

The Retailer

The Magazine for **Retail NI**



HIGH STREET HEROES' WINNERS REVEALED

INSIDE

Westminster Reception	Page 4
High Street Heroes revealed	Page 6
Forecourt Security Advice	Page 11

Let's do great things together.

Join us on our journey!

Serving more than
9 million
Customers globally everyday



Operating in
26 territories
around the world

1/2 million
registered loyalty members in Ireland



2021 Best Irish Loyalty programme



Ireland's largest
branded fuelcard
network



**Over 420
forecourts
in Ireland**

miles

AA Quality Approved

miles

Up to
3%
further



**Best
quality fuel**
*
according to 2022 ROI Survey



Become a Dealer Partner

Circle K House, Beech Hill, Clonskeagh, Dublin 4

www.circlek.ie +353 1 202 8888

*Circle K Qualtrics Brand Equity Monitor

CIRCLE K™

Message from the President

Welcome to the Autumn edition of The Retailer.

The past few months have been challenging for many of our members and heading into the winter things are set to get tougher. Here at Retail NI, we are continuing our work to obtain a support package from Government for all our members.

Along with other Trade Bodies we have published an action plan aimed at tackling the looming cost of business crisis that is affecting thousands in the region. We continue to lobby all political parties to gain their support and have called on our new Prime Minister to outline a support package for business as soon as possible.

On a more positive note, in July the High Street Heroes NI 2022 saw over ten thousand shoppers and customers from across Northern Ireland had cast their vote in the High Street Heroes Competition. My congratulations to all the winners it is very well deserved.

If any of our members have any issue or problems please do not hesitate to contact the team.

Peter McBride

CONTACT DETAILS

Glyn Roberts CEO
Joelene Poole

028 9022 0004
028 9022 0004

07515 710 517
07542 845 834

glyn@retailni.com
joelene@retailni.com

245 Upper Newtownards Road
BELFAST. BT4 3JF

@retail_ni **@RetailNI** **@RetailNI** **@RetailNI**



CONTENTS

High Street Heroes	Page 6
Interview with a Retailer	Page 14
PSNI Business Crime Update	Page 18
Nearby Celebrates 100th Store	Page 21
Perfect Storm	Page 27
Supervalu & Centre Wins	Page 31

TRADE NI'S WESTMINSTER RECEPTION TO SHOWCASE NORTHERN IRELAND TO THE WORLD

Trade NI the alliance of the three largest trade bodies, Retail NI, Manufacturing NI and Hospitality Ulster, hosted a significant Northern Ireland showcase event in Westminster on 18th May 2022. There were over 200 guests including representatives from 50 Embassies from around the world.

The pitch brought forward by Trade NI and hosted by Northern Ireland Minister for State Conor Burns MP, heard from Ministers, Senior Shadow Cabinet members and business leaders on why Northern Ireland is uniquely placed and presents a whole host of economic and investment opportunities.

Trade NI said that any Northern Ireland Executive must set out to increase the productivity of the NI workforce; reduce the regulatory burden on businesses; increase the skills base; and deliver a clear economic strategy for Northern Ireland.

The event was sponsored by Heathrow Airport, DWF Law and Queen's University Belfast.



Stephen Kelly, Colin Neil, Keir Starmer and Glyn Roberts
Colin Neill Hospitality Ulster, Kier Starmer Leader of the Opposition, Peter Kyle Shadow Secretary of State for Northern Ireland, Glyn Roberts Retail NI, Stephen Kelly Manufacturing NI

In a joint statement, the representatives of Trade NI, Colin Neill (Hospitality Ulster), Stephen Kelly (Manufacturing NI) and Glyn Roberts (Retail NI) said:

"The past two years have been monumental for the business community as we have battled the pandemic, changes due to the Protocol and the collapse of the Executive once again. We hope that the reception hosted on the Terrace of the House of Commons will be a wake-up call for politicians and UK business leaders that Northern Ireland is here and open to do business.

"The reception is a showcase on why this region is primed for new opportunities to grow and prosper. We have some of the best talent, best environment and best products available on the global stage, and now is the time for this to be recognised and properly activated on an international scale.

"In 2019, we held an NI business reception that brought together the Northern Ireland Secretary of State, Lords, Ministers and key political influencers in Westminster to bring focus to Northern Ireland issues. This was a great opportunity to be able to discuss the key concerns of the business community with national political decision makers and help them understand the priorities needed for Northern Ireland, and to promote Northern Ireland as a great place in the United Kingdom to locate or start a business."

"The event this year will further develop these crucial links and remind politicians and the wider business community of Northern Ireland's capability as a central cog in the wider economic output of the UK."



Julie Galbraith Partner DWF, Conor Burns, Minister of State for Northern Ireland



Conor Burns, Minister of State NI



Stephen Kelly, Colin Neil, Keir Starmer and Glyn Roberts



Nigel Milton Chief of Staff Heathrow, Conor Burns Minister of State for NI, Stephen Kelly Manufacturing NI, Colin Neil Hospitality Ulster, Glyn Roberts Retail NI, Julie Galbraith Partner DWF, Prof Ian Greer Vice Chancellor Queens University Belfast

Nigel Milton, Chief of Staff at Heathrow said:

"Heathrow is thrilled that we can once again support Trade NI. The mission of the Northern Ireland reception echoes Heathrow's commitment to connect Northern Ireland to global growth and to share the benefits of an expanded Heathrow with the businesses and communities of Northern Ireland."

Julie Galbraith, Executive Partner of DWF in Belfast, said:

"DWF is proud to back Trade NI, who are leading the way in engaging and focusing Westminster politicians on the importance of Northern Ireland and its evolving business landscape. The region has a strong business community and should be considered across the United Kingdom as a thriving business hub for the global market."



Prof Ian Greer, Vice Chancellor Queens University Belfast, & Nigel Milton Chief of Staff Heathrow

Professor Ian Greer, President and Vice-Chancellor of Queen's University Belfast said:

"Queens are pleased to support Trade NI who undertake excellent work in representing the local businesses sector across Northern Ireland. Trade NI is an excellent example of partnership and collaboration with three leading business bodies, Retail NI, Manufacturing NI, Hospitality Ulster working together to strengthen the voice of Northern Ireland regionally, national and globally. Building on this with even greater collaboration and partnership throughout both the civic and business sectors will deliver real impact for our region."

HIGH STREET HEROES 2022

2022 HIGH STREET HEROES NI

NORTHERN IRELAND'S HIGH STREET HEROES WINNERS ANNOUNCED

At the end of July over ten thousand shoppers and customers across Northern Ireland cast their vote and chosen their High Street Heroes in a range of categories throughout July. The awards saw old favourites battle new faces in a bid to become the 'High Street Hero' of their respective category.

Retail NI Chief Executive, Glyn Roberts said:

"The High Street Heroes campaign is a brilliant celebration of Northern Ireland's independent retailers. The nominees are based across Northern Ireland showing a wide-spread response to the campaign and emphasising the community support for the retailers.

"Many small rural businesses have been shortlisted, being recognised by their customers for the service they provide to their local community. "It has been a very difficult two years for independent retailers, but this campaign has shone a light on how valued they are in their community, but also our local economy."

WINNERS ANNOUNCED

Coleraine and Newtownards Win High Streets of the Year

In an exclusive reception at Hinch Distillery, retailers across the region were celebrated with Chill Off-Licence in Derry/Londonderry, Harkins Pharmacy in Maghera and Murrays Nearby in Cullyhanna all picking up gold. Northern Ireland Office Minister Lord Caine addressed the event. Coleraine and Newtownards jointly scooped the prestigious High Street of the Year award, while Wardens of Newtownards received the sought-after Overall Retailer of the Year award and Shauna Corrigan from McGrane's in Keady being voted Northern Ireland's best retail employee.

Parliamentary Under-Secretary of State for Northern Ireland, Lord Caine, who presented the award, said:

"I congratulate Coleraine and Newtownards on winning the prestigious High Street of the Year Award, which highlights how highly valued retailers in these areas are to their local communities.

"The UK Government is committed to making NI a better place to live, work, invest, and do business, and we will continue to support the growth of Northern Ireland's high streets by building a stronger economy and



through major investment such as the Levelling Up Fund and the upcoming UK Shared Prosperity Fund."

Editor-in-Chief of Reach Ireland, Chris Sherrard, said:

"Our local high streets are the backbone of our society, often the places we go for all our essential items, but also where we find that sense of community in our local towns, cities and villages.

"This year's winners are reflective of the fantastic high streets and retailers across Northern Ireland who strive to support and drive forward the local economy. Congratulations to all the winners."

Retail Director of Camelot, Jenny Blogg said:

"As the operator of the National Lottery Fund, we know the importance of local, independent retailers and the

value they provide both customers and the economy. We are thrilled that we have been able once again to support this initiative and continue to promote the hard work and value of those who make our local high streets.

Voice For Locals Founder, Jay Thattai, said:

"We all have our personal favourite local independent retailers close to where we live. It has never been more important to voice for locals and really show how important they are to communities across Northern Ireland. It is those retailers who encourage people into cities, towns and villages to enjoy the unique local choices, quality and personal touch on offer."

"It is brilliant to see local consumers voting for their favourite independent retailers and being proud of the fantastic contribution they make to the high streets."



Best Fashion Retailer - Couples
Katie Burns & Kirsty Mairs DWF Law



Best Convenience Store & Best Deli - Murrays Nearby. Glyn Roberts Retail NI, Aisling & Seamus Murray



Best Forecourt/Petrol Station - Spar Glenarm Road. Glyn Roberts Retail NI & Danielle & James Campbell Burgess



Best Coffee Shop - Aroma Coffee House, Brian Darby Pivotal & Sharon Wilson



Best Healthcare Retailer - Harkins Pharmacy. Nuala Harkin & Glyn Roberts Retail NI



Best off Licence - Chill Off Licences AnnMarie Cusack & Dr Terry Cross Hinch Distillery



Best Butcher - David Mawhinney Butchers. Glyn Roberts & David Mawhinney & Karen Douglas Mayor of Ards and North Down

- ARYZTA has completed the installation of a new speciality bread manufacturing line at its Grange Castle bakery in Dublin.
- Speciality and sourdough breads produced at the Grange Castle bakery are made using a perpetual live starter which has 30 years of heritage in the business.
- Our speciality breads premiumise our range in order to meet the consumer demand for breads with high nutritional value, fiber, seeds, grains and of course sourdough.

Cuisine de France.

For more information, contact afsordering@aryzta.com

Overall Independent Retailer of the Year Wardens

Wardens of Newtownards is celebrating 145 years of trading this year. The store originally traded in ironmongery and hardware goods and has grown to become one of Northern Ireland's leading home furnishings specialists. Wardens has been a Retail NI member for a number of years and is an active member of the Newtownards Chamber of Trade. Keith Irvine, General Manager said

"We are really honoured to win this award and be a part of what is a real celebration of the vibrant independent retailing sector."

Specialising in furniture, carpets, fabrics and lighting, the first floor in Wardens is laid out in room settings, providing inspiration and showcasing new collections. The ground floor retains the original hardware shop as well as wallpaper & paint, garden furniture, cookware, luggage, gifts and tableware. The business has expanded to include specialist services. A skilled interior designer works alongside customers in their homes. Each year 150 couples choose to place their Wedding Gift List at Wardens.

The store is committed to contributing to the local community. Initiatives have included specially blended coffee with a local coffee company sold in aid of the Air Ambulance as well as events for children. Local artisan food suppliers regularly showcase at events in the store and to mark the 145th Anniversary, a local artist was commissioned to capture the front window.



Overall Independent Retailer of the Year
Keith Irvine Wardens Bros & Greg Sole Danske Bank

High Street of the Year Coleraine

Coleraine is a large historic market town within the Causeway Coast and Glens. The town boasts a range of quality anchor independents like Moores, Bishops and Smyths who have served their local community for generations as well as new artisan retailers and hospitality businesses who create a relaxed visitor experience in a beautiful town.

Coleraine boasts over 20 fashion stores with hundreds of brands, five Jewellers, multiple toy and gift stores, artists, crafters, makers and one of the largest outdoor speciality markets in NI held the second Saturday of every month.

We follow the team at Retail NI and the work they do for independent retailers here and wanted to get involved in this years awards after a pretty tough 2 years due to

the pandemic. We always look positively at what our town has to offer our community and shout about it so this was perfect timing and great that the public voted for Coleraine and Newtownards, but also that they are supporting their respective high streets and understand how much that means to traders in our towns.

Ian Donaghey MBE, Chair of Coleraine BID and Coleraine Town Team said; "It is brilliant to see the public getting behind their favourite high streets and the businesses by voting in the NI Retail High Street awards. For us, this is proof that the visiting public believe Coleraine has a fabulous high street with its range of strong independent stores offering a choice of goods that you just cannot get in other locations. Combine that with our fantastic hospitality businesses and outdoor café culture in our pedestrian area is clearly an attraction to town users. For us, the work resumes and we will continue to make our



High Street of the Year Lord Caine, Ian Donaghy Coleraine Chamber of Commerce, Derek Wright Newtownards Chamber of Commerce, Nuala Martin AIB

historic town even better for the future."

CBID Manager Jamie Hamill said "Winning the NI High Street of the Year 2022 is a celebration of everything that makes the historic market town of Coleraine a fabulous place. The team at Coleraine Business Improvement District had faith that our amazing local community and visiting public would get behind our campaign and support their winning high street. "We would like to thank everyone who continues to support our local town, the staff, business owners, students, and most of all our brilliant community and the visiting public."

Causeway Chamber said, "The High Street Hero Awards shone a light on Northern Ireland's independent retailers, with the public choosing their favourite retailers in an online vote. The awards celebrate independent retailers across our towns and villages, along with the unique vibrancy that our high streets offer our visitors and shoppers. It was fantastic to see organisations and businesses from across Causeway Coast & Glens represented at the

event picking up gold, silver and bronze across a range of categories."

Newtownards

Newtownards are delighted to be awarded Joint Winners of High Street Heroes High Street Of The Year 2022.

As a Market town with a strong mix of independent retailers, Newtownards has retained many long established businesses offering and delivering great customer service.

The local community supports and appreciates the benefits of shopping local. This is evident by the variety of local butchers, bakers and greengrocers in the Town Centre.

A traditional Market town, with a Saturday Market every week in Conway Square which attracts great crowds of shoppers.

Come to Newtownards and feel the buzz and excitement of this busy Town Centre.



Employee of the Year
Glyn Roberts Retail NI & Shauna Corrigan

Employee of the Year Shauna Corrigan

I still don't think it has fully sunk in yet - I wasn't expecting my name to be called out at all. To be shortlisted was an honour but to think that our customers went out of their way to vote for me makes me so proud of the job I do at McGrane's Nearby Keady. We are a community shop involved in the likes of the local schools and sports clubs; so to win this award voted by the local community means so much to myself, the team and the two owners Tom & Dermot. It was a fantastic night at the awards in the Hinch Distillery and it's great to see Retail NI supporting the High St and local independent grocery stores like ours – they have offered us some superb guidance to date. Not only did I celebrate the win that night but it was my birthday too so it was an extra special occasion for me. I would just like to take this opportunity to thank all our customers who voted. They have not only made me proud but the entire store and put Keady town on the map."



RetailNI

Standing up for
Independent Retailers

CAMELOT BelfastLive VOICE FOR LOCALS

GOLD WINNERS

Best Convenience Store

Sponsored by Harbinson Mulholland

Murrays Nearby, Cullyhanna

Best Coffee Shop

Sponsored by Pivotal

Aroma Coffee House, Larne

Best Healthcare Retailer

Sponsored by NIE

Harkins Pharmacy, Maghera

Best Fashion Retailer

Sponsored by Lockton

Couples, Coleraine

Best Butcher

Sponsored by DWF

David Mawhinney
Butchers, Bangor

Best Deli

Sponsored by Power NI

Murrays Nearby, Cullyhanna

Best Homeware Retailer

Sponsored by Danske Bank

Wardens of Newtownards

Best Forecourt / Petrol Station

Sponsored by Horizon

Spar Glenarm Road, Larne

Best Off Licence

Sponsored by Hinch Distillery

Chill Off Licence, Londonderry

Independent Retail Employee of the Year

Sponsored by Honeycomb Jobs

Shauna Corrigan,
McGrane's
Nearby, Keady

High Street of the Year

Sponsored by AIB

Coleraine
Newtownards

Overall Independent Retailer

Sponsored by Voice for Locals

Wardens of Newtownards

CONGRATULATIONS
TO ALL THE
WINNERS!

2022
HIGH
STREET
HEROES NI

ADVICE ON FORECOURT SECURITY



The Business Crime Partnership have issued security advice for Forecourts intended to reduce bilking and other fuel forecourt crimes.

It is not exhaustive but is aimed at helping forecourt retailers to examine their premises and procedures.

Pre-Paid System

Move to a pre-paid system – This can provide the most effective prevention solution.

Examine the layout of your forecourt:

- Does the kiosk operator have a clear view of all the petrol pumps?
- How many points are there where vehicles can enter or leave the forecourt?
- Are there speed humps?
- Does your garage have closed-circuit television (CCTV) and/or automatic number plate recognition (ANPR)?
- If so, do CCTV cameras have a clear view of each petrol pump?
- Does the kiosk operator have access to the CCTV equipment, and do they know how to work it?
- Is there a CCTV management system in place?
- Is the CCTV footage recorded in a format that courts can view? This is especially important for digital systems.

- Is the CCTV registered under the Data Protection Act 1998 and ICO compliant?
- Are there signs telling people that CCTV is in operation?
- Do you have adequate lighting that allows your staff to identify registration number, colour of vehicle, etc?

Examine your procedures:

- Do you display signs that advise people that you prosecute non-payers?
- Is there a fuel pump management system? For example, one that turns off outside pumps at quieter times of the day.
- Do you have online authorisation facilities for payments by card?
- Do you examine your 'drive-off' figures for patterns in the times and frequencies of drive-offs, and do you act on them?
- What procedures do you use to vet your staff?
- What crime prevention/reduction training do your staff receive?

Tips to prevent drive offs/ bilking include the following:

- Staff should ask customers did they get fuel to help prevent cases where customers genuinely forget to pay
- Staff should not authorise the pump if the registration

- plate cannot be seen or is not displayed
- Use of tannoy to make suspicious people aware you have noticed them on the forecourt. Ask them to check engine is off/lights are on/doors open etc
- If station is staffed by two or more persons, make regular walks onto the forecourt to restock or clean the forecourt
- Do not be afraid to request pre-payment, go with your instincts. For example, common signs can be
- Driver still at wheel while passenger is filling up.
- Vehicle parked at an unusual angle to prevent CCTV picking up registration plate.
- Bikers not removing crash helmets
- Customers trying to hide behind their or another's vehicle when filling up
- Vehicle parked away from kiosk towards exit.

Bespoke Training and Assessment

PSNI provide bespoke Retail Security (Safeshop) & Lone Worker packages.

For further details on these packages contact your local Crime Prevention Officer

RETAIL ROUNDUP

RETAIL NI RESPONSE TO PRIME MINISTERS ENERGY STATEMENT

Retail NI CEO has reacted to the Prime Ministers statement on the Energy crisis

Glyn Roberts said:

“The six-month cap on energy costs for businesses is a positive first step in providing support for our members and it is welcome that the Prime Minister has given a commitment that this will equally apply to Northern Ireland.”

“However, Government needs to go much further to provide additional support to small businesses struggling with this energy crisis. This should include Business Rates relief, VAT reductions and the reversal of the National Insurance hike”

NEW PRIME MINISTER MUST OUTLINE SUPPORT PACKAGE FOR BUSINESS

Retail NI have reacted to the election of Liz Truss as the new Leader of the Conservative Party

Retail NI Chief Executive Glyn Roberts said:

“Liz Truss has a huge in tray of challenges, not least bringing forward a package of support for small businesses and independent retailers that are



struggling with crippling increases in their energy bills”

“She must hit the ground running with a big bold plan for our economy and follow through on her promise to reverse the National Insurance hike”

“The cost of doing business crisis is threatening jobs and businesses across every sector of our economy. Businesses are facing a perfect storm of cost increases including Energy, National Insurance, Inflation, Covid Recovery, and rising Interest rates”

“Make no mistake this is about saving jobs and businesses over the next months.

RETAIL NI COMMENT ON FIRMUS GAS PRICE HIKE

Commenting on the decision of Firmus Energy to increase Gas prices by 56% in the Ten Towns network,

Retail NI Chief Executive Glyn Roberts said:

“This increase is one of the biggest ever and will put huge pressure on already struggling independent retailers and small business owners in the Ten Towns network.”

“At present business owners are getting nothing from Government to help them mitigate the cost of these eye watering increases. We repeat our call for an urgent package of support, which includes

rates relief and grant support to ensure jobs and businesses are protected.”

RETAIL NI COMMENTS ON SSE PRICE HIKE

Retail NI have reacted to the decision of SSE to increase its small business tariff

Retail NI Chief Executive Glyn Roberts said:

“Not enough is being done by Government to support small business owners with rocketing energy costs. While it is welcome that households will receive their £400 over the next few months our members are receiving no help with their energy bills”

“With many consumers paying more for energy, mortgages and loan repayments they are left with even less disposable income which is having a clear impact on spending with local retailers”

“We are no longer just experiencing a cost-of-living crisis, it is also a cost of doing business crisis which threatens jobs and businesses across every sector of our economy. Businesses are facing a perfect storm of cost increases including Business Rates, Energy, National Insurance, Inflation and rising Interest rates”

“We repeat our call for the immediate restoration of the Business Rates Holiday until next April to help ease the burden on businesses”

“While it is no silver bullet, it is disgraceful not to have a functioning Executive in place during this escalating crisis”

“Make no mistake this is about saving jobs and businesses



over the next months. We need immediate action and leadership from our political parties”

BUSINESS GROUPS CALL FOR DEAL ON BIN STRIKE

Retail NI, Portadown, Banbridge and Lisburn Chambers of Commerce have jointly urged for agreement to be reached in the current Council Services Strike in Armagh Banbridge and Craigavon Borough Council. There is likelihood that Lisburn Castlereagh City council is set to follow.

In a joint statement Retail NI CEO Glyn Roberts, and the Presidents of Portadown, Banbridge, and Lisburn Chambers, Adrian Farrell, Michael Donaghy and Katrina Collins said:

“It is not for us to take sides in any industrial dispute, but it is our responsibility to

point out the damage that this strike is doing to our respective members’ businesses and our town centres”

“Overflowing bins and rubbish on our streets are the very last things our members, consumers and high streets need as we face the most serious economic challenge in a generation”

“We would urge the Councils and Trade Unions to go the extra mile to secure an agreement as this situation cannot continue any longer”

“Hopefully then any secured deal could be replicated throughout all Council areas in Northern Ireland to prevent any further disruption”



Interview with a Retailer

KEITH IRVINE
WARDEN BROTHERS

What do you do when you are not working?

I really enjoy gardening; I find it's a great way to relax and switch off. I also love spending time with my family and friends.

What is the biggest misconception people have about you?

People tend to think I'm laid back. Like lots of others in business there is a lot of paddling going on behind a hopefully calm exterior!



Who are your biggest role models in life?

My parents are my greatest role models, they instilled in us a strong work ethic and values which have stayed with us.

Describe your job in 3 words

– responsible, rewarding, enjoyable.

What has been the most valuable piece of advice you have been given in your career?

treat others the way you would like to be treated.

What is your favourite task of the week & Why

Checking sales and margins to continue trading. In retail having good information systems is vital to sound decision making and in a time of increased cost pressure it has become even more important.

What do you love about retail?

I really enjoy buying trips. I love seeing the new collections and picking out what will appeal to our customers. It's always so satisfying to see pieces we've selected coming into the showroom and selling.

When you were a child, what did you want to do and why?

As a small boy growing up the excitement of working in the services – a fireman or paramedic held great appeal. I've loved retail as a career and would highly recommend it.

Proud Member of Retail NI

Creating Beautiful Homes for 145 Years



WARDENS
of Newtownards

creating homes since 1877



www.wardenbros.com



Back Row L-R - Ben Lyons, Kieran Hurley, Brian Mullen, Ciaran Harte

Front Row L-R - Michael McShane, Naoishe McCallion, Laura Evans, Ryan Loughran, Chris Griffin

Lockton Commercial - your local insurance broker

Lockton Commercial has been a Corporate Partner of Retail NI since 2019. Our Account Executives are located across the region, ready to help our local communities.

Building relationships with strong foundations

We work with a growing number of Retail NI members, year on year. We're proud that many of these relationships develop through client referrals, as members become familiar with our services. We also attend many Retail NI events, as these offer excellent and valued opportunities for us to meet the members and our clients to find out more about their business needs.

Our unique client offering in Northern Ireland

We are able to leverage our position as the world's largest privately owned insurance brokerage, for the benefit of our clients. We challenge the insurance market, driving

innovation to deliver the optimum risk outcomes for each client. With a strong and consistent focus on client needs, we embrace their challenges as our own.

Our 100+ employees in Northern Ireland specialise in:

- Insurance Broking
- Claims Management
- Risk Management
- HR Consultancy
- Trade Credit

Providing exceptional service with a 97% client retention rate

Just like you, we believe in providing exceptional service in fact, we think it's the key to our success. We take the time to work closely with each client and get to know our customers, their individual business and specific risk priorities. Each client has a dedicated Service Team who will be on hand to support you and your specific needs throughout the year.

Risk management strategies that protect your business and keep costs to a minimum

Customers often approach us for help to contain increasing premiums. Often this requires taking a step back and assessing three key elements: the root cause of the increases, how their risk has been presented, and the risk management tools in place. With the right advice and a targeted approach, we are able to achieve immediate results and map out a strategy for longer term rewards.

Competitive Facility for Service Stations/Forecourts and family owned supermarkets

In the current economic climate, our Retail NI members are finding the competitive premiums and cover with our Facility for Service Stations/Forecourts and Family owned Supermarkets especially beneficial.

Give us a call if you would like to hear more about our service proposition or to arrange a review of your current arrangements. T: +44 (0)2890 348442

@RetailNI

NI Water launch help for Developers

NI Water has launched a new set of initiatives to help Developers with their planning applications.

Chronic underfunding of NI Water infrastructure has been well documented, and we are now seeing the impact of this in our towns and cities. New housing and commercial developments are being halted or delayed due to the inability of water and wastewater systems to cope in over 100 towns and cities across Northern Ireland.

Davy McGrath, Head of Developer Services, NI Water explained:

“Over £2 billion is required over the next business plan just to begin to address this problem. For many areas, investment will be required over a 12 to 18 year period.

“However, the impact is being felt on the wider construction industry now, so we need to act now to help Developers.

“We have, therefore, put in place a new Solutions Engineering Team and a new 3 step Pre-Planning Enquiry process. The key message is that we want to speak with Developers before they apply for planning approval. The larger the plans and development ambitions, the more important it is to consult with us at an early stage.”

An example of how Northern Ireland Water’s ‘Solutions Engineering Team’ helped progress site construction was evident at the Braidwater Group’s

Roe Wood development in Limavady.

Michael Sweeney, Technical Manager for the Braidwater Group, confirmed the difficulties faced and explained how they were overcome:

“The Roe Wood planning submission was made in 2016 with full approval granted in 2019 but we still had no drainage solution which was delaying the commencement of construction.

“We had investigated a range of options to ensure the delivery of these much-needed homes in Limavady, but it wasn’t until we had engagement with NI Water’s new Solutions Engineering Team (part of the Developer Services Team) that we really started to see progress.”

Mr Sweeney explained that once the team was established, Roe Wood was taken on as a pilot scheme, and a wastewater impact assessment was carried out and a Solution Engineering Report was

produced, which not only confirmed the need for a solution but proposed a range of options.

A solution was found which enabled progress on the first phase of homes and work is ongoing to ensure a separate storm offset solution will be in place for the remaining phases. Close to 20 families have moved into date and in total, over 200 homes will be built over the coming years.

The Technical Manager concluded: “The introduction of the Solutions Engineering Team allowed an innovative approach to be agreed, formulated and applied which ultimately ensured the delivery of Roe Wood. We would highly recommend that contact is made with the Team at the earliest possible time, given the unique nature of every local network and complex process involved in order to reach a satisfactory outcome.”

Further information on the new process can be found at niwater.com For further information please contact press. office@niwater.com



Cats love their...



Cat Club

NOW IN HANDY POUCHES



NATURO
Natural Pet Food

THE UK'S NO. 1 NATURAL WET DOG FOOD BRAND



Brandy

CELEBRATING 50 YEARS of being by your side

*Nielsen MAT Dec 2021 GB and NI Grocery Sector

To find out more about these must stock brands contact:
+44 (0)28 8778 4641 | customercare@macklepetfoods
www.macklepetfoods.com

NEW 500ML RANGE FROM BOOST DRINKS

MAX ENERGY JUICY PROFITS

COMING SOON



BOOST ENERGY

JUIC'D TROPICAL FRUIT SOUR PUNCH

ENERGY + JUICE

WE LOVE LOCAL

STOCK UP NOW

PSNI Business Crime

Business crime remains a key focus for the Police Service of Northern Ireland. Chief Superintendent Darrin Jones (pictured) is the Area Commander for Belfast and the PSNI lead for Business Crime. He recently set out how the organization works with partners to address the whole area of business crime and how retailers and other businesses can help police to drive down business crime.

Chief Superintendent Jones said “businesses and retailers of all sizes are at the heart of our community and our neighbourhoods. They provide critical services and much needed employment. Crimes against those businesses have a real impact on individuals - staff and consumers - and individual companies. They also damage the prosperity and wider perceptions of our communities, towns and cities”.

The recent British Retail Consortium Crime report underlined what we all know—



partnership working between law enforcement, government and business is the best way to address Business Crime.

Recognizing this, police strategic efforts in this area are firmly focused on partnership working. The primary forum for this is the **Business Crime Partnership**. This has been running for a number of years and includes key stakeholders

from government, law enforcement and business, including Retail NI. The Business Crime Partnership provides a platform for collaborative working between the business community and NI's criminal justice agencies. It provides an opportunity for business to take an active role in tackling the criminality affecting it. Chief Superintendent Jones – as the

Some current trends in retail crime

- Shoplifting offences are increasing once again and are likely to continue to do so. Common methods include bag concealments, push outs and de tagging. The use of tinfoil and foil lined bags has been common in recent thefts of razor blades and alcohol. The use of self scan tills to conceal goods not paid for remains a feature.
- Making off without payment offences are also increasing. Although levels are still below those seen pre pandemic, they are likely to continue to increase given the price of fuel. PSNI Crime Prevention officers recently published updated advice on forecourt security to industry.

business crime lead acts as a focal point for this engagement.

Commenting on the current crime picture Chief Superintendent Jones said “I believe we are in a good place at present. Overall, Northern Ireland and its Town Centres are some of the safest in the UK. This is reflected in several recent surveys published by the Policing Board and Department of Justice. These showed consistently high levels of confidence in Policing and that a significant majority of people felt safe in their communities (92%) and their own centres (88%).

But we are far from complacent and are working hard to maintain this positive performance:

- We have dedicated business crime officers who listen to representatives of local business.
- PSNI officers can deliver training to retailers and independent workers around personal safety and inhibiting shoplifting, through Lone worker safety training and the Safeshop product. These continue to be delivered at zero cost for industry.
- Our specialist interceptor teams have had notable success against criminal gangs who have been targeting retailers for high value thefts

We have also continued to highlight the need for vigilance around the growing issue of scams; further enhancing the successful Scamwise NI brand in conjunction with key partners. Some common business scams

are highlighted in this article.

Most importantly we now have an effective collaborative working group that has shown it can deliver for the wider business community. This, and our wider partnership approach, will ensure that Northern Ireland remains a safe and attractive place for business.

What can retailers do?

Chief Superintendent Jones set out some of the ways in which retailers can take an active role in reducing criminal opportunity and crime:

- Engage directly with police and please report crime. Under-reporting is an issue in all sectors of business crime. Please let police know if you have been a victim or suspect that something untoward is ongoing. We can only help if we know, and your report helps target our resources and

develop a coordinated response through crime prevention interventions.

- Please think prevention first. Prevention is better than cure and is considerably cheaper in the long term. All our Crime Prevention Officers are trained in designing out crime and can advise and assist around CCTV and other environmental changes around your businesses. Talk to your local police and help us to help you.
- Sharing of information. Please do not underestimate the importance of speaking with your local policing team and building that rapport that will assist both your business and policing by reducing criminality in your area.
- Make use of the other freely available resources. Please take time to check the online resources that will assist you address many aspects of business crime.





Deep RiverRock is a registered trademark of Coca-Cola Hellenic Northern Ireland Limited.

READY FOR SOMETHING NEW?
STOCK UP ON
VITAL
ENHANCED VITAMIN
WATER NOW

DEEP RIVER
ROCK™

Nice!
one!

TIME TO TRY
SOMETHING
NEW?
TIME FOR
FRUITY
FLAVOURS.



NEW
WITH ADDED
VITAMIN B6
& ZINC

DEEP RIVER
ROCK™

Nice!
one!

Deep RiverRock is a registered trademark of Coca-Cola Hellenic Northern Ireland Limited.

Nearby celebrates the opening of their 100th store

In April 2022, Nearby celebrated their 1st Birthday and what a year it has been! Since day one, their offering has gone from strength to strength, with stores now across the entire island of Ireland. Today, the team enjoy the success of the last year and celebrate the opening of their 100th store.

With an ambitious growth plan and great uptake from local businesses, the team have recently opened four new stores throughout Dublin, one in Meath and another in County Down. Brand Marketing Officer, Sara Fearon talks about their rapid growth saying -

“With ambitious plans for our symbol stores, our mission from the get-go was simple. We wanted to build a brand that would create a better shopping experience for consumers and help our retailer’s business thrive. Reaching the milestone of 100 stores in one year is a



testament to all the hard work and dedication from our team and our retailers. We can’t wait to see what the next year brings for Nearby!” Sara Fearon, Brand Marketing Officer

The newest addition to the Nearby family opened on Thursday 21st July in Creeslough, Co Donegal. Store owners, Annette, and Danny have been working with S&W Wholesale for over 7 years so it’s fitting that they will be at the centre of the milestone celebrations. To mark the big day, the store will be giving away Nearby goody bags and big prize scratch

cards, all while broadcasting live on Highland Radio. Nearby Creeslough boasts all your grocery essentials, in store butchery, hot & cold deli, wide ranging off-licence, post office, and an extensive fresh range. You can also try your luck in store with Irish Lotto services available.

“Nearby is a unique symbol store offering as we don’t go into a business and take over – quite the opposite in fact. We work with the owners to understand what makes their store unique, help them implement the Nearby brand and ultimately grow their business.” Maurice Little, Nearby NI Sales Manager.

@RetailNI

Ministerial Meetings

Economy Minister - Gordon Lyons

RETAIL NI MEET WITH ECONOMY MINISTER REGARDING THE COST OF DOING BUSINESS CRISIS

Economy Minister Gordon Lyons & Retail NI CEO Glyn Roberts met with Economy Minister Gordon Lyons yesterday to discuss the cost of doing business crisis. There were welcome discussions around the perfect storm of increasing costs and declining consumer confidence and the major threat to our economy.



Belfast City Council Lord Mayor - Tina Black

RETAIL NI & HOSPITALITY ULSTER MEET WITH BELFAST CITY LORD MAYOR

Glyn Roberts (Retail NI), Councillor Black (Lord Mayor) & Colin Neil (Hospitality Ulster) met with the Lord Mayor to discuss the cost of doing business crisis and the need for reinstatement of the Business Rates holiday.

TRADE BODIES MEET WITH FINANCE MINISTER

Retail NI along with other trade bodies met with the Finance Minister.

There was useful round table discussion with the Finance Minister Conor Murphy on the Cost of Doing Business Crisis and the need for reinstatement of the Business Rates holiday.



SDLP Assembly Team

RETAIL NI MEET WITH SDLP ASSEMBLY GROUP

Economy Minister Gordon Lyons & Retail NI CEO Glyn Roberts met with the SDLP Assembly Team yesterday to discuss the cost of doing business crisis. There were welcome discussions around the perfect storm of increasing costs and declining consumer confidence and the major threat to our economy.



TRADE BODIES MEET WITH ALLIANCE PARTY REPRESENTATIVES

Retail NI along with other Trade body representatives met with

the Alliance party on the Cost of Doing Business Crisis. At the meeting there was good engagement and frank discussion on the current Cost of Doing Business Crisis being faced by all our members and the joint proposal to tackle the problems.

462 Small Independent NI Retailers Levelled Up in 90 Days!



THEY ARE NOW RATED
THEY NOW TRADE ONLINE
THEY ARE NOW CERTIFIED
THEY ARE NOW MARKETING

For digital reach, cross promotions, referral business...

CALL 028 9592 7040 TODAY TO LEVEL UP FOR FREE!

12 month support, no payments asked for NI businesses

Check out NI's rated retailers on
ni.voiceforlocals.co.uk

Follow us on
    

Fully Funded by the
HM Government

WILLOWS REACH

Welcome to Willows Reach, an all-inclusive self-investment, education, and wellbeing hub in the heart of Belfast City centre.

Situated overlooking the River Lagan, our beautiful five-floor building is full of everything needed to ensure you keep your wellbeing and mental health at its best, including therapies, classes, coaching, counselling, workshops, kids' wellbeing activities, day retreats, and much more.

In short, our mission is to help people help themselves.

Our ethos is inclusivity; we have an open-door policy, with a coffee shop and eatery on the ground floor to be a safe space for everybody. This space also has a small library of books to encourage self-reflection and aspiration for both adults and children.

Our in-house Kids Mindfulness Coach has provided a library of books for children on their emotions, feelings, coping mechanisms, exam stress, how to get good sleep, and more. We also deliver after-school mindfulness clubs, 1-1 coaching for kids and teens, and mindfulness workshops, all to encourage young people to be their best self.

Soon, we will also have two sensory rooms for individuals and groups of people to use, acting also as a space of rest for carers, parents and grandparents, where they can have a coffee and read, or join one of our various classes while the child enjoys the sensory room.

At Willows Reach, we have early morning and lunchtime drop-in meditation classes, motivational manifestation workshops and vision board classes, all to inspire individuals to live their best life.



We deliver mental health first aid qualifications to businesses, schools, community centres, and anyone else requiring mental health first aid training.

We are also hosting a support group for new and expectant fathers, so people experiencing this drastic change in life circumstances can meet up and share their experiences.

Sundays are the perfect day for wellbeing at Willows Reach with our monthly Sunday Day Retreats, consisting of a Sound Bath experience, healing and high vibration meditation classes, a silent mindful lunch and silent walks, a Tree of Life masterclass, and designing your business plan for life seminars.

developer services
Connecting you to what matters

We are changing the way we work

We want to speak with you before you apply for planning approval. The larger your plans and development ambitions, the more important it is to consult with us early.

You will need to make sure you complete our new **PRE-PLANNING PROCESS** prior to submitting a planning application.

This new 3 step process allows our team of experts to work closely with you to assess any network or treatment capacity issues associated with your proposed development.

We want to ensure that your development process is as simple as possible and reduce any potential barriers you may face, so it is really important to get in touch with us early.

For more information, go to niwater.com/services-for-developers

We are going digital!

Our applications for new connections, site adoption and trade effluent process will be going digital.

Keep an eye on our website for more information.

northern ireland water
Delivering what matters

h harbinson mulholland
Founders of the NI Family Business Forum

Presents

DRAMA AND DILEMMA IN A FAMILY BUSINESS

My brother doesn't put as much effort in as me but he gets away with it – how can I make him see he needs to step up?

My son isn't ready to run the business yet but how do I tell him?

How do I tell my dad I don't want to work in the family firm – it's his dream, not mine?

The Mac Theatre Belfast
Thursday 22nd September
5pm

Join us to watch our professional actors portray a real-life business and some of the challenges they face as a family run enterprise.

Guests will have the opportunity to meet other businesses from across NI and enjoy a delicious supper after the performance.

For more information and to reserve your place visit: harbinson-mulholland.com

"A brilliant and innovative way to observe the typical issues that lots of family businesses face and a good opportunity to talk to other businesses and share experiences. 5 Stars!"

★★★★★
Paul Black, CEO, Alpha Office Furniture

Event Partners

Alpha **Action Cancer**



ULSTER Rugby

BALLYGOWAN

SPORTS BALLYGOWAN

100% RECYCLABLE

PROUDLY SUPPORTING ULSTER RUGBY

NEW!



Bag some sweet sales!

- **£1 RRP**
- **Free POS***
- **Opening offer**
- **Full sale or return**



Bagged sugar confectionery in growth by +11% in indies & symbols**

Stock the NEW range today

Email: peter.aikman@bobbysfoods.co.uk | Tel: 07546 740696

LEADING TRADE GROUPS UNITE TO OUTLINE ACTION PLAN

Northern Ireland's leading trade organisations have today published an action plan aimed at tackling the looming cost of doing business crisis that is affecting thousands in the region.

As a knock-on effect from the cost-of-living emergency, businesses are seeing a fall in trade and customer levels. Coupled with raising inflation, a workforce crisis across the sectors, and remaining Covid pressures, many within hospitality and retail are struggling to remain viable with businesses shutting up shop every day.

Actions within the plan include:

- VAT to be reduced to 17%.
- Reinstate the reduced Tourism / Hospitality VAT rate to support businesses that rely on household discretionary disposable income and tourism spend.
- Restoration of the Business Rates Holiday which concluded in July 2022, running until April 2023.
- A UK wide reform of the business rates system to ensure online and out of town businesses are paying the same rate as high street businesses.
- Support from the UK Government for the devolved nations to reduce business rates by providing increased financial support through the block grants.
- The removal of VAT from energy bills to reduce

energy costs.

- The Northern Ireland Executive to establish a Rural Town and Village Infrastructure Investment Fund to ensure our small and mid-sized towns and villages are supported during this economic crisis.

The action plan has been co-designed by Hospitality Ulster, Londonderry Chamber of Commerce, Bangor Chamber of Commerce, Ballycastle Chamber of Commerce, Ballymena Chamber of Commerce, Banbridge Chamber of Commerce, Belfast Chamber of Commerce, Causeway Chamber of Commerce, Lisburn Chamber of Commerce, NI Takeaway Association, Newry Chamber of Commerce, Newtownards Chamber of Trade, Omagh Chamber of Commerce, Portadown Chamber of Commerce and Retail NI.

In a joint statement, the leaders of the 15 business organisations said:

"We are at a critical juncture as a perfect storm of factors is causing devastation for the retail and hospitality sectors and could see thousands of businesses threatened over the next months if no action is taken.

"Out of control energy bill increases, labour shortages, inflation, National Insurance increases, and sky-high business rates – the highest

in the UK – are risking the business climate of Northern Ireland. Fears that many will simply go under in the next months without government assistance are keenly felt and we cannot continue on this path of destruction any longer.

"We are pushing customers away due to having to raise prices to keep pace with these rising costs, which is therefore having a detrimental impact on trade and consumer confidence.

"Intervention is required by the UK Government, as well as the limited powers of NI Executive Ministers, to stave off the worst of this crisis on business owners and provide tangible support and resources that could keep trade viable.

"Our plan has achievable, tangible solutions that would support business from day one. Actions including a reduction in the VAT rate to 17% to encourage more households to spend on the high street; increased financial assistance through the block grant to alleviate the cost of business rates; and the implementation of the NI High Street Taskforce Report will help bolster business back to viable trading levels.

"We call on both Governments to consider our proposals and engage with the business community on how best to implement urgent actions that can alleviate these crippling pressures. It will support both businesses and consumers in this most pressing of times."

PERFECT STORM

COST OF DOING BUSINESS ACTION PLAN

INTRODUCTION

First and foremost, we support the need to help struggling households in the current cost of living crisis. But government must also recognise that the cost of doing business crisis is placing jobs and businesses at risk and adding to the high inflation rate. It is vital that government help protect the jobs and businesses that make up the economic infrastructure of the Northern Ireland economy and recognise the important role businesses play in supporting working families during this crisis and its vital role in the recovery process.

Together, we represent tens of thousands of businesses in Northern Ireland's economy. They contribute billions of pounds to the local economy and sustain hundreds of thousands of jobs across every local village, town and city.

All sectors are facing the perfect storm of cost of doing business crisis. Rampant increases in the cost of energy, paying the highest business rates in the UK, National Insurance increases, labour shortages and inflation are all putting thousands of high street businesses at risk. We need action from Government NOW!

Neither the retail or hospitality sectors have recovered from the economic devastation of the Pandemic, and they are now faced with an even more challenging fiscal crisis, with consumer confidence falling, driven by high inflation and the largest ever drop in household disposable income (Down 32.3% to £93.50 /week versus UK average £204 / week).

We urgently need immediate and co-ordinated action from all levels of Government to help save small businesses and jobs before long lasting and irreparable damage is done to the Northern Ireland economy.

We commend this action plan to you.



UK GOVERNMENT ACTION POINTS

- An immediate reversal of the National Insurance hike. This was without doubt a poorly timed decision and was the wrong tax increase at the wrong time.
- A UK wide reform of the business rates system to ensure on-line and out of town businesses are paying the same rate as high street businesses. Reducing the high street burden and passing on the on-line tax income to the devolved nations to support a rates reduction.
- Support the devolved nations to reduce business rates by providing increased financial support through the block grants.
- Reduction in the standard VAT rate to 17% to encourage hard pressed households to spend more with local high street businesses
- Reinstate the reduced Tourism / Hospitality VAT rate to support businesses that rely on household discretionary disposable income and tourism spend. The VAT increase back to 20% resulted in a 1.4pt increase in CPI.
- Remove VAT from energy bills to reduce energy costs and support both consumers and businesses.
- Introduce a fuel duty rebate scheme to support the hospitality and retail sector supply chains, which are distortionary impacted by high fuel prices due to multiple SME delivery requirements.
- Ease the labour market shortages by extending the Tier 5 Youth Mobility Scheme to include all EU member states as eligible countries. Allowing eligible persons aged 18 to 30 to work and live in the UK temporarily for a period of up to two years.
- Remove the ban on asylum seekers working while they await their case to be processed. Allowing them to work will ease the labour market shortages and contribute to the economy.
- Encourage the Bank of England to freeze or reduce interest rates as higher rates discourage spending on the high street and disproportionately impact the SME retail and hospitality sector and people with lower incomes.

NI EXECUTIVE ACTION POINTS

- Restoration of the Business Rates Holiday which concluded in July 2022. This rates holiday should run until April 2023 to direct assist those traders struggling the most.
- A fundamental redesign of the business rates system, based on fairness and affordability.
- Immediate reform of the Rates Hardship Fund to direct assist businesses who are struggling with excessive costs.
- The Northern Ireland Executive to establish a Rural Town and Village Infrastructure Investment Fund to ensure our small and mid-sized towns and villages are supported during this economic crisis.
- Implementation of the NI High Street Taskforce Report, particularly its central proposal of a Five-year High-Street reconstruction plan.
- The NI Executive to work in partnership with the retail and hospitality sector bodies to ensure a continuous focus on saving jobs and businesses throughout this crisis.
- A strengthening of the 'Town Centre first' planning policy, underpinned by an immediate five-year moratorium on major out of town retail and mixed-use development to alleviate the pressure on our town centres and high streets.
- Capital grants to assist hospitality and retail businesses install sources of renewable energy, supporting the target of net zero carbon and reducing the cost of energy for the business.



PIVOTAL ACQUIRES DANSKE BANK'S NON-BRANCH ATM NETWORK

Northern Ireland-headquartered cash and transactional management company Pivotal has acquired Danske Bank's non-branch ATM network for an undisclosed sum.

The deal includes 107 Danske Bank ATMs across Northern Ireland.

Danske Bank will still own and operate 85 ATMs located at its branches across Northern Ireland.

Pivotal (formerly known as RMS Group Services), whose services include cash and valuables in transit, cash processing, coin and note supply, foreign exchange and merchant services as well as ATM services, has been in operation for over 17 years. Today, Pivotal is a leading ATM company across the UK and Ireland, owning and

servicing its increasing estate of ATMs and continuing to provide consumers with much needed access to cash.

Rónán Harper, Chief Executive Officer, Pivotal said:

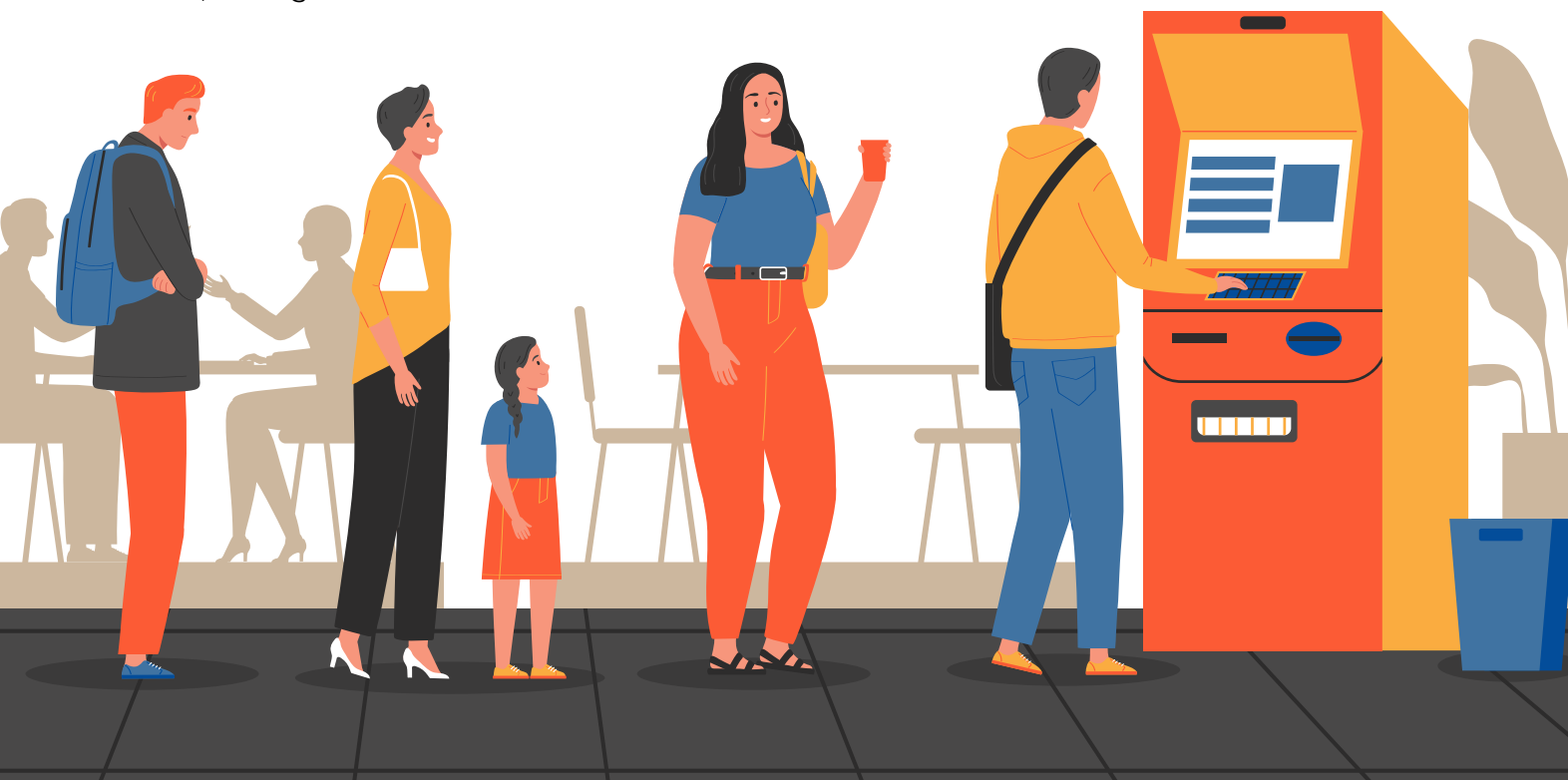
"As a local company we're proud to be taking over the mantle from Danske's long established relationships with site owners across Northern Ireland. This acquisition is a natural fit for our strategic business growth and allows Pivotal to ensure our communities in Northern Ireland will still have their much needed access to cash. Our priority now is to ensure a smooth transition and that consumers benefit from the same high level of reliability and service."

Vicki Hassan, Operations Director at Danske Bank, said: "We remain committed to

serving our customers through a wide variety of options and we continue to invest in both our branch network and our digital channels.

To invest and grow we must also continually look for ways to simplify our operating model. This decision will allow us to further support the business by freeing up time and resource to focus more efforts on our core banking activities.

"We're pleased to have found in Pivotal a local specialist provider with strong experience in owning and managing ATMs and who can therefore ensure a continued high level of service and ATM availability for consumers across Northern Ireland."



SuperValu & Centra NI Secure Prestigious Wins at Retail Industry Awards in London

SuperValu and Centra Retailers Honoured Among the Best in UK- SuperValu and Centra were honoured this week at the 2022 Retail Industry Awards with three stores taking home top titles and a further five being highly commended.

McGleenan's Centra in Keady was awarded the sought-after Independent Retailer of the Year title (in the over 6,000sq ft group) while Lusty's Centra in Larne won the coveted Drinks Retailer of the Year award.

Peter Wilson from Wilson's SuperValu in Portadown was crowned Newcomer of the Year.

Commenting on the awards, Musgrave NI Retail Sales Director Paddy Murney said:



Receiving the award for Drinks Retailer of the Year are Richard and Raymond Lusty (centre) from Lusty's Centra in Larne, who are joined by editor of the Independent Retail News, David Shrimpton, and host, actor and comedian Kerry Godliman

"I would like to congratulate our retail partners the McGleenan family, Raymond and Richard Lusty, and Peter Wilson who along with their teams competed against some of the best stores in the UK, to achieve these awards. Their commitment and dedication to serving their local communities with the best in modern convenience retailing is unwavering and these awards are testament to that.

"Our SuperValu and Centra stores operate in the heart of communities

across Northern Ireland, and we are committed to offering our customers value, choice and high-quality convenience. I am delighted these stores have been recognised for the service they provide. I would also like to congratulate all our stores which were highly commended at the awards."

Widely regarded as 'The Oscars' of the grocery sector, the Retail Industry Awards reward excellence and outstanding achievement across a broad range of categories, recognising independent retailers alongside the large supermarket groups.



Receiving the award for Independent Retailer of the Year (over 6,000 sq ft category) is Damien McGleenan (second left) co-owner of McGleenan's Centra Keady. He is joined by from left, Susan Nash, trade communications manager at Mondelez International and sponsor of the award; Paddy Murney retail sales director Musgrave NI; and host, actor, and comedian Kerry Godliman



HONEYCOMB

Professional support to help your business thrive

We source essential support employees for a wide range of ambitious businesses. Each candidate is carefully selected to provide the skills you need today and the talent you'll need tomorrow – invaluable experience with the capacity to scale up as your business grows.

028 96 20 70 50
honeycomb.jobs