

Richmond Business Awards 2023

CONGRATULATIONS to all those exceptional Richmond Business Award winners of the 2023 highly-prized trophies and framed certificates presented at Twickenham Stadium at the Richmond Christmas Ball in November. These are now displayed across the borough of Richmond upon Thames and we applaud the company directors and their teams who work so hard to deliver such excellent products and services to their customers and wider stakeholders.

The Richmond Christmas Ball took place at The Lock banqueting space at Twickenham Stadium, where winners posed alongside our worshipful Mayor Cllr Suzette Nicholson, MPs Munira Wilson for Twickenham and Sarah Olney for Richmond Park, 2023 award sponsors, Richmond Chamber of Commerce and the former head of the BBC, London Weekend Television and the FA, broadcaster and successful businessman Greg Dyke.

Once again, the borough's business community warmly thanks our generous VIPs for wholeheartedly supporting the borough Chamber of Commerce business events and Award Balls, as their presence elevates these occasions to what we believe our excellent borough-wide business community deserves.

Richmond Chamber of Commerce also warmly thanks the Richmond Business Award 2023 sponsors without whom this event really couldn't take place and so we thank: Butterworth Laboratories, Minesoft, Richmond Council, Richmond upon Thames College - HRUC, Harrow Richmond Uxbridge College Group HRUC, Pet People and Richmond and Twickenham Times - Newsquest Group.

The Richmond Business Awards are a recognised and respected institution, this being the 13th judged by an impressive independent, professional and experienced judging panel and we thank all the judges for their invaluable time and expertise.

The judges commented on the very high standards of the entries, reflecting the exceptional ability of directors and their skilled teams in the borough. It is no surprise to us at all that Richmond upon Thames is recognised as one of the most



Photographs: © Vicki Sharp Photography

highly skilled regions in the UK.

Most importantly, business leaders know just how important it is for the board and wider teams to reflect on their achievements. Also everyone's role must be acknowledged and the business wins celebrated. They know too that their team's upbeat energy and confidence then shifts to tackle new business challenges in 2024 with an eye to even more success; motivation matters.

We are extremely fortunate in Richmond upon Thames to have such a solid bank of superbly run businesses from micros, start-ups, SMEs, professional firms to global corporations underpinning our very strong and growing economy.

Directors and managers who entered this 2023 competition have not looked back, as they know they are celebrated across physical, digital, print and social media. They took the plunge despite the challenges of yet another busy year of stubbornly high inflation; increased cost of money; ongoing skill gaps; and lengthy industrial and international disruptions.

Any leader will say the recognition of the people in and around the business plays a crucial role in running an exceptionally successful company. Also, entering the awards helps to inform world-

beating winning business strategies. In short, these awards deliver and drive the growth of the borough's economy.

Now to the winners. We thank all those who voted for their favourites in the People's Choice category. We wholeheartedly congratulate the winner, Richmond upon Thames College HRUC, as they pipped so many great businesses and charities at the post to be officially named the most popular in the region.

With more than 17,000 businesses represented in the borough, these awards generate prestigious wins. This year the Best Business Award, open to the larger businesses in the borough, went to HML, a property management group based in Richmond, with Highly Commended going to the Gladwin Brothers Group and Commended to Butterworth Laboratories. The Best Small Business went to Pet People in East Sheen, Highly Commended to WR-AP and Statoncoe Lettings and Commended to Majestic Fitness and Cool Cuts for Kids.

Also, with more than 1,000 charities and non-profits based in the borough, the Charity Award was hotly contested with The Richmond Foodbank - Vineyard Community coming out on top. We congratulate the team on such an outstanding win.

Twickenham's Alfred Prasad Chef Patron of Shiuli scooped Best Entrepreneur; Petersham Nurseries the Best Environmental Sustainability category and Harlequins Rugby achieved Best Corporate Social Responsibility, with newcomer Richmond's Majestic Fitness taking Best in Start-up and Cool Cuts for Kids Best in High Street. The Best Professional Practice crown went to STAXO Group and Best Innovation to Uptitude.

The Digital Marketing high achievers were Richmond Theatre, GAUCHO were Training and Development champions and Minesoft Best in Customer Service. The 2024 Richmond Business Awards will be open for entries next year at <https://bit.ly/ENTERRichmondBusinessAwards> and should your business wish to join the sponsorship gallery, please contact us at [email@richmondchamberofcommerce.co.uk](mailto:richmondchamberofcommerce.co.uk). The Christmas celebrations with 2024 Awards Ceremony will again be held at Twickenham Stadium at our black tie Richmond Christmas Ball in November and so keep an eye on the Richmond Business Awards website for more details.

If you or your company is commercially active in the region or does business in the borough Richmond upon Thames, we invite you to join the Richmond (borough-wide) Chamber of Commerce, the voice of Business across the borough of Richmond upon Thames.

Just some of the benefits of being a member are: subsidised and regular business networking, free promotions, free business mentoring and free professional advice sessions, subsidised sponsorships and press advertising, lobbying, subsidised international trade, mediation services and more.

Corporations, SMEs, micros, professionals are invited to join to drive even greater prosperity across Richmond upon Thames <https://www.richmondchamberofcommerce.co.uk/join-the-richmond-chamber-of-commerce/>

Again many congratulations to all our award winners and thanks again to the superb sponsors, judges, guests, VIPs and all those who supported the event by entering, attending and celebrating in style. See you next year!

Anne Newton

Chief Executive, Richmond Chamber of Commerce

Meet the judges



Anne Morrison is CEO and creative director of Nevision, a London-based independent film and TV company. She won BAFTA and RTS Awards in 2022 as executive producer of *The Missing Children*, which has also been nominated for a Prix Italia. Previously, she held senior positions in BBC Television, founded the BBC Academy and was chair of BAFTA. She is chair of Pearson College London, a member of the British Academy's communications and engagement committee, an executive coach and an international keynote speaker on issues such as diversity and talent development. In 2018 she was awarded an honorary doctorate by Nottingham Trent University for services to broadcasting and the arts.



Anne Newton, chair of the of the judging panel and chief executive of the Richmond Chamber of Commerce affiliated to LCCI, has held international business director roles at: De La Rue leading consultancy into FMCG boards on anti-counterfeit technologies and strategies to their supply chains and infrastructures; airline retail IT 'track and trace' technologies and intermodal logistics solutions; global packaging sector to FMCG; sports sector innovations for global FMCG brands worldwide; and world-leading pharmaceutical data banking and marketing solutions agency.



Jackie Harrison was formerly SDL's global customer services director and led a global team supporting its worldwide customer base. Jackie's career has been senior positions mainly in the IT industry at IBM, Business Objects, Cap Gemini and the NHS.



Richard Saunders, formerly Kantar Consulting Operations director brand and marketing UK and now an independent strategy consultant, specialising in helping his clients to develop new products and enter new markets.



Robert Moffett has worked for Mars Incorporated for 20 years in a variety of learning and organisational performance improvement roles and is currently the global organisation and change director. His HR experience is complemented by previous roles in product development and marketing at Mars, British Sugar and Nestle.



Alison de Lord is a people director specialising in human resources and organisational development in local government, the charity sector and more particularly in education; that is in schools, further education (FE) and higher education (HE). Alison's time as assistant principal at Richmond Upon Thames College has been instrumental in its journey of improvement. Alison is a practised strategist and corporate services senior leader.



John Ellis has a deep experience of the financial services industry with roles across disciplines including sales, training and development. During his career he focused his activities on developing the skills of others through training and coaching.



Gordon Hamper, a senior manager at top 20 UK accountancy firm Menzies LLP for more than 25 years, he acts as a trusted adviser to SME clients operating in a variety of sectors. Primarily based in the South of England, also managing international clients from the US, Australia, Switzerland and Europe.

PEOPLE'S CHOICE AWARD



Sponsored by Richmond Chamber of Commerce



HIGHLY COMMENDED: Whole Foods Market
COMMENDED: Richmond Theatre

WINNER Richmond upon Thames College - HRUC

RICHMOND upon Thames College HRUC is voted and, therefore, recognised as the most popular in the Borough of Richmond upon Thames in 2023.

Students and stakeholders alike affirmed their support in the 2023 public vote and they were motivated by the purpose-built high-tech college development, as well as the wider cutting-edge educational and skill opportunities offered by the Harrow Richmond Uxbridge College Group; a win-win opportunity for all.



JOIN and leverage more locally by connecting to Richmond-upon-Thames and London businesses and directors



bit.ly/JoinRichmondChamberofCommerce



BEST ENTREPRENEUR AWARD

Sponsored by Richmond Council

WINNER Chef Patron Alfred Prasad of Shiuli

CHEF Patron Alfred Prasad of Shiuli was the youngest Indian chef to have a Michelin star. In December 2021, he opened the Shiuli restaurant in Twickenham which defied all the gloomy predictions and now, just three years later, it is rated No 1 of 132 Twickenham restaurants on Tripadvisor and has a 4.9 star rating on Google.

The pillars of his business are cuisine, culture and community and what's more he strives to make ethical choices and partner with sustainable suppliers.



HIGHLY COMMENDED: Yauheniya Tyler - Uptitude and Henry Weston - PageTiger
COMMENDED: Derek Mason of Super Structures Associates



JOIN and enter, sponsor and attend the Richmond Business Awards at Twickenham Stadium



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UPTITUDE



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BEST CHARITY OR NON PROFIT AWARD

Sponsored by Richmond Chamber of Commerce

WINNER The Richmond Foodbank - Vineyard Community

THE Richmond Foodbank - Vineyard Community provides an essential service to the borough's most vulnerable residents with record demand for their services in 2023.

The team has consistently overcome significant challenges remodelling the entire service to attract more volunteers and work closely with local businesses to serve as many as possible, with moving testimony of local residents who have turned their lives around as a consequence.



All Hallows Twickenham

A living Church for a living Community



HIGHLY COMMENDED:
All Hallows Church
Twickenham
COMMENDED: Aurora
Metro Arts and Media



Lobby

JOIN and improve business by lobbying government and MPs using the strength of the Chamber of Commerce



bit.ly/JoinRichmondChamberofCommerce

BEST ACHIEVEMENT IN CORPORATE SOCIAL RESPONSIBILITY AWARD



training

Sponsored by Richmond Chamber of Commerce

JOIN and participate in training, knowledge-sharing and conferences to grow the local, London and UK economy



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HIGHLY COMMENDED:
WR-AP
COMMENDED: Super Structures Associates



Harlequins



WINNER Harlequins FC

HARLEQUINS FC submitted an extremely strong submission for this year's awards, detailing the wide range of CSR and community programmes they run through the Harlequins Foundation.

The judges were very impressed by the rigorous approach Harlequins have developed to measure the impact of these initiatives, as well as the depth of positive feedback that they have gathered from stakeholders.



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BEST START-UP AWARD



Exciting opportunities in a vibrant, modern campus.

Nestled in the heart of southwest London, Richmond upon Thames College offers an outstanding range of courses and opportunities for students to thrive. With its picturesque surroundings and vibrant community, our College provides an exceptional environment for learning and personal growth.

The college's commitment to academic excellence is reflected in its dedicated faculty, state-of-the-art facilities – including our brand-new future technology-focussed STEM Centre (Science, Technology, Engineering and Maths) – due for completion in Summer 2024, alongside our inspiring new, main building.

The College benefits from thriving relationships with local schools including a new partnership with Richmond upon Thames School creating an innovative Sixth Form Plus for students.

From A-levels to vocational qualifications, our College ensures a supportive and dynamic educational journey for every student, with extracurricular activities, work placements, and support services to nurture well-rounded individuals.

Whether pursuing further education, stepping into the workforce, or exploring entrepreneurial paths, Richmond upon Thames College empowers students to excel in a rapidly evolving world.



Find out more at rutc.ac.uk
Part of Harrow, Richmond, and Uxbridge Colleges (HRUC)

Sponsored by Richmond Upon Thames College – HRUC



HIGHLY COMMENDED: Cloud for Me and Seashell Ai
COMMENDED: Books on the Rise and Cool Cuts for Kids



WINNER Majestic Fitness

WINNER Majestic Fitness broke through what is a very competitive post-pandemic market in the borough of Richmond upon Thames with great financial results reflecting considerable resilience and determination by their directors and team. Interestingly their ethos is not only to provide the tools and motivation to help local residents achieve and maintain a healthy lifestyle, but also to combat mental stress, which is extremely important in today's times.



BEST DIGITAL MARKETING AWARD

Sponsored by Richmond Chamber of Commerce

WINNER Richmond Theatre

RICHMOND Theatre's consistent and engaging digital marketing media delivers to the ATG Group on various critical levels: commercially in attracting Richmond Theatre ticket sales and ATG memberships; also building corporate social responsibility community (CSR) engagement with borough businesses and residents; and developing cultural heritage. Richmond Theatre is an excellent business example of how to apply online marketing strategies well.



UPTITUDE



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"Customer satisfaction at affordable prices"

HIGHLY COMMENDED: Richmond and Hillcroft Adult Community College and Uptitude
COMMENDED: Le Salon Privé and A Sparks Electrical



Richmond Chamber of Commerce

Artificial Intelligence strategies for business

Seminar with light breakfast and business networking

Richmond Upon Thames College – HRUC
Langhorn Drive, Twickenham TW2 7SJ
Tuesday 12 March, 9.00am–11.00am
bit.ly/AI4BizStrategies

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BEST PROFESSIONAL PRACTICE AWARD

Sponsored by Richmond Chamber of Commerce

WINNER STAXO Group

STAXO Group is the well-deserved winner of the trophy in this category due to their team's strict adherence to an ethical and transparent code of conduct with customers as their priority.

Impressive testimonials from prestigious clients confirmed the firm's excellent professional practice.

Also their continuous improvement processes applied to all areas of the business demonstrated a rigour that impressed the judges.

HIGHLY COMMENDED: Butterworth Laboratories and WR-AP
COMMENDED: A Sparks Electrical and Super Structures Associates



Richmond Chamber of Commerce

Skills gaps and HR strategies to bridge these

Seminar with light breakfast and business networking

Richmond Upon Thames College – HRUC
Langhorn Drive, Twickenham TW2 7SJ
Tuesday 6 February, 9.00am–11.00am
bit.ly/SkillsStrategies

STAXO



ENVIRONMENTAL SUSTAINABILITY



Run by scientists, for scientists

Established in 1974, our leadership team comprises leading analytical scientists that understand your business and your requirements.

Make our FDA and MHRA approved contract analytical laboratory an integral part of your supply chain and allow us to help you achieve your Continuous Production or Just-In-Time Production goals.

Sponsored by Butterworth Laboratories



Petersham Nurseries

HIGHLY COMMENDED: Richmond Theatre and GAUCHO - Rare Restaurants
COMMENDED: WR-AP

WINNER Petersham Nurseries

PETERSHAM Nurseries proved a respected leader in sustainable dining with an environmental sustainability strategy, which seamlessly aligns with their business strategy.

Already Commended with the prestigious Green Michelin star, the team aims for zero waste and a supply chain aligned to their own sustainability ethos and commitment to ethical living.

In addition, the team impressed the judging panel with community educational outreach programmes, workshops and events which raise awareness of sustainable gardening and environmental stewardship. An impressive win.



To find out more call +44 (0)20 8977 0750 email info@butterworth-labs.co.uk butterworth-labs.co.uk



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TRAINING AND DEVELOPMENT



Innovative skills, training and education

At Harrow, Richmond, and Uxbridge Colleges (HRUC), we're proud to be highly engaged with a diverse range of employers and communities.

We're delivering some of the best provision in London – partnering with advisory boards, business groups, and local Chambers of Commerce to ensure our outstanding curriculum meets evolving skills needs.

We work actively with local businesses, enabling our ambitious students to pursue jobs and new career opportunities. While the brilliant West London Institute of Technology offers modularised learning for career advancement.

And now our new Apprenticeship Growth Strategy focuses on economic growth, prioritising higher and degree apprenticeships for regional skill needs.



Find out more at hruc.ac.uk

Sponsored by HRUC GAUCHO

HIGHLY COMMENDED: Butterworth Laboratories and Petersham Nurseries
COMMENDED: Bluebird Care Richmond and Twickenham



WINNER GAUCHO - Rare Restaurants

A successfully-deployed innovative and new approach to their people learning and development that ties in tightly with their business objectives with assessment and follow-through, together with demonstrated impact of employees who have progressed through the business from entry level to general manager.

A powerful story of the power of investing in your talent for today and tomorrow. A great win.



BEST SMALL BUSINESS AWARD

Sponsored by
Richmond Council

WINNER Pet People

THE highly motivated Pet People team excelled in this category with stunningly profitable business growth, particularly impressive brand building and quality service pet owners enjoy.

This is a vet business to watch, as their aim is to deliver 24-7 care and Pet People Pro - a referral service with in-house advanced imaging, cardiology and orthopaedic work.

Already on a high trajectory of growth, this is a business to

HIGHLY COMMENDED: WR-AP and Statoncoe Lettings
COMMENDED: Majestic Fitness and Cool Cuts for Kids



lunchy Play booheads

RICHMOND MEANS BUSINESS

Richmond Business Hub is your local online portal to business support, advice and guidance in the borough, London and beyond.


No two businesses are alike. Richmond is an entrepreneurial borough with a diverse economy, characterised by a high proportion of small independent businesses and a large number of self-employed residents.



Black Salt Restaurant Dominique Nok Photography Refresh Dental




Queen Bee - Marketing Hive The Institute for Achievement and Excellence



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BEST IN HIGH STREET AWARD

Sponsored by
Richmond &
Twickenham
Times

WINNER Cool Cuts for Kids

COOl Cuts for Kids provides a very distinctive offering, doing much to understand its customers' needs and therefore attracting strong customer loyalty.

In financial terms, the growth the business has created over the past twelve months is truly impressive.

With exciting plans to extend their offering on-line, the business is confident of its ongoing success.

Joining the Richmond Chamber of Commerce linked them to an extensive network of partners, clients and professionals including the Chamber mentoring service.



HIGHLY COMMENDED: The Fat Badger Restaurant and Farm Shop
COMMENDED: Shiuli



Richmond Chamber of Commerce

Chamber at Côte Barnes Chilled business networking

corporates, SMEs/micros, professionals, tech, creatives

Tuesday 30 January 11.00am-12.30pm
bit.ly/BizAtCoteBARNES



BEST CUSTOMER SERVICE

WINNER Minesoft

MINESOFT'S customer service philosophy drives a culture of continuous improvement, empowering their support agents to take initiative, make decisions, and go the extra mile to exceed client expectations.

Client feedback is meticulously categorised and analysed to pinpoint trends, pain points, and areas of opportunity.

Minesoft's commitment to nurturing client relationships has resulted in an impressive retention rate of 97 per cent.

Sponsored by
Pet People



HIGHLY COMMENDED: London Marriott
Hotel Twickenham and Le Salon Privé
COMMENDED: Whole Foods Market



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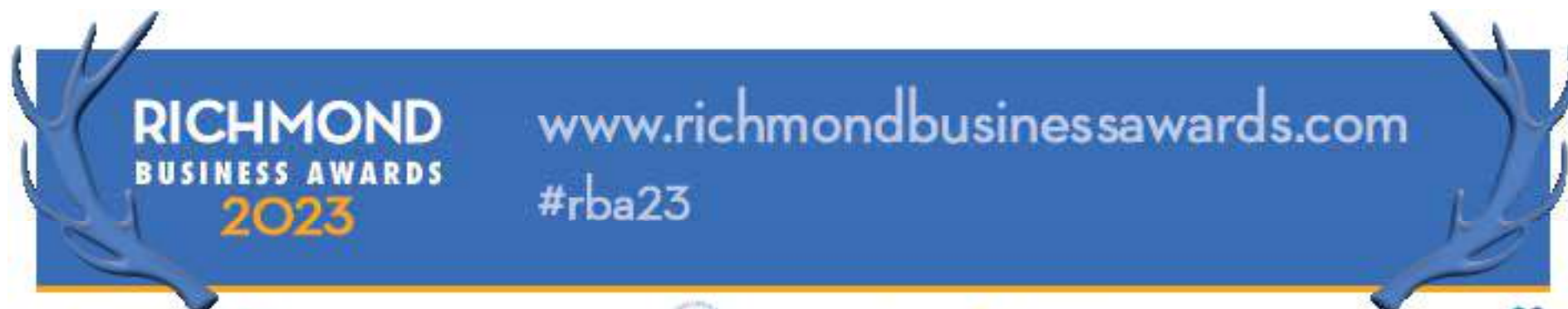
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BEST BUSINESS FOR INNOVATION



Congratulations to all the winners at the Richmond Business Awards 2023

Minesoft is proud to belong to the Richmond Chamber of Commerce, which is affiliated to the London Chamber of Commerce and Industry LCCI.



Sponsored by Minesoft



UPTITUDE

HIGHLY COMMENDED: B-hive Block Management Partners and Richmond upon Thames College - HRUC
COMMENDED: Cloud for Me



B+hive
Block Management Partners



Richmond upon Thames College



cloudforme
Cloud computing for entrepreneurs

WINNER Uptitude

UPTITUDE is the deserved winner of this category having delivered an impressively innovative robust and agile low-code IT platform risk management solution to a global consumer healthcare corporation and this replacing no less than six legacy systems. The new platform was rapidly deployed and is proving to be cost-effective and adaptable to any new challenges or opportunities. An impressive innovation achievement by the Uptitude team.



BEST BUSINESS AWARD

Sponsored by Richmond Chamber of Commerce

WINNER HML Group

THE Best Business Award goes to the highly respected UK industry leader in the property management sector - HML Group. They are already award-winning and this adds to their well-deserved trophy collection. The team have more than 100,000 living units on their books across the UK and excel on so many fronts, not least their excellent business results this year, as well as their impressive investments in technology, people and their HML community.




GLADWIN BROTHERS



BUTTERWORTH LABORATORIES
CONTRACT ANALYTICAL CHEMISTRY

HIGHLY COMMENDED: Gladwin Brothers
COMMENDED: Butterworth Laboratories



JOIN and Promote your business across London in the press, online and at events



bit.ly/JoinRichmondChamberofCommerce

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