



Lancaster University  
Management School

# Entrepreneurs in Residence 2017/18



We are delighted to welcome you to our community of Entrepreneurs-in-Residence (EiR). The EiR community helps Lancaster University Management School to join SMEs in their world. In doing so, it helps our students and our faculty to have a greater and deeper understanding of entrepreneurship and the various contexts where it is enacted. Our engagement with EiRs is also beneficial to the development of EiR leaders and their organizations turning our community into a virtuous learning cycle.

It all started back in 2008 when LUMS decided to host within the department an Entrepreneur in Residence – Ian Gordon. Over the following two years Ian worked with us on our internal approach to business and our range of programmes to support entrepreneurs. Ian was tasked to act as a ‘cultural irritant’, to question our ways of working and to challenge our assumptions. The result has been a step change in our provision and the overhaul of some of our business support programmes.

The success of our founding Entrepreneur in Residence (EiRs) allowed us to expand this initiative which, since its conception in 2008, has seen the number of EiRs working with us increase to 29 in 2012 and 50 in 2016. This increase really pushes forward the diverse set of business support programmes the Department offers and build them into departmental teaching and research.

All of our entrepreneurs are longstanding associates of the University and have taken part in many of our flagship programmes, ensuring their views on SMEs are insightful, knowledgeable and really reflect the needs of businesses.

### **Purpose of the Entrepreneurs in Residence**

In particular the group of local, national and international assist the Department in various ways, including:

- refining current programmes to best fit the needs of other owner-managers
- enhancing the experience of our students through activities and career guidance
- helping to foster business ideas and contribute to a variety of classroom activities
- acting as ambassadors to help promote the Department’s business support activity
- supporting the Department of Entrepreneurship, Strategy and Innovation in its undergraduate recruitment

We are excited to be working with these leading owner-managers and to see the benefits they will bring to the Department and the wider SME community. Please get in touch if you would like to know more about this programme and our engagement activities.

Dr. Ricardo Zozimo  
Lecturer in Entrepreneurship  
Lancaster University Management School

## Entrepreneurs in Residence - Sectors

### Advanced Manufacturing/Engineering



Stuart Brakewell



Andy Hooper



Peter McGuinness

### Creative/Social Enterprise



Matt MacDonald



Jane Binnion

### Energy & Environmental Technology



Colin Aimers



Hugo Macedo

### Finance/Financial Management



Mike Gray



Ruth Power

### Food



Gill Hall



Joe Hall



Michelle Partington



Joe Towers

### Healthcare



Joseph Horak



Glyn Jones



Stephen Thorpe

### IT



Alan Jewitt



Darren Kirby



Bill Lewis



Andrew Moses



Anshul Kapoor



Mark Shepherd

## Management, Consultancy, Education & Training



Renwick Brutus



Phil Coatesworth



Ali Jama



Mike McKenna



Martin Moylan



Len Rainford



Kelly Anne Sharp

## Manufacturing



Sue Anderson



Michael Hill



Jenny Woodward



Mark Woodward



Barry Leahey

## Marketing



Jane Dalton



Carole Myers



Natalie Hailey



Janie Ash

## Professional Services



Wayne Brophy



Adrian Cresswell



Robert Leggett



Suzi Wynne



Zac Garton

## Property & Construction



Chris Cox



Michael O'Hara



Jonathan Shaw



Norman Tenray

## Retail



Jacqui Jackson



Ian Steel

## Safety & Security



Brian Gregory



Jenny Rigby



Hadrian Thorne

## Travel, Leisure & Tourism



Matt Jackson



Oli Monks



Susan Sykes



Kevin Shaw

## Wholesale Distribution



Haydn Boocock

## Entrepreneurs in Residence - Profiles

### Advanced Manufacturing/Engineering



**Stuart Brakewell** is the Managing Director of Central Power Services.

Stuart left school at 16 and went straight into an apprenticeship at British Aerospace. At 21, Stuart had the opportunity to work in the USA in aircraft design, but also had the opportunity to join his father in setting up Central Power Services. He decided to help his father get started for 12 months or so, and 28 years later he is still there. Today, Stuart runs the company with his brother, his wife, and a small team of managers. They currently employ 50 people. The company specialises in emergency power solutions for commerce and industry and operates nationwide from 3 strategic locations in Preston, Cannock and Leeds. They sell, install, maintain, hire & repair emergency diesel generators and UPS systems 24 hours a day, seven days a week. The company has changed significantly over recent years and goes from strength to strength. Stuart continues to engage with the university and receives continued support, motivation and encouragement.

<http://www.central-power.co.uk/>

### Advanced Manufacturing/Engineering



**Andy Hooper** is the Managing Director of Westlakes Engineering.

The company is an engineering consultancy providing civil, structural, environmental and attraction safety services from offices in Whitehaven, Manchester and Preston. Founded as Westlakes Engineering Ltd in 2004, the company has grown quickly by establishing a reputation for providing a high quality, professional service to a wide range of clients. With client focus the basis for delivery, all our teams provide cost effective and innovative solutions tailored to client needs and aspirations.

The company was also awarded Small Business of the Year in 2010 for Cumbria by both CN Group newspapers and Britain's Energy Coast Business Cluster. Andy was shortlisted for the Institute of Directors' NW Director of the Year (Cumbria) in 2011 and is the CN Group Businessperson of the Year for Cumbria in 2011.

<http://www.westlakes.co.uk/>

### Advanced Manufacturing/Engineering



**Peter McGuinness** is the Managing Director of DRM Limited. DRM is a group of specialist engineering companies. DRM designs and manufactures bespoke technical textile items for specific applications. Their main markets are in the Process Industries and Commercial Laundries. They also provide Filtration Engineering Services and Liquid Filtration Vacuum Filters. Customers range from large multi-nationals and global corporations to small specialist companies. DRM has grown to 4 manufacturing sites in Europe. DRM supplies customers in Europe, North America, Africa and Asia.

Peter leads an extremely innovative company which serves a number of engineering niches. As an enduring supporter of our work at Lancaster, Peter is well-placed to advise us on future programme development, and as a progressive entrepreneur his experience will be invaluable to any students lucky enough to encounter him.

<http://drm.co.uk/>



## Creative/Social Enterprise



Matt is both an academic and a serial entrepreneur. Having left school at 15, he attended evening and then trained as a nurse, then a youth and community worker and secondary school teacher. Matt currently works as a Senior Lecturer in Entrepreneurship at Manchester Metropolitan University and is a Director of Shared Future Community Interest Company and the Melodrome Stage, a community theatre company. His first business was a training company for nursing and care home staff and has also run a successful sound and lighting company for theatre, music and events. He has since been involved in a wide range of business ventures, mostly to do with charitable and social enterprise, bringing his skills and widening academic knowledge to a sector he feels strongly about and that directly impacts on his own community. Shared Future CIC grew out of joint work with colleagues in DESI at Lancaster University and has since branched out to work across the UK and internationally.

<http://www.sharedfuturecic.org.uk/>  
<http://melodromestage.co.uk/>

## Creative/Social Enterprise



Jane Binnion is one of our latest EiRs and started out in business as a social media trainer in 2010 after a shoulder injury left her, as a single mum, living on £80 a week ESA. Jane's background is youth and community work and a shift to business at the age of 47 was most unexpected, but it has been the best decision she ever made (apart from becoming a mum of course). Jane went on to establish Ethical Business Training Ltd in 2015 and in 2017 launched The Growing Club CIC to bridge the gap in business education for women. She has now gone full circle and her energy is mostly focussed on working with women at grass roots level, helping women to build sustainable businesses to build a stronger local economy for economic well-being. Jane is the author of The Heart of Sales - Practical sales skills for people who choose to trade ethically. And You're so clumsy Charley, the first children's story book addressing dyspraxia. She is currently on the EMBA programme and is based at the Lancaster district Women & Enterprise Hub at White Cross, Lancaster.

<https://www.janebinnion.com/>

## Energy & Environmental Technology



**Colin Aimers** is the Director of Kingmoor Consulting Ltd. Colin is a chartered civil and environmental engineer and has a passion for creating new things, designing businesses to exploit opportunities and growing businesses. He moved into Renewable Energy in 2002 when it was in its infancy and joined a start-up consultancy business. They grew the business from 6 people to over 300 across 5 continents over a 10 year period. Colin had the opportunity to build and run technical teams providing support to projects in the UK, Ireland, Australia, Canada and South Africa. From 2012, Colin grew an environmental consultancy, Nevis Environmental, drawing from his past experiences and utilising what he had learned from LUMS' programmes. Colin began to grow the business from 2 people and a limited service offering to something far larger. In 2016, Colin left the business to build a new locally focused civil and structural engineering consultancy based in Cumbria, undertaking commercial and domestic design work and construction supervision.

[www.kingmoorconsulting.co.uk](http://www.kingmoorconsulting.co.uk)

## Energy & Environmental Technology



**Hugo Macedo is the** is the Managing Director of Smart Separations Microfiltration based in London.. Smart Separations was founded in 2013 and deals within the field of medical devices and its mission is to improve Quality of Life

To be completed  
<https://smartseparations.com>

## Finance/Financial Services



**Mike Gray** is a Founding Director of 1st Stop Group. Mike has worked in the Finance sector for over 30 years, initially for an American bank and then for a large, non-standard lender eventually becoming a Director. He left in 2005 to set up 1st Stop offering a nationwide range of financial services and products. The Company grew rapidly over the next three and a half years and now employ nearly 90 staff members. During the 'credit crunch', banks and funders pulled out of the market place resulting in a complete restructure of the business. They have now rebuilt the company and offer a diverse range of lending and associated products, operating from premises in Blackpool and the North East.

<https://www.1ststop.co.uk/>

## Finance/Financial Services



Ruth Power is on the board of a financial services SME in Cumbria, employing over 35 staff servicing over 2000 clients with financial planning and advice. Her role as Director Business Development involves developing enhanced service strategies and communicating with potential new customers, looking after the needs of existing customers and managing internal communications. Ruth and her colleagues have been involved with LUMS for some time. The company is determined to innovate and trail blaze in a traditional and static sector which is primed for change and see the dynamic environment of LUMS as a useful partner in our innovation network. Ruth has had the benefit of a complete career change which has given her experience in both public and private sector, education and management and now marketing. " I see working as an EiR as a chance to combine my mentoring and teaching skills with my business and life experience

[www.finman.co.uk](http://www.finman.co.uk)

## Food



**Gill Hall** is the Owner of Butlers Farmhouse Cheeses. Butlers have been crafting superior farmhouse cheeses since 1932, and three generations of the family have developed and perfected the various recipes and still continue to do so to this day. Quality and family values are at the heart of the company's operation. Butlers sells premium cheese to some of the UK's top stores including Marks & Spencer and Sainsbury's. Gill has a long standing relationship with Lancaster University, and her son took his undergraduate degree at the Management School. More recently, Gill has been a guest speaker on family business matters and was a founding member of the GOLD programme.

<http://www.butlerscheeses.co.uk/>

## Food



**Joe Hall** is the Managing Director of Halls Food Group. Halls Food Group is something of a phoenix. This third-generation family business, founded in Chorley in 1933 and famous in central Lancashire for its pies and other bakery products, nearly ran aground in 2007 when mounting debts led it to go into voluntary liquidation. But when the company's current MD, Joe Hall, stepped in to buy back the assets, this was the start of a remarkable turn-around. 10 years on, the company has two retail premises and a corporate catering service, a fleet of 7 mobile shops providing a lunchtime delivery service to workplaces across the whole of Central Lancashire. Alongside being active in his role as an EIR, Joe was appointed to the board of BAKO NW Ltd in 2014 and is currently the Vice Chairman. Additionally, in 2016, he was appointed as a voting member of the Board of the Small Business Charter.

<http://hallsbakery.co.uk/>

## Food



**Michelle Partington** is the Founder and Company Director of Lakeland Picnic. Lakeland Picnic was created by Michelle in the Lake District in 2006. The philosophy then and still is now, to provide a simple delicious menu utilising some of the finest regional ingredients, in street locations with a thoughtful and considered approach to their customers' needs. Providing a small menu of really tasty burgers and sausages made initially in the Savin Hill butchery, Lyth Valley, near Windermere proved a great success. Michelle had established the purpose built EC approved red meat cutting premises at her brother's farm in 2004 and it proved to be perfect base to trial the Lakeland Picnic range. Michelle and her team also work with other regional suppliers who lovingly make the breads, cheeses and condiments that are put with the meaty bits.

<http://www.lakelandpicnic.co.uk/>



## Food



**Joe Towers** is the General Manager of Lune Valley Dairy Farm. Joe's Grandfather and Grandmother moved to Brades Farm Dairy, (recently rebranded to Lune Valley Dairy Farm in order to emphasise their locality), in 1960 when they got married. They had six cows at the time. Back then the milk used to get put on a train to Liverpool (raw and uncooled) – how times have changed! Joe became interested in marketing the produce from his family farm because he believes in the power of agriculture to do good. However, much of the public have become disconnected from the origin of the food they eat and in order for that to be reversed farmers need to be effective marketers and communicators of what they do and how they produce their food. This was a starting point for Joe coming into a family business and he is driven to use the opportunity to build a trusted relationship between the farmer and consumer from which everybody can learn.

<http://www.lunevalleydairy.co.uk>

## Healthcare



**Joseph Horak** PhD, works with adolescents, families, couples and individuals. He has been practicing for nearly three decades and is known for his work with couples and families. He is a psychologist, leadership coach and a family business consultant. He has published articles related to marriage therapy and family business and taught courses in these areas at Wayne State, Grand Valley and Western Michigan Universities. He is also a Clinical Fellow with the American Association for Marriage and Family Therapy. The Professional Practice Award has only been awarded three times since 1942).

<http://www.drhorak.com/>

## Healthcare



**Glyn Jones** is the Innovation Programme Manager at Lancashire Care NHS Foundation Trust. Glyn's role involves coordinating and promoting innovation activity within the Trust and leading the North West's NHS England Innovation Test Beds. His aim is to help all staff, service users and partners contribute constructively to service improvement and efficiencies by using their creative energies in a wide range of projects. Glyn enjoys working with IEED students on a range of projects. One of his students went on to win the James Milnes Placement Student of the Year Award for her work. Glyn is now studying for his MSc in Innovation and Improvement Science at Lancaster University's Centre for Education, Training and Development (CETAD).

<https://www.lancashirecare.nhs.uk/>

## Healthcare



**Stephen Thorpe** is the Executive Chairman of CME Medical UK.

He started the business as the UK outlet for a Colorado based medical device company. In 2003 he started working with an Israeli infusion device manufacturer to develop new products and in 2007 they acquired the business and became partners. The business grew organically in the early years by working with healthcare professionals in pain management to understand their safety and efficiency issues and working with their partners to develop infusion products that addressed these issues. They have subsequently worked their way through many niche clinical applications such as oncology, nutrition and palliative care developing innovative new product features and today have around 45,000 of their infusion devices in use in the UK & Ireland. Based in Blackpool, and covering the UK & Ireland, his team consists of around 50 head office personnel and 30 field base sales, technical and clinical personnel.

<http://www.cmemedical.co.uk/>

## IT



**Andrew Moses** established The Config Team in 1994. The company is a consultancy which specialises in using SAP software for logistics management. It is based in Skelmersdale in Lancashire with an additional office in Cumbria.

The Config Team work throughout the UK and travel extensively across the world. Growing steadily since its formation, they have an impressive client list including Heinz, Cadbury Schweppes and Premier Foods. Andrew is keen to continue the growth of the firm but does not wish to jeopardise the customer focus which is one of the key strategies of the business.

Andrew will bring a strong international business slant to his EIR activities.

<http://www.theconfigteam.co.uk/>

## IT



**Alan Jewitt** is the Managing Director of SYPO.

Newcastle-born Alan began his career by training as a computer programmer in 1980 as encouraged by his father, who also worked in IT. Subsequently, with the arrival of the Internet, Alan made the leap from mainframe systems to the World Wide Web. Having always loved solving problems for people, providing IT services to small businesses became the perfect career choice for Alan.

SYPO (Sell Your Products Online) are based in Kendal, Cumbria, where Alan himself has lived since 1986. He started learning about web development in 2000 and had his first customer in 2002. Today SYPO has four full-time developers, providing web and desktop solutions to a customer base of SMEs, most of which are based in the North West of England

<https://www.sypo.uk/>

**IT**

**Anshul Kapoor** is a Founding Director of Image Foundry Studios. Ever since Anshul can remember, he wanted to run his own business. His father was a serial entrepreneur and his biggest recollection from seeing him is that nothing is impossible and never take no for an answer! Anshul has been in business for over 15 years, yet the business he started back then became very different within its first three years. He initially started an IT recruitment company recruiting IT professionals from overseas. Soon after, however, in the aftermath of September 11th, the demand for overseas IT professionals fell dramatically.

The business then diversified into outsourcing IT development projects overseas but Anshul's lack of IT knowledge made it difficult to manage the projects. He figured it would be more straightforward to work with UK and overseas people in creating websites rather than hardcore programming. One day whilst chatting to a property developer about a new website, he was asked if they produced 'Computer Generated artist illustrations'. Not wanting to turn down an opportunity Anshul said, "Yes of course we do!" 12 years on from that they have remained in the same business and now work with property developers, architects, kitchen, bedroom and bathroom manufacturers and also TV and media companies.

<http://www.imagefoundry.co.uk/>

**IT**

**Darren Kirby** is the Managing Director and founder of Sytech IT. After graduating Computer Science degree, he started his career in IT support, providing support to 180 SMEs and going on to join the European division of a USA based, private equity owned Photographic distribution business. During his 9 years he built an industry leading IT infrastructure and business system for the PAN European business, providing scalability in a multi-lingual and multi-currency environment. While becoming part of the European management team, delivering the integration of newly acquired European distributors.

Having started as technician, the exposure to commercial and strategic side of business lead him to study the EMBA with Lancaster university, which brought deeper understanding of the experience gained through academic frameworks. Following the EMBA, he went on to become Managing Director of a previously owner managed IT Service company, doubling its size in just over 2 years and winning the Shropshire business award for Change Management.

Today, Darren has founded a new IT consultancy and services business, specialising in enabling the business strategy through the successful selection and implementation of business technology and business processes. The background of both technical and commercial put SyTech IT in a unique position to translating business problems in to technical solutions. With the support ethos that any user should be able to place a single phone call to have issues resolved. He feels giving back and developing others is important, doing this through engaging in student projects and placements, as well as volunteering as Chair of a local Dyslexia charity and with Staffordshire Chamber of Commerce business mentoring program.

<http://www.sytech-uk.com/>

## IT



**Mark Shepherd** has a varied career in Catering, Engineering and twelve years serving as a Lancashire Police Officer and has certainly attended the University of Life before starting his own business in 2000 in IT. Nearly two decades later Mark has a well-established IT company based in Longridge, Preston.

Vertigo Solutions Ltd services many different markets, from manufacturing to education and healthcare. Vertigo's unique approach to understanding business processes ensures that they provide our customers with everything, from consultation to server and desktop support, programming and communications. Cloud computing has become an integral part of Vertigo's approach to business computing with their own data centre presence in Manchester.

Mark is passionate about helping small businesses and entrepreneurs as they negotiate their own company. Mark has spent the last decade engaged in the management school and is now half way through his Masters Degree in Professional Practice (Leadership and Management.)

[www.vertigosolutions.co.uk](http://www.vertigosolutions.co.uk)



**Bill Lewis** Started in a working class family in rural West Lancashire, left school at 16 and entered the motor industry, which – with the exception of study – would occupy his time for the next 12 years. Although leaving School with O levels he graduated from Lancaster University with a Master of Arts (Distinction) in Financial Control. After a period at Fords European Headquarters, went into consultancy (KPMG) and got a taste of the world of “turn arounds” and start ups, being on an interim secondment as CEO in four “rescue” situations (three were successful). The first introduction to the world of the entrepreneur.

He was invited to join an elite team at British Airways charged with downsizing and totally transforming the airline –heading two major international teams, followed by a global operations GM role. He moved to found his own consulting company focused on services to/ from China and worked for five years between multiple Chinese cities and Singapore, UK, and USA.

He was then invited to head a major company wide technology and organisation transformation program for the worlds largest independent aircraft maintenance company as CIO. Bill's current business is a “tech start up”, - now a company heading to a nine figure valuation, and a potential IPO.

In addition to his role with Temasys, he is active in counselling and mentoring entrepreneurs and has a new on line mentoring and counselling practice.

<https://temasys.io/>

## Management, Consultancy, Education & Training



**Renwick Brutus** is the founder & CEO of Achievement Resources, LLC.

He began his career as a Research Economist in the Central Bank of Guyana (South America) and later leveraged that experience and perspective to contribute to the Wall Street firms, Merrill Lynch, Bankers Trust and the Equitable.

His interest is in capital formation and wealth creation. “At Achievement Resources, we are dedicated to “Developing People. Growing Companies.” We are passionate about helping entrepreneurs and business executives identify and develop talent, and facilitating the consistent utilization of positive attitudes, behaviours, skills and business systems to increase impact, value and wealth.”

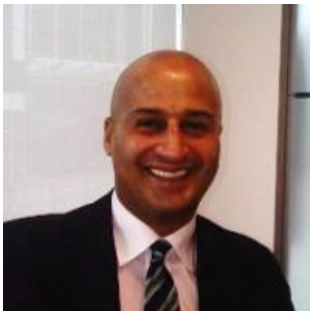
His specialties include Strategic Planning, Organisational Development, Sales and Marketing, Executive Coaching, Process Design and Financial Management.

### Management, Consultancy, Education & Training



**Philip Coatesworth** is the Managing Director of Boatbridge. After a frustrating six early career years as a work study practitioner with Campbell's Soups, and then London Transport, Phil came to LUMS in 1974 and it was during the dissertation phase of that MA in a Business Analysis course that he set up his first business. Over the next twenty years a small van sales operation, delivering flowers to local florists, became a multi-site operation embracing ownership of seven retail flower shops, two large wholesale centres and a significant interior landscaping business. However, the business collapsed in August 1995, leaving Phil with the urgent imperative of finding a new way of feeding the family. That imperative utilised many previous years of ocean sailing experience to found PYD, which became the world's largest specialist provider of crewed yacht delivery services. After fifteen successful years PYD was sold to that 'best of all buyers', an existing customer.

### Management, Consultancy, Education & Training



**Alistaire Jama** is Managing Director of Kennedy Ross Consulting Ltd. His professional experience has centred on achieving 'frontline' sales objectives for large blue chip organisations. He is passionate in developing individuals to improve and obtain results previously thought could never be achieved and believes fundamentally that optimum results in any organisation emanate from your people first and foremost. "Nature plays a role but nurturing your people's talent is the key. My strength, empathy and action to inspire and transform. My goal, to equip all levels of professionals with the optimal levels of business awareness and social skills. This will allow the professional to analyse and interpret their behaviours constructively, which will lead to tangible improvements in customer relations, organisational performance and employee morale."

His Specialities include; demonstrably improving business performance through understanding, identifying and implementing customer centric strategies, guaranteeing to improve the business's 'frontline' overall performance, through effective training and development. An expert in 'Transformational Leadership' and a driver of cultural change management.

<http://www.kennedyross.co.uk/>

### Management, Consultancy, Education & Training



**Mike McKenna** is the Managing Director of McKenna Communications. Grammar school educated, Mike went on to complete a degree in Electrical & Control Engineering at Liverpool John Moores with GEC. He was offered a position at Plessey (Marconi) in a Technical Sales role covering the Middle East and Africa. Furthermore, he worked at BT, Unisys, leading their Telco Program in EMEA before moving to Holland for five years managing a VSAT global company. After a period in their M&A function, Mike set up his own company in 1999. McKenna Communications originated in The Hague, Holland, and branched out to the UK in 2009 where their services extended into M&A and partnered closely with Williams & Co and Stirling UK. They define the 'go-to' market strategy as, "generating new direct and channel sales and ultimately helping position them for sale." In essence, Mike brings technology companies to market mainly in the Telco, Government and Financial Services sector for countries including USA, Israel, South Africa and China.



### Management, Consultancy, Education & Training



**Martin Moylan** is the Owner of Moylan Enterprises. Martin is a mentor, coach and consultant to family business, fostering the spirit of enterprise and supporting family businesses to prosper and grow. His company is Moylan Enterprises. A section of this, Moylan Homes, has been established for over 30 years and in that time they have won awards for Manchester Housebuilder of the Year, and recognition from Greater Manchester Police for their Secure by Design policy on all of their developments. Their aim is to create a pleasurable living environment for their clients for many years to come. Martin was an early participant in LEAD, and has contributing to workshops on HR and Family Business. Martin was a regular member to the Lancaster Forum, and had shown a high level of entrepreneurial flair as he developed a range of property-related businesses. Skilled at drawing together complex and conflicting information to give a concise overview, Martin would make an outstanding tutor, or mentor to students.

<http://www.moylan.co.uk/>

### Management, Consultancy, Education & Training



**Len Rainford** is the Franchise Director and Management Consultant for The Franchise Specialist. He has over 30 years' experience in franchising and has seen it from every angle and every aspect. He has been a Franchise Manager for two international companies Amtrak and T.N.T., has been a Franchisee and a Franchisor, and has worked as a Franchise Consultant for several major brands. Len has also started, run and sold four businesses all in different sectors. In 1996 Len launched Sameday UK which he built into a national brand using the franchising network model before selling the company in 2013. He has won many business awards over the years and in 2006 he was invited to become a founder member of the Institute of Couriers in recognition of his services to the industry. Len now works in a consultancy role passing on the knowledge and experience that he has gained over the years, helping others to achieve their goals, and raising the profile of franchising in the UK.

<http://www.thefranchisespecialist.co.uk/>

### Management, Consultancy, Education & Training



**Kelly Anne Sharp** founded Voice Work in 2010 with over 20 years' experience in the field of voice. Her work includes performance, theatre work and voice training, speech and voice therapy. She originally trained and qualified in Music Theatre Performance then as a Speech and Language Therapist. Kelly Anne founded Voice Work to promote healthy voice use and to work with her clients to develop their voice and verbal communication skills for both personal and professional development. Her passion is empowering clients to use their voice in a more effective manner, delivering confidence to the individual and results for the organisation.

Kelly Anne has extensive experience of working with; executives, NHS clinical work, singers, actors, toastmasters, teachers, professional speakers and individuals with managerial roles within complex public sector such as HMRC, NHS, Lancashire County Council and Preston City Council, and private organisations such as TCC Language Translation Service Ltd., FCR Consultancy and ESSE Engineering.

Kelly Anne is now looking forward to her residency, particularly engaging with staff and students as part of the EiR programme and working with the University, providing high quality voice work coaching and workshops for individuals, relevant departments and groups.

[www.voice-work.co.uk](http://www.voice-work.co.uk)

## Manufacturing



**Sue Anderson** is the Financial Director of Pendle Doors. Pendle Doors are a family business based in Darwen. They are manufacturers of high quality internal and external timber doors, doorsets, secured by design entrance systems, glazed screens and purpose made joinery to the construction industry. Sue's husband, Steve Anderson, initially started the business but Sue joined her husband as the business grew, initially on a part time basis doing the accounts but this became a more hands-on, full time role. The firm has enjoyed enormous growth and success through the hard work and dedication of the entire workforce and has built a reputation based on reliability and service.

<http://www.pendledoors.co.uk/>

## Manufacturing



**Michael Hill** is the Owner and Managing Director of Optima Control Solutions. Optima Control Solutions is an expert industrial control systems company. Michael Hill and Adrian West formed Optima Control Solutions in 1995. Their founding principles of applying expertise skilfully, professionally and diligently have, since incorporation, been at the heart of the business. The company now operates from headquarters in Blackburn, Lancashire and currently employs 25 staff. Optima recognises that as a knowledge-based business, its expert engineers are the company's most important asset.

<http://www.optimacs.com/>

## Manufacturing



**Jenny Woodward** is the Managing Director of The Paper Cup Company. The company is based in Clitheroe and prints personalised cups made to order. The company gained a Green Apple Environment Award in the packaging sector in 2011, competing against 500 other companies. Manufacturing has now moved back to the UK (from China) to allow for a quick turnaround in orders: an interesting example of 'on-shoring'. The company has received many accolades. Recently, local MP Nigel Evans placed an order to supply paper cups to 10 Downing Street for the Queen's Diamond Jubilee celebration. They now have over 40 members of staff. Just recently the firm has moved into manufacturing paper cups in Lancashire. Substantially increased turnover, of around 50%, in the last twelve months showed that the business had the potential for a lot more. They are now the fastest bespoke printed paper cup manufacturer in the world, making cups in 24 hours.

<https://www.printedcupcompany.co.uk/>

## Manufacturing



**Mark Woodward** is the CEO of The Printed Cup Company. Mark founded The Printed Cup Company in 2005 after a long career in catering disposables. The company is based in Clitheroe and prints personalised cups made to order. Manufacturing has now moved back to the UK (from China) to allow for a quick turnaround in orders: an interesting example of 'on-shoring'. Mark says that the University has provided an opportunity to get a different view on how to run a business. He says that "working with the university has given us everything, from help with websites to new ideas for coping with staff problems, to access to finance. The most valuable aspect has been talking to other business owners and learning from each other." Another manufacturer in the Entrepreneur in Residence group, Mark is undoubtedly going to be much in demand for his perspective on business and how he has carved an expanding niche in a very competitive market.

<https://www.thepapercupcompany.co.uk/>

## Manufacturing



**Barry Leahey MBE** is a post graduate and an expert in international business and manufacturing. As Managing Director at the largest UK manufacturer of outdoor children's playground equipment, Playdale Playgrounds Ltd, Barry grew the business from £5m to £15m in seven years. Playdale were named a Department International Trade Export Champion after growing the business into 48 countries, National SME Exporter of the Year and Family Business Manufacturer of the Year. In 2017 Barry received a MBE in the Queen's Birthday Honours for his services to Export and International Trade.

<https://www.playdale.co.uk>

## Marketing



**Carole Myers** is the Managing Director of Conception Marketing. Conception was established in 2002 and has since seen considerable year-on-year growth. The firm works with SMEs from a range of industries such as engineering and manufacturing, to help them develop the right marketing campaign to generate new and profitable customers. By maintaining a focus on their core activities – Conception's three Cs of Consultancy, Contact and Creativity – the team at Conception apply a consultative approach to advising clients on appropriate marketing or growth strategy. Carole has also been a regular contributor to the running of workshops for the Innovation For Growth programme. She is now looking to continue her relationship by becoming an Entrepreneur in Residence, and is sure to be much in demand by our students, many of whom aspire to consultancy and marketing careers.

<http://www.theconception.co.uk/>

## Marketing



**Jane Dalton** attained a first class MBA from Cambridge University, and for the past 17 years has managed brand strategy and innovation projects for companies with global brand reach – from Unilever global brand teams through to banks and service brands across Europe. Cross-cultural customer understanding and creative problem solving in highly regulated markets are particular strengths. Jane's project delivery experience has involved extensive engagement with cross-disciplinary teams and collaborative partners, to ensure successful delivery of project objectives. Her skill sets comprise strategic brand planning and brand positioning, the commercialisation of intellectual property, innovation management, new product/service development and qualitative market research. From 2000-2006 Jane worked as a senior consultant at The Value Engineers (Cello Group) and in 2008 set up Groundswell Innovation. Since 2013 Jane has become a northerner again, in her native Lancaster.

[www.groundswellinnovation.co.uk](http://www.groundswellinnovation.co.uk)

## Marketing



**Natalie Hailey** is Owner & Managing Director of Hot Content and is an online marketer, teacher and mentor helping small business owners and female entrepreneurs promote themselves and their brand online. She founded Hot Content after having her children and knowing that she had no desire to return the corporate environment of which she'd been part for the previous 10 years. Natalie has now set about helping other women market their own businesses online and fulfil their potential. Through the principles of content marketing, Natalie provides support with online marketing through online training, live workshops and ongoing mentorship showing that, with the right help and a patient teacher, anyone can take control of their own online marketing and enjoy the benefits of increased brand awareness, audience engagement and leads.

<https://www.hotcontent.co.uk/>

## Marketing



**Janie Ash** is a businesswoman and entrepreneur and started Better with Jam to be a different kind of marketing agency, built around collaboration, relationships and great ideas. Her journey to becoming one of Lancaster's leading marketers has been colourful and varied, and given her the experience she needed to run a successful creative agency. She had a film script optioned by 20th Century Fox, helped to set up radio stations in Lancaster and Belfast, and headed up a number of marketing agencies – all the time building her reputation as a multi-platform marketing expert. Today, with her team, she works for clients all over the UK but you'll probably recognise their local work for Lancaster City Council, Light up Lancaster, Quite Simply French and LPC amongst others. Her philosophy in a nutshell, "I adore supporting my clients' dreams. Empowering them to grow their businesses and sharing in their successes."

[www.betterwithjam.com](http://www.betterwithjam.com)

## Professional Services



**Adrian Cresswell** has been working in service industries for 27 years and running his own businesses for 21 years. Adrian established AM Contract Services, which is predominantly a commercial cleaning business, in 1999. The company was then incorporated in 2002 and renamed AM Support Services. Adrian and his co-director Anthea Heron then embarked on developing strong quality management processes and procedures to allow the business to move forward. An embodiment of this approach is that AM Support Services has achieved BSI 9001, 14001 and 18001. Adrian embarked on the LEAD programme in 2008 and has, since 2009, been an enthusiastic member of the post-LEAD GOLD non-executive board simulation. Adrian has benefited from engaging with the University on many fronts, including the continuation of his action learning set which has continued from his LEAD days to the present. Adrian states that without the direction and motivation given he is not sure if he would have aggressively developed all three divisions in such a short time and with such uncertainty in the economy. He now considers the company to be a strong contender in offering facilities solutions to the public and private sectors. He is confident for the future of all three businesses as they are all financially strong, have a clear direction and business strategy and have the resources and management team to overcome any future obstacles that may be faced.

## Professional Services



**Wayne Brophy** is the Managing Director of Cast UK. After graduating with a Business degree he was employed on two graduate schemes, the first in London with Exel (now DHL) and following that he joined the Aldi graduate scheme. He relocated from London back to the North West where he had his first taste of working in recruitment through recruiting logistics roles for Michael Page. This switched Wayne on to the world of recruitment and he quickly realised he could make quicker strides forward working for himself rather than working as part of a bureaucratic global company. Thus Cast UK was born. Founded in 2005, Cast UK is a specialist recruitment consultancy focusing on procurement & purchasing, buying & merchandising, supply chain and logistics & transport professional level roles. Cast UK has continued to grow year on year to employ 30 people today, with plans to double that number by the end of the year!

<https://www.castuk.com/>

## Professional Services



**Robert Leggett** is the Managing Director of Omni Resource Management Solutions. Robert has always been entrepreneurial, running businesses from the age of fourteen. Omni was established in 1998 by Robert and his father, with the simple aim of changing the way in which organisations recruit. Omni identified that although organisations were heavily reliant on recruitment agencies, they did not manage the performance of these agencies, or manage the considerable amount being spent on them. Omni provides a management service to both clients and suppliers that ensured each were working as effectively and efficiently as possible with each other. Omni grew very quickly and by year four they were in the top 100 fastest growing companies, and expects revenues of over £20M this year. Robert was also named as a 'young gun' in Growing Business Magazine, which considered him as one of the top 40 people to watch in terms of business growth.

<https://www.omnirms.com/>



## Professional Services



**Suzi Wynne** is the Managing Director of Wynne Business Ltd.

Wynne Business was established in 2012 when a gap was seen to provide professional business development support to SME's looking to launch products into multiple retailers. With 18 years experience of selling into supermarkets, high street retailers and department stores Suzi set up Wynne Business using the proven processes that work in gaining new listings and keeping them.

Wynne Business's service model comprises of offering clients: sales development, account management, sales coaching and category research. Using her theoretical marketing knowledge Suzi applies an integrated marketing approach to the way Wynne Business wins listings and generates sales.

Suzi has a wealth of experience in retail, sales and marketing. With a true passion for what she does she is enthusiastic to share her experiences from the high pace of retail with the next batch of entrepreneurs!

[www.wynnebusiness.co.uk](http://www.wynnebusiness.co.uk)

## Professional Services



**Zac Garton is Commercial Executive of Bright Network.**

Bright Network is an innovative technology platform that connects 150,000+ of the brightest undergraduates and professionals with 250 leading recruiters. Through cutting edge technology, boutique events and bespoke headhunting, Bright Network is changing how the brightest talent connects with the world's best firms. Based in London, Bright Network's partners range from the Blue Chip and established, such as Google, Accenture and EY, to the high-growth and entrepreneurial, such as Mind Gym, Qubit and innocent. Bright Network also works with the charity the New Entrepreneurs Foundation – which aims to create a new generation of outstanding entrepreneurs who will play a role in Britain's future growth and prosperity and create new, global, market-leading businesses.

<https://www.brightnetwork.co.uk/>

## Property & Construction



**Chris Cox** is the Managing Director of George Cox and Sons.

Chris has been MD for 20 years, overseeing a steady year-on-year increase in turnover, equating to an average 10% increase every year over this period. The company employs 100 staff out of three offices within the North West of England. Chris is very much a 'hands-on' Managing Director, maintaining direct responsibility for all the Framework Bids, estimating, and quality management systems within the organisation, as well as overseeing the financial control of the group. The award-winning £15m per annum turnover business specialises in high-quality highway and footway projects, has its own in-house apprenticeship and mentoring programme, and was one of the early pioneers of the 'Investors in People' within its sector. Its own employees lead the company Community Charity. Numerous external reviews of the company have identified a strong family ethos within the organisation, supported by the fact that it currently employs nine sets of father and sons as well as three pairs of brothers.

<http://www.gcox.co.uk/>

## Property & Construction



**Michael O'Hara** is the owner and chairman of a group of companies in the construction sector. He started MGF, a company that provide excavation safety solutions to the construction industry, almost 35 years ago with £14,000.

Michael commenced importing trench and excavation support systems from Germany in 1980. He then decided to manufacture the products himself but with an improved design. Since then MGF's product range has been developed and has now increased to several hundred products.

The company has come a long way since its creation; it now employs over 330 people nationwide and is the market leader in the provision of excavation safety solutions to the construction industry.

Michael believes he got to where he is today through lots of hard work, long hours and some luck thrown into the equation as well. He has many years of experience in survival in the commercial world of fundraising through banks and venture capitalists. He has recruited and trained several hundred people of various disciplines in his industry. He hopes that he can encourage and mentor youthful potential entrepreneurs and constructively help in their development.

<http://www.mgf.ltd.uk/>

## Property & Construction



**Jonathan Shaw** is a Founding Partner and the Managing Director of Anderton Gables.

Jonathan has been involved with property and construction all his life being the son of a builder. After serving an engineering apprenticeship Jonathan felt he needed to escape outdoors and went to work with his dad, renovating and developing property. After qualifying as a Chartered Building Surveyor, Jonathan worked in the Manchester offices of several International Property Consultancy firms and soon became a Head of Department. However, self-employment was in his genes and so he set up working for himself from home and some years later co-founded Anderton Gables as he saw a gap in the local market. Anderton Gables are Commercial Building Surveyors and Project & Development Consultants. The practice was founded in 2007 in Preston and has recently opened a Manchester Office; their vision is to be the leading Building Consultancy in the North of England.

<http://www.andertongables.co.uk/>

## Property & Construction



**Norman Tenray** is the CEO of OBAS UK and is an established and respected business leader within Lancashire, with 25 years' experience in Information Technology and more having taken over four collapsed companies in 2008 – Express Plumbing and Safety Supplies, HWA UK Ltd, Impact Decor and Design Ltd and Slater Development. He later merged them into a leading integrated construction supplies business now known as "OBAS".

Both Norman and his company specialise in distributing over 17,000 building, plumbing and decorating products throughout the UK and Ireland. Norman has a variety of prestigious appointments to his name including being a Non-Executive director in the North and Western Lancashire Chamber of Commerce. He has a strong profile in the business community both locally and nationally and enjoys bringing a fresh approach to business. He believes that the art of an entrepreneur is to make things happen despite the constraints of legislation, finance and policy and says "by thinking outside of the box the next generation of entrepreneurs will pave the way for growth and employment as nothing is impossible!"

<http://www.obas.com/>

## Retail



**Jacqui Jackson** is the Managing Director of Bruce and Luke's Coffee. Jacqui has been the Owner and Managing Director of her fourth-generation family business for over 20 years and became Vice Chairman of the National Guild of SPAR (UK) Ltd, a £3.2bn retail group. As an entrepreneurial family, Jacqui was delighted to be asked to join her son's Coffee Roasting business as MD in early 2015, ensuring the family firm was reborn! Their coffee adventure started by pulling shots of espresso in Foxes Cafe Lounge in Carlisle (their other business) and getting excited by the flavour notes in coffee. The mission is simple, to source all their coffees ethically and ensure they are always high grade premium quality beans. The philosophy is simple.....GRAB LIFE BY THE BEANS!

Jacqui has a wealth of experience in retail, independent business and family business operation and brings her practical and theoretical skills together. Jacqui welcomes the opportunity to pass on some of that experience to those who wish to pursue a life in business.

<http://www.bruceandlukes.com>

## Retail



**Ian Steel** is the Owner of J. Atkinson & Co. and has enjoyed two careers, one as a TV Producer and one as a Coffee Roaster. As a TV Producer, Ian worked with some of the sharpest advertising minds on the planet, on some of the world's biggest corporate brands and was always looking over the horizon for the next design or market trend. Now he owns a small family business and has spent the last decade building the brand and working with other small producers at origin and local independents in the café and hospitality sector. He relishes his role as a narrative retailer, linking up the opposite ends of the value chain whilst telling the stories of the coffee farmers to the consuming end of the market. Ian's small shop has grown from two part-time staff to 32 employees, operating across five revenue streams; Wholesale, Retail, (two) Cafés and an E-Commerce website.

<https://www.thecoffeehopper.com/>

## Safety



**Brian Gregory** capitalised upon his career in the Fire & Rescue Service when he started his own company, Safety Management (UK). With their primary work being in Fire Risk Assessments and Fire Safety consultancy, Brian has guided SM (UK) to be one of the largest providers of Fire Risk Assessments in the UK since 2011. Working in multiple sectors including Housing, Retail, Education, Manufacturing & Industrial, Brian has developed SM (UK) into a nationally respected fire safety provider. He now uses his knowledge of the industry to innovate and has most recently been involved in developing Fire Risk Assessment software (Safire) that is designed to enable businesses to be able to better conduct their own Fire Risk Assessments.

Understanding that an SME's innovation is critical to future success, Brian is at the forefront of developing the fire safety industry in the 21st century working with industry, government agencies and academia.

<http://www.safety-managementuk.com/>

## Security



**Jennifer Rigby** is the CEO of Professional Witnesses Group PWG specialist and accredited security provider with a strong track record and history of delivering highly intelligent security solutions both UK and internationally, PWG is celebrating phenomenal growth and global expansion, all coordinated from its Manchester Headquarters. PWG's growth has come from targeting their portfolio of flagship services and innovative security solutions to major interests in the banking/ financial sector, retail, freight and logistics, the housing sector, to name a few, as well as a growing number of local authorities and UK police forces, further strengthening its reputation for quality, innovation, responsiveness & competitiveness. Despite facing tough challenges through the recent period of recession and the impact of large competitors such as G4S, the team at PWG have managed to turn the corner and turn itself into a dynamic high growth International Business in a relatively short period.

<http://pwg.uk.com/>

## Security



**Hadrian Thorne** is the Managing Director of Thorne Access & Security, who provide, service and maintain bespoke electronic security systems, from basic house CCTV to football stadiums with 140 camera units. They also install thermal imaging analytic systems, biometric access control units and Police Response Intruder Alarm Systems.. Hadrian started his career by becoming an electrical apprenticeship at 16 and working his way through the ranks of a national Fire Alarm company, was headhunted for a position at a national security company and then promoted to a desk job but didn't feel the job suited his aspirations. He took a 40% pay cut and joined a family run business which allowed Hadrian to work in an environment which he calls "fantastic and empowering, where people took responsibilities for their actions and things actually got done". Sadly, the family sold the business to a national company and Hadrian's chance meeting with a successful local encouraged him to set up Thorne Access & Security in 2006 in his garage and the rest is history.

<http://thorne.uk.com/>

## Travel. Leisure & Tourism



**Andrew Beale** is the Managing Director of Beales Hotels. Andrew represents the eighth generation of the Hertfordshire family business, founded in 1769, and is the only member of the Beale family of his generation in the firm. Beales Ltd started in 1769 with a single bakery in Oxford Street in central London. The bakery side of the business closed in 1969 but by this time they had branched out into hotels. They currently have two four-star hotels, West Lodge Park in Hadley Wood and Beales Hotel in Hatfield, with 112 rooms, 16 conference and banqueting rooms, two restaurants, two bars, 37 acres of land, 25 staff rooms and plenty of awards along the way. The company has a turnover of about £6m and 160 members of staff. Andrew started his hotel career at the age of 18 washing up in the Alps, and after studying Geography at Lancaster University has worked in front-line and management positions in hotels and restaurants in France, Switzerland, Canada and New Zealand, and in London and Bath in the UK.

<http://www.bealeshotels.co.uk/>



### Travel. Leisure & Tourism



**Matt Jackson** is the Managing Director of Lancaster Brewery and C2 Investments.

His company, C2 Investments, was founded in February 2002 by himself and his business partner. They began with The Water Witch and then The Sun Hotel opened in December 2003. In December 2006 the Water Witch was sold and C2 Investments bought their biggest site yet, the Duke of Edinburgh in Barrow. This was again another derelict building that was selling rooms at £15 per night. It is now transformed into a Four Star hotel with two bars, a huge occupancy and 42 rooms, which sell for approximately £100 a night.

It has been the strength in the company which enabled them to expand further. The Brewery once fully purchased was relocated eventually and has given Matt and his company five credible Leisure sites, with of course a manufacturing and distribution business in the background.

<http://www.lancasterbrewery.co.uk>

### Travel. Leisure & Tourism



**Oli Monks** has what is perhaps a cliché entrepreneurial story, all the way from selling sweets at school to some questionable ventures during his early years of university. It seemed inevitable that he would enter the world of entrepreneurship.

With this in mind, Oli completed a degree in Management and Entrepreneurship here at Lancaster. Over those four years, he spent a year working with Unilever in their Joint Venture with PepsiCo and used the opportunity to build his network through Enactus, which connects students and businesses to work on social ventures all around the world. During this time, Oli set up a project called Difference:Enabled to help young adults with autism find sustainable employment. The project is still running three years on and is something Oli considers one of his proudest achievements at university.

Oli is the co-founder of BagSee, which originated from a personal experience of the pain and serious hassle that can come with travelling. In short, they provide pre-packed kits for young people whether they are off travelling or at festivals. They are purely an e-commerce business, where they source their products, fulfil them with their partner and then deliver the kits directly to their customer's door – BagSee That!

<https://bagsee.co.uk/>

### Travel. Leisure & Tourism



**Susan Sykes** was an Owner and Director of Omega Holidays until 2010.

Susan is an entrepreneur with 24 years experience as an owner/director of a customer-focused tour-operating company which provides short breaks and events across the UK sold in partnership with national and regional newspapers. In 15 years, Susan and her co-owner took the company to an annual turnover of £18.8 million, employed 60 staff and carried 110,000 customers a year.

Along with her co-owner, Susan was responsible for all management, decision-making, development and growth of Omega. Every year the company grew in turnover, passenger numbers and in profitability within 15 years of their co-ownership. In 2004 Omega was named by international accountancy practice Deloitte and The Independent on Sunday as the UK's 71st fastest-growing SME for sustained growth. Omega Holidays was started by Susan's parents in the late 1970s and has been based in Lancaster for over 35 years. Susan, who worked as Owner and Director until 2010, feels tremendously fortunate to have had the opportunity to run her own SME. She values and cherishes the particular skills and experience she gained in a highly-competitive and exacting business sector. She looks forward to sharing aspects of that business experience with aspiring young entrepreneurs.



### Travel, Leisure & Tourism



**Kevin Shaw** is Owner and Chief Executive of Heatherlea, a specialist wildlife tour operator based in the Scottish Highlands. Now one of the largest companies of its kind in the UK, Heatherlea was founded by Kevin and wife Caryl in 1991, offering Scottish wildlife holidays from a guest house in a village near Aviemore. The company purchased a 3-star hotel in 1998, began overseas holidays in 2003, and is now firmly established as a leading UK operator of wildlife tours throughout the world. Heatherlea holds five stars for its Wildlife Experience from visitScotland, and continues to expand both its holiday offering and customer base as the company enters its 27th season in 2017. Before founding Heatherlea, Kevin occupied a number of management roles in leading UK companies, specializing in brand management, procurement, key sales and general management. Since moving to Scotland, Kevin has been a Director of Moray, Badenoch and Strathspey Enterprise for six years, and occupied similar positions at the Highlands of Scotland Tourist Board and within his local Community Company.

[www.heatherlea.co.uk](http://www.heatherlea.co.uk)  
[www.mountviewhotel.co.uk](http://www.mountviewhotel.co.uk)

### Wholesale Distribution



**Haydn Boocock** is the Managing Director of the North West based independent floor covering distributor; Supertex Furnishing Ltd. The Company was started by Haydn's father Brian Boocock in 1978 when imported carpets, manufactured from man-made fibres, were becoming more popular in the UK. Supertex enjoyed success in the early years supplying an ever-growing client base of market traders, small local shops and trade counter customers. The business expanded from one small warehouse unit based in Golborne to two, then three units; in 1986 the family purchased a 30,000 sqft warehouse in Leyland where it still trades from today. Supertex have actively expanded into supplying the retail high street shops and today service 1100 customers throughout the North West in many diverse markets. Haydn joined the family firm in 1987, fresh from washing dishes at a local restaurant, whilst taking a Business Studies Diploma at College. Haydn went on to become Managing Director of the company. He comments, "Unfortunately the title didn't come with an instruction manual!"

<https://supertexfurnishing.worldsecuresystems.com/>