down the land because decent facilities matter to her. The couple have their own business A Plush Flush which provides high quality mobile toilets to events across the country.

That business was created almost accidentally when Becky, who was attending a friend's wedding where she had recommended a provider of loos who failed to attend when the toilets broke down during the

reception. From this and similar experiences she identified a niche in the market for high end luxury mobile toilets

The solution to this was the creation of A Plush Flush. Now the couple provide posh portable loos to events up and down the UK.

Yet it wasn't just about 'business' for Becky, when she had the opportunity to take on The Loo Of The Year Awards a few years ago, she took up the challenge. Today close to 1,500 organisations which provide washrooms enter the awards and put themselves forward for scrutiny by a team of inspectors. This summer that team will be travelling up and down the UK grading toilets against more than 100 criteria and those venues will be graded from bronze to diamond.

"Toilets matter," Becky said. "We all need to use them and for some people the ability to access good washroom facilities means the difference between a day out or staying at home. In business it is the difference between caring for your staff and customers and showing them how important they are. This can directly affect a company's 'bottom' line (pun fully intended)!"

And on top of it all Becky has already received the British Empire Medal for services to charity and her local community and last year received a special recognition award in the national Best Business Women Awards.

To find out more visit www.loo.co.uk/297/Entry-Information-2025

"I believe all toilets and washroom facilities should be decent and should have high standards when it comes to cleanliness, facilities, accessibility and simple care for the needs of customers and staff."

Becky Wall BEM



Providing fractional CFOs to ambitious SME businesses

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Why did you start your business? What was your big dream? At the beginning of any new relationship we urge every client to ask themselves the only truly important question: 'What number *really* matters to you?'



Your local CFOs in Herefordshire and Worcestershire (above: left to right) **Richard Lee, Craig Butcher and Simon Neale** would love to speak with you to outline your goals and create a financial plan to get you there. Get in touch today or view our wider team in the UK via our website: www.cfocentre.com

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Get in Touch

If you would like to speak to Richard, Simon or Craig about taking on a fractional CFO call on...

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Simon Neale	☎ 07713 073778	✉ simon.neale@cfocentre.com
Craig Butcher	☎ 07771 577875	✉ craig.butcher@cfocentre.com

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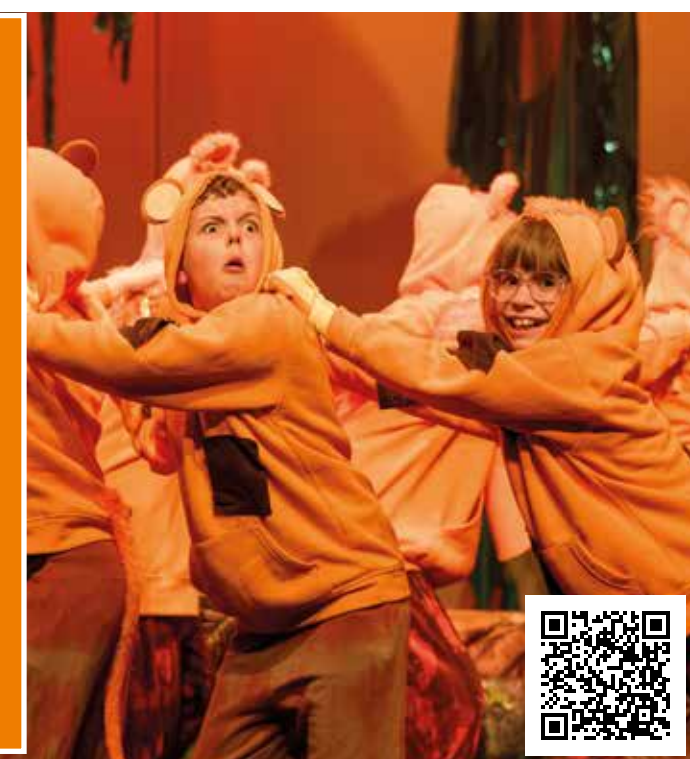
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PRIMROSE NETWORKING DINNER

-- Dine & Discover --

Join us this September for an evening of delicious food, meaningful connections, and exciting business opportunities at the Primrose Networking Dinner.

This event promises great conversation, inspiring stories, and a chance to grow your network. All in support of a vital cause.

We're also thrilled to welcome, international athlete, Danielle Jordan-Taft, as our guest speaker! Her inspiring journey is a powerful testament to perseverance, teamwork, and leadership.

Tired of thinking about new ways to support a charity that suits your business?

Primrose Hospice & Family Support Centre is excited to announce the launch of our new corporate partnership programme, **Primrose Partners**.

To sign up to be a Primrose Partner comes at no cost or obligation to your business. We simply ask if we can email you once a month about **SPECIFIC** opportunities you could get involved with to support Primrose Hospice!

Thursday 25th September
6:00pm - 10:00pm
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Tickets: £50

To sign up or for more information please email:
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The Turner Trust also supports Arley Arboretum, promoting 'access for all'. Local schools, clubs and visitors can benefit from its natural environment and learn about plants and trees in a unique, tranquil setting.

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Nurturing Neurodiversity in the Workplace

Why Embracing Neurodiversity is Key to Thriving Teams

"Neurodiversity refers to the variability of human minds and all the unique and different ways that people can exist, think, act, process, feel and function. Neurodiversity refers to all human minds on the planet. It includes everyone- neurotypical and neurodivergent alike." (Wise, 2024, p16)

Statistics indicate that an estimated 1 in 5 individuals in the UK identify as neurodivergent, covering a spectrum that includes dyslexia, autism, ADHD, dyspraxia, dyscalculia, and Tourette's. With these figures in mind, it becomes increasingly clear that workplaces must evolve to celebrate neurodiversity. By fostering environments tailored to the unique strengths of a diverse workforce, organisations stand to benefit from the innovation, creativity, and diverse perspectives that these individuals bring.

So, how can we move the needle toward greater neuro inclusion? Initiatives like those offered by Nurturingnd provide a practical roadmap. Here's how:

- **Professional training sessions:** cultivate neuroinclusive environments by equipping teams with the knowledge to recognise and celebrate neurodiversity.

- **HR consultancy:** guidance and support to ensure that policies and processes are neuroinclusive.
- **Workplace strategy coaching:** practical tools and strategies to empower neurodivergent employees to thrive in their roles.
- **Workplace needs assessments:** identify and implement reasonable adjustments to foster supportive and inclusive workplaces (coming soon).

By embracing neurodiversity, organisations move toward inclusivity, taking a step not just toward equity, but toward a future filled with greater understanding, wellbeing, and shared success.

Wise, S. (2024). *We're All Neurodiverse*. London: Jessica Kingsley Publishers.

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Hayward Wright raises thousands for Parkinson’s UK at Annual Charity Golf Day

Accountancy and advisory group Hayward Wright held its third consecutive annual charity golf day last week in partnership with Parkinson’s UK, the national charity that campaigns for better health and care services for those affected by Parkinson’s while funding research into groundbreaking new treatments.

The all-day event at Shirley Golf Club in Solihull brought together more than 135 individuals from organisations across the Midlands region, raising over £8,500 for the charity.

Guests enjoyed a day of networking and golf, which began with an opening address by Hayward Wright’s Managing Director, Alistair Hayward-Wright. This was followed by a presentation from Barrie Smith, a local volunteer for Parkinson’s UK, who shared his personal journey living with Parkinson’s and provided insight into how the funds raised will support the charity and those affected by Parkinson’s.

The Hayward Wright team organised several fundraising initiatives throughout the day, including morning tee auctions, a “beat the pro” challenge on the 12th hole, and a raffle during the evening dinner. The event was supported by sponsors including bid management and marketing consultancy Stephen Alexander, independent mortgage advisory business Blackstar Mortgages, Worcester-based creative and brand agency F8 Creates, contract-moulding business JSC Rotational, and wealth management firm KLO Financial Services.

Alistair Hayward-Wright commented: “This is the third consecutive year we have run our charity golf day, and it has once again received incredible support from organisations and individuals across the Midlands region. The work Parkinson’s UK does is remarkable, and as



our chosen charity for 2024, we are delighted to have played our part in supporting their mission to help those affected by Parkinson’s. A huge thank you to everyone who participated and supported us, and congratulations to the winning team from Rohomon Risk Management – we are already looking forward to our 2026 event.”

Aaron Coleman, Community Fundraiser at Parkinson’s UK, commented: “We are incredibly grateful to the Hayward Wright team and all the participants who made this charity golf day such a tremendous success. The funds raised will make a real difference to the lives of people affected by Parkinson’s, helping us continue our vital research into new treatments and provide essential support services.”



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Local businesses raise over £5,000 for Grace Kelly Childhood Cancer Trust

Worcestershire-based firms Ballards LLP and Four Squared Recruitment have raised over £5,000 for the Grace Kelly Childhood Cancer Trust through a series of creative and challenging fundraising activities.

The campaign ended with a festive “Jingle and Mingle” Christmas event, capping off a year that included a 10-mile charity run, the Three Peaks Challenge, and even a charity skydive. In March 2025, the two companies won the Trust’s Corporate Challenge by raising the most money within a set timeframe – highlighting their teamwork, creativity, and community spirit.

Matthew Clarke, Marketing Manager at Ballards LLP, expressed his pride:

“At Ballards LLP, we’re committed to making a positive impact in our community. Partnering with Four Squared allowed us to do just that. I’m incredibly proud of everyone involved.”

Emma Richardson, Managing Director at Four Squared Recruitment, added:

“The passion and drive shown by our team and our partners at Ballards have been truly inspiring. From mountain climbs to skydives and our Christmas event, everyone went above and beyond.”

The Grace Kelly Childhood Cancer Trust was founded in memory of Grace Elizabeth Kelly, who passed away in 2014. It funds research into rare childhood cancers, promotes earlier



diagnoses, and supports families facing a cancer diagnosis.

The partnership between Ballards LLP and Four Squared Recruitment demonstrates the power of local businesses to make a lasting difference.

Both companies thank everyone who contributed to the campaign’s success.

Nature needs you - Herefordshire’s largest membership organisation is seeking a new Treasurer!

Herefordshire Wildlife Trust works to recover nature and is the county’s largest membership organisation with over 8,0000 members.

The organisation is now recruiting for a new Treasurer to join its Board of Trustees and a take a strategic lead for finance.

Do you have a strong commitment to

wildlife conservation; a demonstrable experience of financial management; the skills to analyse proposals and examine their financial consequences and the ability to apply clear logical thinking and creativity to developing our strategy? A good understanding of governance, gained either as a Trustee of another charity, a director

of a company, or as a manager who has worked with boards is also required.

If you would like to learn more about this opportunity please click to read more www.herefordshirewt.org/jobs/trustee-treasurer or be in touch with Jamie Audsley, CEO, HWT - j.audsley@herefordshirewt.co.uk, 07950 658 865

One year on – how a charity superstore in Herefordshire has been embraced by their local community

In May 2024, St Michael’s Hospice opened the doors at its brand-new charity superstore in Whitestone Business Park, Hereford.

Hundreds flocked to its grand opening and have continued to show their support throughout its first year, with over 160,000 visitors spending £1.3 million in the shop and café.

One year on, this popular destination has transformed how the local community shop and support their local hospice, with one local couple even choosing to furnish their whole home from the Whitestone shop.

As well as raising crucial funds for St Michael’s Hospice, this site champions sustainability, from promoting pre-loved shopping online and in store, to saving as many items from landfill as possible. Items sold in the shop at Whitestone have so far saved over 125,905 kg from going to landfill, resulting in a CO2

emission saving of 1,697,189 kg.

Furthermore, within this first year, over 77,379 bags were donated with Gift Aid, demonstrating further the support from the charity’s donors. As a result, 41% of sales during this period had Gift Aid attached, allowing St Michael’s to claim an additional £113,140 from the government – a much-appreciated contribution to the funds needed to support the important care services the hospice provides.

Rachel Jones, Director of Income Generation, Marketing & Communications at St Michael’s, said, “Hundreds of patients and families have received care and support, free-of-charge thanks to our customers’ visits to Whitestone over the last year. We simply couldn’t support as many people in the community without our shops, with funding from our retail portfolio overtaking the contribution from the NHS. Our shops are an essential part of helping

the community give pre-loved quality items a second chance, whilst raising money for their local hospice.”

Rachel added “We are also hugely grateful to those who give their time to volunteer on site. It’s a great team. Of course, we’re always looking for more helpers, so if you would like to help in the shop, cafe or Warehouse, we’d love to hear from you.”

Want to visit St Michael’s Hospice Whitestone? This shop is located at Whitestone Business Park, Hereford, HR13SE. Stay up to date with the latest news from St Michael’s Hospice shops by following them on Facebook and Instagram (@shopstmichaels hospice) or visiting their website www.st-michaels-hospice.org.uk

If you’re interested in volunteering at Whitestone email whitestone@smhospicehereford.org

Spotlight on Late Payment Fees, and when they can be applied

The Late Payment of Commercial Debts (interest) Act 1998, is a legislation that many businesses are aware of, but don't always apply.

It gives them the right to charge their customers compensation and statutory interest on any overdue invoices to help cover debt collection costs.

Applying interest also helps internal credit control teams communicate to customers that late payment is not to be tolerated and encourage the importance of making timely payments.

Any business invoicing another business (B2B) can add this statutory interest to cover late payment, which is 8% above the Bank of England base rate, and a fixed sum for the cost of recovery. The amount you are allowed to charge depends on the amount of debt; £40 for debts up to

£999.99, £70 for debts up to £9,999.99, and £100 for debts of £10,000 or more.

The LPA does not need to be written into terms and conditions or agreements or even stated on invoices. However, it is good practice to mention to customers prior to engaging in business with them. Whilst B2C businesses cannot apply LPA, they can, as long as cited in their customer T&Cs or agreements apply additional fees to cover late payment, if these are reasonable and fair. Care must be taken that applying these charges do not tip into what may be considered as 'regulated debt', so it is worth checking with a specialist in these matters who can give you bespoke advice based on your payment terms.

Late payment interest or additional charges do not have to be applied, but the main benefit of doing so is acting as leverage



to secure speedier payment, which is so crucial for any business' cash flow.

At Controlaccount we have a highly experienced and friendly team who can offer expert advice about the Late Payment Act and assist with any overdue invoices that you may have. With over 45 years' experience, our debt collection methods are ethical, effective and transparent, with a focus on improving business cash flow, whilst preserving your customer relationships and reputation.

Our services are delivered on a no collect, no fee arrangement. Find out more a www.controlaccount.com or call us on **01527 386 610**

Neurodiversity: A growth strategy hiding in plain sight

When businesses think about growth, they often focus on customer acquisition, investment, or new product lines. But what if one of the biggest untapped drivers of innovation, productivity, and profit was sitting within your existing workforce - or being filtered out before even being hired?



Neurodivergent individuals - those with ADHD, autism, dyslexia, and more - bring unique skills, perspectives, and problem-solving approaches. Yet most workplaces remain designed for just one kind of brain.

Research shows that neurodiverse teams are more innovative, adaptable, and capable of identifying new revenue opportunities. But to unlock that value, businesses need to go beyond awareness and take action: from rethinking recruitment to investing in neuroinclusive leadership.

Attracting and retaining neurodivergent talent isn't just about inclusion. It's a strategic move toward resilience, adaptability, and growth.

So how can businesses create the conditions where neurodivergent minds can shine?

One solution is to invest in a Neurodiversity Champion Training Programme - equipping people within your organisation to confidently advocate for accessible, inclusive practices and become go-to points of support across teams. It's a practical, scalable way to embed neuroinclusion into your culture from the inside out.

Creating the conditions where all minds can thrive isn't just the right thing to do - it's a powerful growth strategy.

If you're serious about increasing revenue, attracting exceptional talent, and staying competitive in a changing world, neuroinclusion must be part of the conversation.

Ready to build a neuroinclusive culture that supports your business goals?

Visit www.maisiecass.co.uk or email: hello@maisiecass.co.uk

arrangeMY awarded a much-coveted Gold Award

Worcester-based Business Travel specialists, arrangeMY, have recently been awarded a much-coveted gold award for their sustainable efforts and procurement processes within their supply chain by industry environmental accreditation experts, Greengage Solutions.

arrangeMY has been committed towards sustainability practices for many years now, and this award is a welcome addition to the portfolio of green, ESG-focused awards and accreditations that the successful family business has already been awarded.

The travel management company specialising in supporting corporate businesses to buy business travel, book corporate accommodation, plus source and manage events has seen a significant shift in the importance of client ESG priorities. This

award allows clients to compare suppliers and ensure that they are operating to expected standards, both economically, ethically, and socially.

Head of Sustainability at arrangeMY, Laura Dudley, "This achievement confirms that we are committed to supporting our clients to make informed decisions about where and who they want to place their business with. We are delighted to have been nominated for the award and to have been awarded gold, which shows our positive efforts are steps in the right direction towards protecting our planet and reducing our impact."

With companies embracing their own Route to Net Zero strategies, arrangeMY appreciates how vitally important it is to be able to be transparent and align with the best possible suppliers within our supply chains. arrangeMY



will continue to embrace and develop further sustainable best practice opportunities for their clients.

arrangeMY

Tel: **01905 610016**

www.arrangemy.com

KEMP Hospice to offer boutique shopping experience in new Hagley Store

A stylish new charity shop with a boutique feel is set to open its doors in the heart of Hagley, bringing with it a carefully curated collection of ladies clothing, formal wear, prom outfits, and accessories.

This summer, KEMP Hospice will be opening 'The Boutique by KEMP Hospice' a brand-new shopping experience for customers looking for premium ladies clothing and accessories. All items are pre-loved and have been donated to help raise vital funds for KEMP Hospice.

Gary Barnes, Head of Retail at KEMP Hospice said, "This is an exciting project for KEMP. 'The Boutique' is a new style of shopping experience for KEMP and we cannot wait to open the doors this Summer. KEMP shoppers show incredible generosity and loyalty to our charity shops, and we look forward to welcoming them to our new Hagley store,



along with greeting new customers who might not be familiar with our existing shops across the Wyre Forest."

Specialising in ladies' day wear, formal clothing, premium clothing and accessories, The Boutique by KEMP Hospice will be a

hub for the Hagley community. Conscious shoppers can browse the rails for a perfect outfit across two storeys and show their generosity by dropping off clothing donations to support KEMP Hospice. Gary continues "Hagley has a bustling high street and a wonderful community. We hope the new store can become a part of that community, adding another quality shopping location for everyone to enjoy."

For anyone who would like to support KEMP Hospice with their new store, there are a number of volunteer opportunities available; perfect for anyone who loves meeting people, has a flair for fashion, or wants to show their support for KEMP Hospice. To enquire about volunteering, you can send your details via the KEMP Hospice website at www.kemphospice.org.uk/support-us/volunteer-with-us

Changes in SME Solicitors' Commercial Property department



SME Solicitors is delighted to announce the promotion of Jack Smith to Partner.

Jack became Head of Commercial Property in 2024, building on his extensive experience handling both commercial and residential property matters. He strives to provide a personal and proactive service to clients, ensuring that they are satisfied with the service they receive and are kept up-to-date and reassured at all times.

Our Senior Partner, Ian Stirzaker, said, "Jack has been with us for over ten years. During that time, he has become a consistently popular, reliable and authoritative source of knowledge

and advice on all property matters. If we have a problem, he is our go-to source for a solution and we are delighted to welcome him into our partnership."

Congratulations, Jack!

In other news, the firm is saying a fond farewell to Philip Mullins, who is retiring after 25 years of service. Philip started with us in October 1999 and has made a huge contribution to the firm as a whole, supporting the team with his knowledge and expertise.

Thank you, Phil, for all of your hard work and commitment over the years. We wish you all the best in your next chapter.



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- Become aware of the latest business support programmes, grants and events available across the county.
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Get in touch at grants@worcestershire.gov.uk

Whether you're a start-up, established SME, or looking to reduce your operational costs our suite of grant programmes can help you invest, grow, and thrive.



Efficiency



Growth



Innovation



Start-up

Why Apply?

- Financial support for your business
- Encourages innovation and efficiency
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Grants Available Across Worcestershire

All grants are:

- Match-funded
- Awarded through a competitive process
- Subject to availability (first-come, first-served)

Available Grants

Growing your business

- £1,000 – £10,000
- For businesses trading 3+ years

Starting your business

- £1,000 – £10,000
- For businesses trading under 3 years
- Requires a business plan & financial forecast

Innovating your business

- £2,500 – £30,000
- For businesses bringing a new product or technology to market



SCAN
ME!

To find out more


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good services, good value


Wyre Forest
District Council


worcestershire
county council



Lights, Camera, Action! Wild Edric Media & Herefordshire & Worcestershire Chamber of Commerce

Herefordshire & Worcestershire Chamber Of Commerce has appointed a local production company as their Video Partner for the upcoming Chamber Expo, in a drive to create engaging video content to promote the Chamber and it's services, as well as providing a spotlight on some of it's diverse member businesses through a series of films.

Wild Edric Media have been producing marketing-led content for companies across the two regions for many years now, which also includes targeted TV Commercials for SME's with the Sky AdSmart platform, as well as for broadcast on ITV.

Sharon Smith, CEO H&W Chamber said "We are delighted to announce our collaboration with Wild Edric Media on a very special project that has been in development for several months. This partnership represents a shared vision and commitment to delivering exceptional content, and we're excited to reveal more details in the near future.

In addition, we are pleased to confirm that Wild Edric Media will also be joining us as the official Video Partner for our upcoming Chamber Business Expo, scheduled to take place this October. Their expertise in high-quality video production will play a key role in capturing the energy and success of the event, and we look forward to working closely with their team both in the lead-up to and throughout the Expo."

Carl Walker, Managing Director at Wild Edric Media added 'We are thrilled to be awarded this prestigious position as Video Partner for the Chamber's Business Expo, which we've been Members of for some time and have always been impressed with their support to local businesses. We've created a range of promotional videos and TV adverts for a number of regional businesses, and we are excited to have the opportunity to bring our creativity and high-end production experience to the Chamber, using the power of video to promote not only the brand but also highlight their vast range of services to help local businesses. It really will be Lights, Camera, Action!'

For more information about Herefordshire & Worcestershire Chamber Of Commerce, please visit www.hwchamber.co.uk

For more information about Wild Edric Media's Video Production services, please visit www.wildedricmedia.com

"We are thrilled to be awarded this prestigious position as Video Partner for the Chamber's Business Expo, which we've been Members of for some time and have always been impressed with their support to local businesses."

Carl Walker, Managing Director at Wild Edric Media



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Supporting Every Business! Whether you're a start-up, SME, or large enterprise, the Herefordshire Growth Hub is here to help. We bring together national and local business support in one place—making it easier to access the advice, funding, skills, and connections you need to grow, we're your one-stop shop for business success.

A taste of our current opportunities

FINANCE & FUNDING

Looking for funding or finance options? The Herefordshire Growth Hub is here to help you navigate the funding landscape and find the right support for your business. Get in touch today to see how we can help.

We want to hear from you! What kind of advice or support would help your business consider introducing Research & Development (R&D) activity? Complete our survey www.surveymonkey.com/r/CY95CRW

ADVICE & SUPPORT

Looking for tailored business advice? Book a one-to-one session with our expert team. We can also come to you—especially if you're a large or high-growth business. We're keen to build strong, personalised relationships that support your growth journey. Book onto one of our Surgeries here www.eventbrite.co.uk/o/herefordshire-growth-hub-41350470203

Sign up for our Newsletter! Stay ahead of the curve with the latest business support, funding opportunities, events, and expert advice—delivered straight to your inbox. You can sign up for the newsletter at bit.ly/4IMOt4p.

Skills Boost: Whether you're just starting out or looking to upskill your team, our Skills Boost programme is here to support you. Apply now for a Skills Boost financial grant to help fund training and development for local employers and employees. worcestershiregrowthhub.co.uk/skillsboost

EMPLOYMENT & SKILLS

Herefordshire Employment & Skills Conference – Coming this Autumn. The Employment & Skills Conference brings together employers, educators, and training providers to support your workforce planning, tackle skills gaps and help with your future skills needs. Sign up for our newsletter for further details once the date, timings and venue are confirmed.

NETWORKING & EVENTS

Workshops, networking, and more – Check out our full events calendar and get involved at www.eventbrite.co.uk/o/herefordshire-growth-hub-41350470203

We'd love to hear from you! Have a question or interested in getting involved with any of the opportunities mentioned above? Email us business@herefordshire.gov.uk or call on **01432 383343**

Save Money on Membership – Become a Chamber Champion!



Chamber Champions is a referral scheme designed to reward our Members for spreading the word. When you refer a non-member business and they join the Chamber, you'll receive 10% off your next Membership renewal. Even better, the reward is uncapped; refer 10 businesses, and you'll get your next year of Membership completely free.

As a thank you, you'll also receive a Chamber Champion logo to proudly display. Refer three or more businesses, and you'll get a shout-out on our social media channels, reaching over 14,000 followers. The Member with the most referrals by year-end will win a ticket to the Chamber Business Awards and be crowned Official Chamber Champion of the Year.

It's easy to get started – just email membership@hwchamber.co.uk or complete our referral form online.

Terms & conditions apply.

Raise Your Profile with Unlimited PR – Included in Your Membership

As One of the best benefits of Chamber Membership is the opportunity to boost your visibility through unlimited PR. Our Business Direction Online platform is the perfect place to share your latest business news, achievements, updates, blogs, or case studies, and it's completely free to use.



There are no word limits and no restrictions on how many articles you can upload. Whether it's a quick announcement or a detailed piece, simply visit the Business Direction Online webpage, paste in your content, add an image, and your article will be live within 48 hours.

Your stories are visible to thousands of business readers across the two counties, helping you grow your brand and showcase your success.

If you've not taken advantage of this fantastic marketing tool, now's the time. Contact the team at marketing@hwchamber.co.uk and start sharing your story today.



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A new development of 23 commercial units

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Situation

Located off the A456, north of Tenbury Wells and in the Village of Burford, this new build development of 23 units is located adjacent to the Kerry Foods Factory. This position is a short distance from Teme Street, Tenbury Wells and the area offers many facilities to include: a variety of supermarkets, shops, services, primary and secondary schools, library, cottage hospital and cinema.

Description

Ground works have commenced on site for the construction of the 23 new build commercial units, which shall be built in terraces comprising of 6 buildings. These Architect designed commercial units are set within landscaped grounds, providing parking and loading areas within this gated modern estate. The units are available individually or as multiples, with neighbouring units.



Each unit will have personnel access to front, inset to the vertical glazing features and also an insulated roller shutter door. Internally each unit will benefit from LED lighting, W.C and kitchenette facilities. The units will be finished to a high specification with a target EPC rating of A, each being fitted with a solar panel.

Viewing

Via the Sole Agent's Great Witley Office
Great Witley, Worcestershire WR6 6JB

Contact: **Nick Jethwa**

01299 896 968

info@gherbertbanks.co.uk

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Herefordshire & Worcestershire Chamber of Commerce work with Crosby Associates Media to relaunch Business Direction Magazine

Herefordshire & Worcestershire Chamber of Commerce are delighted to announce their new partnership with Crosby Media Associates.

The Chamber and Crosby Media will collaborate closely to ensure a seamless transition toward the end of 2025, with October/November and December/January editions scheduled for release. Beginning in 2026, the publication will shift from a bi-monthly to a quarterly format, featuring a refreshed design and increased content, meaning the magazine will have a longer shelf-life. As well as the physical publication sent to all Members and distributed widely in the two counties, the magazine will also be accessible through the Business Direction online platform, where readers can view content and explore advertising opportunities.

Business Direction will continue to showcase the region's leading business stories,

provide updates on the latest Chamber news, celebrate Member achievements, and highlight key Chamber events. It will also explore broader national and international developments that impact businesses across the region.

Crosby Associates Media brings extensive experience in producing high-quality publications for Chambers of Commerce across the UK and is excited to bring that expertise to the relaunch of Business Direction Magazine.

Nick Fellows, Managing Director of Crosby Associates Media, stated: "We are thrilled to be partnering with Herefordshire & Worcestershire Chamber of Commerce and its wider membership on the revitalisation of Business Direction Magazine. This quarterly publication will deliver quality news, engaging features, and valuable economic insights to the broader business community across the two counties."

Sharon Smith, Chief Executive of Herefordshire & Worcestershire Chamber of Commerce, added: "We're excited to be partnering with Crosby Associates Media, whose proven expertise in publishing for Chambers of Commerce nationwide brings a wealth of knowledge and creativity to this collaboration."

"With a current readership of over 10,500 per edition, Business Direction Magazine has established itself as a key platform within the regional business landscape. One of our key objectives with this relaunch is to expand our reach – providing readers with deeper insights while offering our Members enhanced opportunities to promote their organisations to a broader audience. We are committed to delivering a high-quality publication that captures the strength, innovation, and diversity of our regional business community."

BUSINESS DIRECTION

Business Direction, Herefordshire & Worcestershire Chamber of Commerce's full colour bi-monthly publication. Designed and produced by business people for business people, with a total readership of over 10,500.

Please send all submissions to marketing@hwchamber.co.uk

MARKETING TEAM

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marketing@hwchamber.co.uk

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Disclaimer: Whilst every effort is made to ensure accuracy, the publisher accepts no responsibility for omissions or errors within this publication. Editorial submissions are included at the discretion of the editor. The opinions expressed in articles and letters within this publication are not necessarily those of the Chamber. All offers, promotions and competitions appearing in Business Direction are the sole responsibility of the advertiser/promoting party and Herefordshire & Worcestershire Chamber of Commerce does not accept any responsibility for any representations made within them.



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Apprenticeships are not just for new staff, you can use apprenticeships to progress and upskill your existing staff. Offering progression can help with retaining staff and addressing your future skills gaps.

These are just a few ways that apprenticeships can help your business to succeed.

