

THURSDAY, 7 DECEMBER, 2023 DOUBLETREE BY HILTON, GLASGOW CENTRAL

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Business support where and when you need it

Business Gateway is delighted to have sponsored The Herald Scottish Family Business Awards 2023, and we extend our congratulations to all winners.

- 1:1 advice
- Local support
- Webinars
- Online resources

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N BEHALF of The Herald, it gives me great pleasure to welcome you to The Herald Scottish Family Business Awards 2024 in association with Business Gateway. We are delighted once again to celebrate the crucial part that family businesses of all sizes and ages, across myriad sectors, play in Scotland's economy. As a child, my father worked for a small family business – and it's true to say that he felt he had a real stake in the firm.

It was only later, while I was working for much larger companies, that I realised how rare – and precious – that is.



The entries for this year's annual awards highlighted the strength, depth, and diversity of Scotland's family businesses, and left us in absolutely no doubt that this crucial sector continues to make a huge contribution both to local communities and the overall economy. Tonight's event would not be possible without

the support of our sponsors, Business Gateway, Strathclyde Business School, Virgin Money and LocaliQ.

My special thanks to them and to our judging panel for its time and effort in choosing this year's finalists and winners.

We look forward to rewarding this year's winners for their outstanding work across Scotland. This is your night; an evening to recognise your hard work and the significant role you have played in the Scottish family business sector. So please enjoy yourselves and the celebrations.

AMILY BUSINESSES are the backbone of Scotland's economy, and their demonstrated resilience in recent years deserves recognition and celebration. We at Business Gateway engage with businesses every single day, and so we understand and appreciate just how hard you have worked over the last year to keep your operations afloat and your businesses a success.

Tonight is more than just an awards ceremony, but a reflection of the enduring commitment to family values that define the businesses in the room tonight.

This evening will celebrate the dedication and unwavering spirit of family businesses across Scotland and will allow us to acknowledge a year filled with hard work, tenacity, and shared accomplishments. I'm sure it will inspire us all to continue pushing boundaries and achieving new heights in the years to come.

Congratulations to everyone involved, and the very best of luck to you all.



HUGH LIGHTBODY Chief Officer Business Gateway National Unit



Our business account's an award-winner too

Brighter business banking is here. That means award-winning products, backed by our team of experienced Relationship Managers, offering specialist support to SME's across Scotland.

For more info call: David Henderson Head of Strategic Finance West of Scotland 07718 638477



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* JINERARY

7.00рм 7.45рм

Drinks reception Welcome & Introductions BRYAN BURNETT, Event Host Opening addresses GARRY SCOTT, Deputy Editor, The Herald HUGH LIGHTBODY, Chief Officer, Business Gateway National Unit Dinner served

AWARDS CEREMONY



Fastest Growing Family Business sponsored by Business Gateway



Business Innovation Award



Customer Service Excellence

- 04 Green Family Business of the Year
- 05
- Commitment to the Community
- 06 Rural Family Business of the Year



Next Generation Award

08 Scottish Family Business of the Year (Micro) sponsored by Business Gateway

09 Scottish Family Business of the Year (Small/Medium) sponsored by Virgin Money

- 10 Scottish Family Business of the Year (Large)
- 1 Recognition Award



Juage's Awara

13 Outstanding Contribution sponsored by Strathclyde Business School

After dinner networking and entertainment

Carriages



International Enterprising Leading Local Strathclyde

The final word in business education

Strathclyde Business School is a top business school within a leading international technological University. We understand the business needs of organisations: from start-ups and SMEs to global players.

The Growth Advantage Programme (GAP) delivers relevant, accessible and practical learning for the leaders of ambitious growth businesses in Scotland by combining world class education with peer learning to develop the discipline of growth.

Since its inception in 2015, over 100 business owners with growth-focused aspirations from across Scotland have successfully complete this distinctive programme. In each cohort, participating companies, averaging just over $\pounds 2$ million in sales with 25 employees, have projected a doubling in size, both in terms of turnover and employee numbers, within three years of completing GAP.

If you harbour ambitions for growth visit:

https://www.strath.ac.uk/business/ huntercentreforentrepreneurship/gap/

Get in touch: sbs.growthadvantage@strath.ac.uk





STARTER

Chicken Liver Parfait, Charcoal Crackers, Tomato Red Pepper Chutney

MAIN COURSE

Brisket Wellington, Pomme Anna, Honey Roasted Carrot, Parsnip and Sugar Snaps, finished with a Red Wine Jus

DESSERT

Apple Crumble Tart, Cinnamon Ice Cream & Butterscotch Sauce

PAGE 7

*Dietary requirements catered to by pre-ordered request



B ROADCASTER BRYAN BURNETT is one of Scotland's best known voices due to the many radio and TV programmes he has presented over the past three decades.

Aberdeen born Bryan currently presents Get It On, a nightly music show for BBC Radio Scotland and has presented a wide variety of programmes for the BBC.

For STV, Bryan presented the long running travel show Scottish Passport as well as quiz shows, documentaries and entertainment formats.

Bryan has worked on hundreds of live events ranging from hosting sporting occasions like the London Olympics, to chairing book festivals around the country.



BRYAN BURNETT Broadcaster

Bryan is looking forward to learning more about the businesses and celebrating the contribution that our family businesses have made to the Scottish economy this year.



JUDGES



HUGH LIGHTBODY Chair of Panel, Chief Officer, Business Gateway



IAN McCONNEL Business Editor, The Herald



MAIRI MICKEL Family Business Expert



JOHN ANDERSON Director of Growth Programmes, Strathclyde Business School



DAVID HENDERSON Head of Strategic Finance, West of Scotland, Virgin Money



ANDREW MALCOLM CEO, The Malcolm Group





FASTEST GROWING FAMILY BUSINESS

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COBBS

Cobbs is a two generation family business which started with one hotel in 1991 From then it has grown into a diverse company which is heavily involved in all aspects of hospitality, it has a large portfolio including five hotels, fifteen coffee shops, twelve retail units, Great Glen Gin Distillery and Red Box Tea blending and coffee company. Cobbs also has a bakery which specialises in gluten free. Cobbs has a strong emphasis on family and ensuring a legacy is provided for future generations.

SPECTRUM SERVICE SOLUTIONS

Spectrum Service Solutions is a leading facilities management company who specialise in commercial cleaning, headquartered in Paisley and delivers services to customers throughout the UK. Putting their family values at the heart of every decision, Spectrum's client-centric approach places customer satisfaction at the core of service delivery. Spectrum is dedicated to building trust and always delivering on their promises, ensuring their clients receive exceptional, reliable, and tailored solutions for their facility management needs.

THE DONALDSON GROUP

Leading timber expert, the Donaldson Group has been operating for over 160 years. A sixth-generation family business, the Group comprises 16 specialist market-leading businesses that trade and operate independently. Starting life as a timber importer in Tayport, Scotland in 1860, the business has grown and evolved to become the UK's leading independent timber group. Across the 16 businesses, the Group has the ability to design, manufacture, erect and complete a new-build house - from manufacturing the timber frame, floors, walls and roof, to the internal fixed furniture like bathrooms, bedrooms and kitchens.

THE HEARING CLINIC UK

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FASTEST GROWING FAMILY BUSINESS CONT...

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FINALISTS +*



BUSINESS INNOVATION AWARD

BEATSON'S BUILDING SUPPLIES LTD

First established in 1966, and having been purchased by the Marshall family in 1984, Beatsons has grown to become one of the region's leading suppliers of building and construction materials, operating five branches across Scotland (Cumbernauld, Penicuik, Dunfermline, Stirling and Alloa). Beatsons prides itself on its knowledgeable staff who are available to assist with every construction and DIY need instore. They have worked hard to make it convenient for professional contractors, developers and DIY enthusiasts to access a broad product/service range; including timber, bricks, blocks, cement, aggregates, roofing materials, landscaping products and tools, both instore and online, or through WhatsApp.

THE POWER WITHIN TRAINING

The Power Within Training, founded by James and Enas Fleming, is an award-winning leadership development company based in the UK. Specialising in Motivational Intelligence (MQ), they offer innovative leadership training, including the world's first SQA-approved Executive Diploma in Leading with MQ. Committed to community support, they actively engage in charitable causes. Their recent introduction, The Power Within HER, is a womenfocused initiative providing resources, mentorship, and a supportive community for aspiring female leaders. With a proven track record of growth and innovation, The Power Within Training continues to empower individuals and businesses to excel in leadership and personal development.

UNION TECHNICAL SERVICES LTD

Union Technical was founded by directors Owen Coyle and Michael Sweeney in 2014, who recognised a gap in the market for an allencompassing service for energy efficiency renovations. Beginning with five original members of staff and just three desks, the business has grown substantially over the past nine years and as of October 2023, employs 89 people. Working with homeowners, tenants, local authorities and social and private landlords, Union Technical delivers a broad range of energy saving services throughout the UK. They are proud of their company ethics and the improvement they make to people's homes.

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CUSTOMER SERVICE EXCELLENCE

ALLIED VEHICLES LIMITED

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HEBRIDES CRUISES

Hebrides Cruises is the leading provider of wildlife and wellness cruises on Scotland's West Coast, offering trips to the islands of the Inner and Outer Hebrides. The company runs 14 cruise itineraries and is the only wildlife cruise company in Scotland to offer a dedicated wildlife guide on every cruise, offering guests a unique opportunity to experience and understand wildlife in a unique way. The extensive maritime knowledge, experience and exceptional skills of the crew enable Hebrides Cruises' three vessels to drop anchor at some of Scotland's hidden coastal gems, secret anchorages, famous landmarks and far-flung destinations.

SONAS HOSPITALITY LTD

The Sonas Collection is the biggest hospitality employer on Skye. It comprises Duis-dale and Toravaig Hotels on Sleat, and Skeabost near Portree. These have won scores of national awards. It is also currently operating and substantially refurbishing The Knipoch Hotel, Oban. Sonas is Gaelic for happiness- integral to its family ethos of ensuring each guest finds happiness during their stay. Each hotel has its unique personality but the shared ethos is a passion for providing great service and sharing the area's unique culture, history, natural environment and locally sourced food, loved by a family born and brought up on Skye.

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FINALISTS +*



CUSTOMER SERVICE EXCELLENCE CONT...

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GREEN FAMILY BUSINESS OF THE YEAR

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FINALISTS



COMMITMENT TO THE COMMUNITY

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MACPHIE

Macphie is an internationally renowned family ingredient manufacturer, making a wide range of products including cake mixes and savoury sauces and everything in between. As a partner to some of the world's leading food brands, they're dedicated to turning ideas and creativity into practical solutions.

MPH GROUP - ALL TRADES SPECIALIST

MPH Group stands strong as a family-run leader in home improvements across Scotland. They're experts in kitchen and bathroom renovations and the installation of energy-saving heating systems. Known for their solid work, trustworthiness, and top-tier customer care, they do more than fix up homes. Their Heat2Eat program shows their heart, helping those in need. They also throw their weight behind local groups, proving they're more than just a business. MPH Group is a key part of the community, lifting up everyone involved, true to the spirit of Scotland's family businesses.

SEABIRDS-AND-SEALS -THE ORIGINAL NOSS BOAT TOURS

Thirty One years on, Seabirds-and-Seals remains the original and longest established Noss Boat Tour business. They have kept this award-winning business going from strength to strength as shown in their many positive reviews and from the amount of awards received.



RURAL FAMILY BUSINESS OF THE YEAR

BIG BITE CATERING LTD

Alan Boslem established Big Bite Catering in 2001. Originally, working from the container base Coatbridge, the business has grown and now occupies a purpose-built professional kitchen and office in the village of Caldercruix, near Airdrie. They employ ten staff, which includes 6 full time, 3 part time and one full time apprentice. Of those staff, seven are from the village of Caldercruix; one from Airdrie, one from Coatbridge and one from Dundee. They provide event catering for weddings and other events such as corporate hospitality and high profile private dining. They also provide wholesale patisserie work to the industry.

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MACLENNAN DISTRIBUTION

Founded on the Isle of Tiree in 1978, MacLennan Distribution, formerly MacLennan Motors, has grown into a recognised freight business on the West of Scotland. Since 1995 the company has been distributing freight, food, drink and lifeline services to Tiree, Coll and Colonsay and now provides essential delivery needs to those living and working throughout the West Coast. From starting as a car garage on Tiree in 1978 to becoming one of Argyll & Bute's largest employers and a central part of the communities it serves, MacLennan Distribution provides a reliable and consistent service to those living in remote locations.

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NEXT GENERATION AWARD

ALEX EQUI – EQUI'S ICE CREAM

Alex Equi, who is the youngest generation of the Equi family, graduated from The University of Glasgow in 2021 with a Degree in Business and Management. Education and life experience was all but a requirement before being allowed to join the family business full time! Alex has brought fresh ideas and enthusiasm to the business, as well as customer service experience in a range of settings - including the world-renowned customer service training received working in Walt Disney World, Florida. Alex has a keen interest in marketing and demonstrates this through working in collaborative and unique ways with different partners such as Tequila Rose and Lees to join forces on unique flavours.

BARRIE HENDERSON – HENDERSONS - EAT BETTER LIVE BETTER

After the liquidation of the original Henderson's during the pandemic, Barrie Henderson was able to resurrect the business and reopen for the many customers who missed it, for a fresh start and new lease of life under the next generation. Taking from his own experience and with an MBA in Hospitality from Queen Margaret University, he has spearheaded improvements at Hendersons and attained new goals the previous business was not able to achieve, including an increased awareness in sustainability, such as composting in the restaurant garden, and building a superior customer experience leading to a listing in the Michelin Guide.

BRENDA HORNE – DIRECT WASTE MANAGEMENT LTD

Brenda has been the forefront of the business over the past 7 years after the loss of her husband. Brenda and Derek started the business with just the two of them and over the years expanded to two yards for the treatment and storage of waste. Brenda regularly managed the business from the house while Derek driving a lorry 6 months of the year, all while raising 3 children, 2 of whom now work in the business. Brenda and Derek worked very hard to expand the business and now after 25 years have grown to 9 employees, 5 Units and trailers, 2 yards and 51 storage tanks.

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NEXT GENERATION AWARD CONT...

AS

MATTHEW WALLACE JNR -THE CAIRNDALE HOTEL AND LEISURE CLUB

In Matthew Junior a seamless succession and transition are assured. He manages hotel upgrades and spa whilst ensuring a top-level guest experience. In November 2022 he was voted Young Entrepreneur of the Year in the Dumfries & Galloway Life Awards. With a degree in International Hospitality Management at Oxford Brooke's University, he has completes stages in Claridge's in London, the Dorchester and The Goring Hotel. Matthew spearheaded the hotel's successful Dark Skies outdoor dining during the pandemic, with other initiatives including a new Property Management system, without which no hotel can properly function, and a new website with video footage.

REBECCA BELL -SPECTRUM SERVICE SOLUTIONS

Rebecca joined the board of Spectrum Service Solutions in May 2018, having started work with the company 13 years ago, and has been a driving force in the company's success – the 2nd generation within a family business which has its people at its core. As the Operations Director in a service-based business, Rebecca is accountable for the single biggest asset to the business; People. Rebecca has implemented robust processes in the system which has improved employee satisfaction and has spearheaded initiatives designed to improve the company's strategic approach to QHSE and engage the workforce.

FINALISTS +



SCOTTISH FAMILY BUSINESS OF THE YEAR (MICRO)

sponsored by Business Gateway



BIG BITE CATERING LIMITED

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DIRECT WASTE MANAGEMENT LTD

Established in 1998, Direct Waste Management are a family-owned business that are leading the field of managing liquid wastes and sludge's through Scotland. Providing innovative waste management solutions, excellent customer services and deliver added value with their compliance to ISO 9011:2015, ISO 14001:2015 & OHSAS 45001:2018 ensuring safety and the reduction of environmental impact. Having two PPC permitted sites in Peterhead allows the company to both store and treat waste. Fully regulated by SEPA (Scotland) with all drivers ADR trained and vastly experienced.

H.W.TANKEL (SCOTLAND) LTD

Glasgow based diamond company, Tankel continues to provide the UK market with loose diamonds and diamond jewellery. As a family run business, Tankel are proud that some of their retail customers have been with them for over three generations. The ethos of Tankel is to offer genuine value for money and their commitment to its customers is to supply the right diamond at the best possible price. A key and fundamental strength of the business is its ability to buy very competitively from international markets and they are renowned for building strong relationships and partnerships with their clients.

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SCOTTISH FAMILY BUSINESS OF THE YEAR (MICRO) CONT...

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SCOTTISH FAMILY BUSINESS OF THE YEAR (SMALL-MEDIUM)

ALS

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EQUI'S ICE CREAM

Equi's Ice Cream are a manufacturer and wholesaler of luxury Scottish ice cream. They craft their ice cream with a commitment to using fresh local Scottish milk and double cream. Their story starts in 1914, with great grandfather Pietro Equi. Aged just 15, he came to Scotland to seek his fortune and found his calling selling the incredible gelato he missed from back home. Four generations later, Equi's Ice Cream still begins with Pietro's original ideas. They were born in Italy, but raised in Scotland, combining the premium produce locally available with traditional Italian ice cream making methods.

HENDERSONS - EAT BETTER LIVE BETTER

Hendersons - Eat Better Live Better is the continuation and evolution of vegetarian institution Hendersons of Hanover Street which sadly closed during the pandemic in 2020. Since reopening in 2021, under the leadership of Janet Henderson's grandson Barrie, and in a new Bruntsfield location they have gone from strength to strength, winning the Food Awards Best Vegetarian Establishment in 2021, and recently being selected as one of the 15 favourite new restaurants in September by the prestigious Michelin Guide judges.

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SCOTTISH FAMILY BUSINESS OF THE YEAR (SMALL-MEDIUM) CONT... V

ALST

sponsored by Virgin Money MONEY

THE CAIRNDALE HOTEL AND LEISURE CLUB

Cairndale is a 91 bedroom independent and family owned hotel in the centre of Dum-fries. It has been owned and run by the Wallace family for 40 years. Starting with only 29 en suite bedrooms it has grown into one of the country's largest privately owned hotels. Its Barracuda Club has a heated swimming pool, sauna, steam room and jacuzzi bath. The hotel's function room can accommodate up to 400 guests and is a popular choice for weddings, conferences and music nights. It is set for further major expansion including creation of the south of Scotland's first destination spa.

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SCOTTISH FAMILY BUSINESS OF THE YEAR (LARGE)

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MACPHIE

Macphie is an internationally renowned family ingredient manufacturer, making a wide range of products including cake mixes and savoury sauces and everything in between. As a partner to some of the world's leading food brands, they're dedicated to turning ideas and creativity into practical solutions.

SPECTRUM SERVICE SOLUTIONS

Spectrum Service Solutions is a leading facilities management company who specialise in commercial cleaning, headquartered in Paisley and delivers services to customers throughout the UK. Putting their family values at the heart of every decision, Spectrum's client-centric approach places customer satisfaction at the core of service delivery. Spectrum is dedicated to building trust and always delivering on their promises, ensuring their clients receive exceptional, reliable, and tailored solutions for their facility management needs.



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