

Predstavitev podjetja
Company Profile

<i>Company name, address</i>	North East Business & Innovation Centre Wearfield Sunderland Enterprise Park Sunderland
<i>Contact Person (name, e-mail, tel.)</i>	David Oliver
<i>City/Country</i>	Sunderland United Kingdom
<i>Activity</i>	Enterprise Agency and Business Innovation Centre
<i>Description of core business</i>	The North East Business and Innovation Centre has been established for some 11 years, during this time it has provided start up advice, (enterprise agency status), business support and product and process development. As a European BIC and provider of business premises it has managed the building of 7 phases incorporating 25,000 square metres on 16 acres of Brownfield land. It is a (not for profit) Company Ltd by Guarantee and its Mission Statement is: "To support the development of an innovation culture in the North East"
<i>Year of foundation</i>	01/04/2001
<i>No employees 2006</i>	47 including 3 part time staff
<i>Annual turnover 2006 (in EUR)</i>	Approx 3 million euros
<i>Website</i>	www.ne-bic.co.uk

Opis dobre prakse
Good practice description

<i>Issue(s)</i>	<i>See the table below</i>
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<p><i>Description</i></p>	<p>The NE-BIC has been established for some 12 years, the first 7 years as part of Sunderland City Training & Enterprise Council, (TEC) and since then as an independent business. Social responsibility has always been high on the agenda as both the TEC and the BIC have been providers of training and business support through government and European contracts to the local population. The procedures and systems of the BIC have been implemented and refined over a number of years and it has been an important part of our philosophy to implement good practice in areas such as quality, environmental issues and equal opportunities. Several recent examples of this would include:</p> <ul style="list-style-type: none"> ▪ the BIC was built with a pre-school nursery on site as a facility for women returners and lone parents. ▪ We encourage the use of video conferencing facilities by our own staff and other local businesses ▪ We provide Virtual Offices and flexible working facilities for micro businesses not ready for premises of their own. <p>Below is a description of our processes in line with the headings in the table.</p>
<p><i>Marketplace issues</i></p>	<p><i>Responsible supply chain management</i>- As part of the ISO 9001/2000 quality system the BIC has a process for supplier approval to ensure that the supply chain is efficiently managed and that any underperforming suppliers are removed.</p> <p><i>Quality</i> - the BIC is approved under the ISO 9001/2000 standard, and has a full quality management and continuous improvement system</p> <p><i>Innovation</i> -this a core discipline of the BIC and underpins many of its activities. The BIC is involved in innovation in all of the following activities :- Business Start Up, Enterprise in schools, Design and manufacture, business support to existing businesses .</p> <p><i>Consumer satisfaction</i> - The BIC actively seeks feedback from all its customers in the form of questionnaires, telephone surveys, on line comments and a robust complaints procedure.</p>
<p><i>Workplace issues</i></p>	<p><i>Workplace diversity</i>- comments below are taken from the BIC Staff Handbook</p> <p>Selection for recruitment and/or promotion will be on merit and regardless of sex, race, age, marital status, nationality or sexual orientation. Advertisements for vacancies, whether internal or external will not indicate any intention to discriminate.</p>



<p><i>Why did we take action and business benefit</i></p>	<p>The actions we have described and that we are continually looking to improve upon are due mainly to our position as a European BIC and Enterprise Agency. We believe that it is very important that we set an example and show best practice to the businesses based here and also to the businesses to which we give business support and advice. The benefits are seen in the willingness of government agencies and organisations to continue to use us in delivering programmes and contracts for business support.</p>
<p><i>Benefit for society/stakeholders</i></p>	<p>The general community, as well as business clients of the BIC, can see that the organisation takes its obligations to be socially responsible seriously. This enhances the BIC's reputation as a result.</p>
<p><i>Awards, standards</i></p>	<p>ISO 9001-2000, Investors in People, BREAM Assessment 'Good' Rating</p>
<p><i>Communication with public</i></p>	<p>The BIC has several methods of communicating with the public and uses these to publicise its activities in social responsibility, along with its other activities.</p> <p>The BIC website is used to publicise activities and generally give information on our mission, philosophy and policies. It includes statements on equal opportunities and inclusion and also details good news stories.</p> <p>The BIC also has an e -newsletter which is sent out each month and details activities, good practice and good news stories.</p> <p>This is further complemented by a quarterly magazine called the 'Innovator' which has a wide UK and European distribution and again focuses on the above, plus other good practice and news from the North East Region.</p> <p>All of these are further supplemented by press releases from our marketing department who also organise materials, displays etc for exhibitions and marketing events.</p>

Plans for the future

The BIC intends to further develop its CSR activities into a full policy over the coming months. We already have policies for environmental issues, equal opportunities, health & safety etc. but we would like to tie these into a policy document and include more information on benefits to the community. The BIC is also looking at further forms of recycling, particularly paper and trying to include other businesses on site in this initiative.

