

JARROLD NEWS



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AUGUST 2013



“Transformational” – that’s how Peter Mitchell, Group Managing Director describes the programme of refurbishments at the Jarrold department store which started in spring last year and will conclude this autumn.

Department store’s £2m investment

BY THE END of September, customers entering our store will see on the ground floor an even bigger Beauty hall, an enlarged and entirely new Fashion Accessories department, an entirely new approach to Gifts, a new look

for Retail Stationery and the completion of the Menswear upgrade. A new “race-track” around the ground floor will encourage customers to circulate more freely around all these departments and the entire floor

will benefit from new ceiling, lighting and flooring. The overall effect really does transform the ground floor, making it barely recognisable compared to just a few years ago.

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JARROLD RETAIL

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The project started in early 2012 with the challenge of lowering the Gallery at the back of the menswear department. Some may remember LP records on sale up there, or even offices. The Gallery had been built as a raised floor to allow the delivery lorries to park in Despatch underneath, but this very practical reason had ceased to be needed many years ago. Lowering the Gallery to create a more accessible, single level sales floor was clearly attractive and it was important to get this difficult and disruptive project completed before upgrading the sales floor above and around it.

The Gallery project involved removing some very substantial steel beams, tons of concrete flooring, our entire ageing air-conditioning system for half the store and either relocating or stripping out lots of pipework and ducting. As well as a lower ceiling, the new Despatch area gained new, smaller and more attractive doors out to Bedford Street.

An entirely new look took shape in Menswear last summer and has been extremely well received since.

The programme restarted this year, creating the space in the basement to allow us to relocate the Books department to its new home downstairs. We expected this move to be controversial – Books is such an important part of Jarrold’s history and its prominent ground floor location reinforced that importance. No one will be surprised to hear that the sales performance of the Books department has been put under great pressure over the last ten years by Amazon’s success and, rather than downsize the department as a route to preserve its profitability, we were clear that a new and improved department downstairs would be a better way to look after our book-buying customers.

The new Books department (pictured on the front page) has been a great success, winning around those who were anxious



Above: Increased space for the new Fashion Accessories department. Below: Jo Malone fragrance – a stylish new name in the Beauty hall.



counters in this area will be larger and more authoritative. Alongside these replacements will be the arrival of Jo Malone (a highly sought-after fragrance brand) and one or two other new beauty brands.

Altogether this eighteen-month accelerated refurbishment programme will have cost £2 million, which is a colossal demonstration of confidence we have in the important role that the department store will play in the future success of the company.

It is also a clear sign of how we are progressively repositioning the department store to have a greater mix of services and experiences layered over the traditional and more obvious objective of “selling products”. As the internet has an ever greater impact on how, where and when customers shop, the high street must rethink what purpose it serves. This enhanced refurbishment investment is very intentionally targeted to boost the contribution made by departments such as Beauty and Food & Beverage where services and experience are at the heart of the role they perform.

about the change. The design takes its inspiration from some of the best new bookshops in the country and adds in some great visual references to the company’s Printing heritage, including a small 19th-century printing press and some wallpaper that recreates a print-block design created by a John Jarrold Printing Museum colleague. The final touch is the new Chapters Coffee Bar, serving a high-quality selection of coffees, teas and tasty treats.

The new Fashion Accessories department draws customers into, and through, the area on the ground floor previously occupied by Books. The final part of the puzzle sees Beauty expanding into the space vacated by Fashion Accessories. Much of the Beauty hall at the front of the store is now twelve years old and the new cosmetic house

First year at The Granary

WE ALL KNOW that time flies, but it really does not feel like nearly a year ago that we opened the doors on the newest addition to Jarrold’s retail division.

It all started last summer with the sad news that local family business Clement Joscelyne had gone into administration. They had traded in the Granary building in Bedford Street behind Jarrold’s, as well as in other locations across East Anglia, for many years, selling up-market design-led furniture, home accessories and gifts. Faced with the prospect of an empty shop in a key part of the Norwich Lanes, we did some quick thinking and soon decided that it was an opportunity not to miss. Our plan was to open a contemporary furniture and home store – part of the rationale being that our furniture offer in the department store is fairly small and that having additional space would enable us to expand into new more contemporary ranges which were not well represented in Norwich, particularly since the closure of Habitat.

The project started with the Grade 2-listed building undergoing a major renovation. We repaired rotten windows, leaking roofs, striped back floors and walls to reveal original features including fireplaces. In addition, we removed walls on the ground floor to open up the selling space, installed new electrics, heating and lighting, finally redecorating the entire building inside and out.

Two months later, at the end of September 2012, The Granary opened its doors. The result was stunning. Stylish, contemporary furniture and home accessories displayed in a beautiful, architecturally interesting building with great space and natural light.

I am pleased to say that ten months in, sales are on budget and we continue to receive great feedback from customers, and indeed

suppliers, not only for the product but also for the customer service – we have a small but really passionate team working in The Granary. As you would expect with any entirely new venture, we have tweaked the merchandise selection as we get a greater understanding of what the customer is looking for, but essentially our direction and ambition remains unchanged.

As I write this article, we are planning our autumn marketing campaign which will have a Scandinavian Designers theme, taking inspiration from many of the products that we are selling. We are also looking forward to our second Christmas in The Granary which, having had a little more time to plan and source ranges this year, I hope will have a real ‘wow’ factor.

John Adams Trading Director



Above: The Grade 2-listed building was given a major facelift, with many original features uncovered.

Below: The new store has plugged a gap in the local market for contemporary, stylish furniture.



JARROLD RETAIL

Jarrold sponsors East Anglian Book Awards

Entries for the annual EDP-Jarrold East Anglian Book Awards are now with the judges – and this year brings a £1000 top prize that will establish them among the leading regional literary awards in the country.

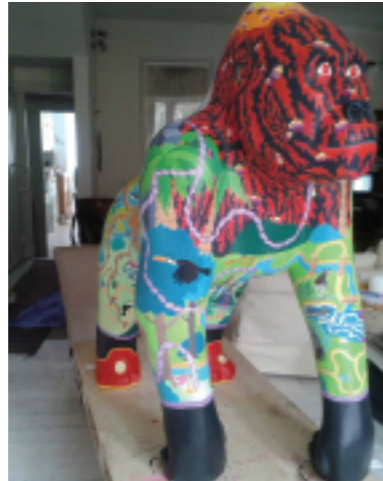
The awards celebrate the best new writing from Norfolk, Suffolk and Fenland and in their sixth year they are set to become better than ever.

Once again they are sponsored by Writers' Centre Norwich, the organisation that brought UNESCO City of Literature status to Norwich, which has secured the new prize fund from an American philanthropist who wishes to support the centre's activities. This year, UEA is also supporting the awards through the Faculty of Arts and Humanities.

The £1000 prize goes to the East Anglian Book of the Year, which will be selected from the winning titles in a new set of six categories. The awards also have a new format that will enable more East Anglian authors to enter. To qualify, works must be set wholly or largely in East Anglia, or be written by an author living in the region, which for the awards' purposes is defined as the counties of Norfolk and Suffolk and the area of Fenland District Council.

The strength of a book's East Anglian connection will continue to be one of the chief judging criteria and the new format will, for the first time, allow entries from authors strongly identified with the area but whose books are not necessarily set here.

The special awards night, supported by Adnams, will be on Wednesday 19 November. For further details see www.jarrold.co.uk.



Our very own Gorilla

JARROLD DEPARTMENT STORE is participating in the Go Go Gorillas! project by sponsoring a gorilla for the trail which is taking place all over Norwich until 7 September. The trail will raise funds for Break and the Born Free Foundation. The project is organised by arts and education

Show stands draw the crowds

PILCH SPORT represented Jarrold at the Royal Norfolk Show again this year with a fantastic range of sports equipment and products, and they were incredibly busy on both days, with the Pilch tent packed with visitors.

New to the 2013 show was our Jarrold fashion marquee, in association with *EDP Norfolk*, which included a fantastic fashion show choreographed and staged by PSE Norwich. The Jarrold Fashion team put together a wide range of outfits, showcasing both men's and women's fashion during eleven shows over the event. The show featured outfits from a wide range of themes, including 'holidays', 'glamping', 'Mad Men', 'Bright Young Things' and more! The two-day programme of events also included a presentation from our personal stylist Lucy Hurrell,

company Wild in Art and Break and the aim is to provide an interactive arts event, encourage the public to discover Norwich and help raise awareness of environmental issues.

Three gorillas have arrived at Jarrold's, and are proudly displayed around the store. Our very own Amazin' Grace (pictured left), designed and painted by artist Andrea Bassil, features a variety of games for children to complete, including two mazes and, for younger children, a spot-and-count animal game. Amazin' Grace is in the book department on the lower ground floor.

We also have on display two mini gorillas, Guy and Rilla in a Onesie, decorated by Robert Kett Junior School and Debbie Leeming Childminding Group respectively. Guy is on display in our window and Rilla in a Onesie is in our Art & Craft department on floor 3.

To find out more about the Go Go Gorillas project, visit their website: www.gogogorillas.co.uk

makeovers on celebrity guests Alice Piper and Jonathan Wills from Anglia TV, 'In Your Bag' with *EDP Norfolk* editor Angi Kennedy, and hair and beauty advice from Aveda, who also styled the models for each show.

Elliott from menswear, Annie from Norwich Fashion Week and Sarah, who was on work experience with us, all took part in the fashion show alongside five professional models, and all did a fantastic job representing Jarrold. The marquee was packed out for every fashion show, with many standing to watch and commenting on how professional the show was, how lovely the outfits looked, and how pleased they were that Jarrold, as a local company, had presented the show this year.

Carole Slaughter Marketing Manager

Earlier this year, Jarrold launched its new corporate website www.jarrold.com. Do check it for up-to-date information about the company.

New book opens up St James Mill

ST JAMES MILL is recognised as one of the most significant buildings in Norwich and is included as one of the Norwich 12 buildings which chart the history of the development of Norwich over the last 1000 years. The Norwich 12 concept was developed by Norwich HEART and the inclusion of St James Mill has generated much interest in the building and its heritage. As the mill is now used as offices, it is not generally accessible to the public – so we are delighted to have been able to produce a small guide book with support from Norwich HEART through its SHAPING 24 initiative.

The book was written by Nick Williams and designed and produced by Norwich-based Jigsaw Publishing, which is managed by Malcolm Crampton who was formerly with Jarrold Publishing. Research for the project was made easier thanks to the work which had previously been carried out through the Norfolk Record Office on cataloguing the company's archives.



Available for £5 from the book dept in the store and from *The Forum Shop*.

Norwich For Jobs

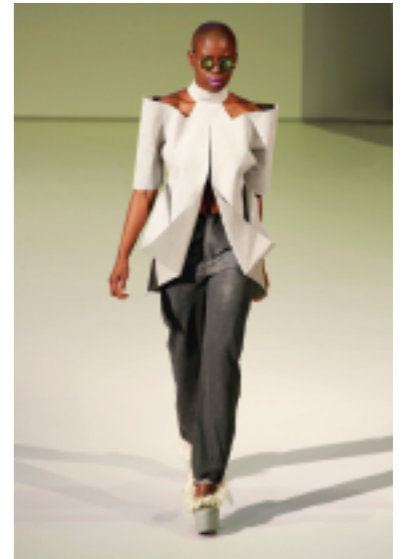
The Jarrold Department Store has agreed to support the Norwich For Jobs campaign, set up by Norwich North MP Chloe Smith, which aims to halve youth unemployment in Norwich by the end of 2014.

The store already works with many Norwich schools and offers work experience programmes which cover young people from school children to adults. It also has links

Putting Norwich fashion on the map

FOLLOWING the successful collaboration over recent years with Norwich University of the Arts, which led to the creation of three striking artworks for the St James Place site, we were pleased to support a different project in 2013 to mark the graduation of the first students on the NUA Fashion Course. Jarrold agreed to sponsor the Gala Fashion Show which was held at OPEN in Norwich in May, as well as the Graduate of the Year award. Several of the students were selected to take their creations to Graduate Fashion Week at Earls Court in London, including Siobhan O'Keeffe, who was named NUA Fashion Student of the Year. Her collection of six outfits was inspired by the human body and included a 'vein and flesh' print dress which combined latex and mohair.

Director of Jarrold Retail and Student of the Year Award selector, Michelle Jarrold said: "I think I speak



NUA graduate Siobhan O'Keeffe's designs were shown in London.

for us all when I say how inspiring the show was. I am looking forward to following the careers of these graduates as they put Norwich fashion on the map."

Photo project with a professional angle

We invited students from the Photography course at Norwich City College to take shots of Jarrold staff wearing summer season 2013 fashion. Some of the pictures were used in our Fashion brochure, on in-store signage, on the website and for an advertisement in *Let's Talk* magazine; one student created an advert from pictures of Calvin Klein socks (right).



with MINT and the Probation Service which both support young people who encounter particular barriers in searching for jobs. Over the period of the campaign, the company will identify full-time jobs and apprenticeships for which it will specifically consider young people.

Peter Mitchell, Jarrold Group Managing Director said: "I think we should be doing all we can to avoid the situation where there are people who have been in the job

market for two years and have never had the opportunity to find employment. Something like Norwich For Jobs should be relevant to all employers in the city, particularly those who have a wider interest in the success of Norfolk and Norwich and the community in general."

Chloe Smith said: "It is excellent to have a traditional Norwich name like Jarrold joining the campaign. I know they share everyone's desire to get young Norwich working."

ST JAMES PLACE

PwC makes right move



Left: the new office of PwC at St James Place.

PROFESSIONAL SERVICES firm PwC are to move their Norwich office from The Atrium on St George's Street to the new St James Place business quarter being developed by Jarrold. PwC is one of the UK's largest firms of accountants. The bespoke fit-out of the office accommodation has now started and PwC expect to move into their new offices in September.

Chris Maw, PwC Norwich office senior partner said: "We are very pleased to reaffirm our commitment to Norwich and the wider region by becoming part of the fantastic complex taking shape at St James Place. The Jarrold's development that we are moving into is of the highest quality and will not only provide a creative working space for our people, but also first-class meeting rooms for use by our clients and the wider local community. We are all very excited by the office move and the Norwich-based team of over 100 partners and staff has been heavily involved in the design of our new accommodation. Personally, I am delighted that the firm shares my view that Norwich is a growth engine for the East of England and our investment in this new office is testament to that."

Jarrold's Group Finance Director, Christopher Doggett said: "It's great news that PwC has chosen our

St James development as the location for this important strategic move. Together with Barclays Bank, law firms Birketts and Mills & Reeve and Grant Thornton, PwC will become part of a vibrant professional cluster that has made our site the premier location for business in the city centre. The fact that the Jarrold's development continues to attract tenants of the size, calibre and international standing of PwC demonstrates the continuing attractions of Norwich city centre with its accessibility to all the amenities and transport links."

In explaining our region's relative success, Chris Maw commented: "Many people already know that East Anglia is a fantastic place to live, but we need to start shouting louder about it being a great place to start businesses, grow businesses and build careers. I have long extolled the virtues of the excellent business clusters already in place at Norwich Research Park, Hethel Engineering and the Beacon Innovation Centre, for example. We need to celebrate success and encourage businesses to think positively about themselves and the wider local economy."

Jarrold's Chairman, David Hill said: "We are very pleased to welcome PwC to St James Place and I am sure they will become a valued part of the business community that we are building in the heart of Norwich."

St James FM celebrates 10th year

Jarrold's subsidiary, St James Facility Management has just celebrated its tenth anniversary. Led by Zita Denmark, the company provides cleaning and security services for the St James Place site and other customers in Norwich and has a team of fifty. Zita also provides specialist health and safety advice and training.

For more information about the services offered, contact Zita on 01603 677385 or visit www.jarrold.com

Proxama expands at St James Mill

Proxama is a next-generation near field communications company with significant expertise in mobile proximity marketing and secure mobile contactless payment. The company is developing rapidly, with offices in London and New York. Its R & D facility is in Jarrold's St James Mill, where the company has recently taken over a second floor of offices.

Awards stack up

The Jarrold Bridge is becoming a popular feature of the Norwich riverside landscape, providing a useful link between the city centre and the northern part of the city and Mousehold. Since its opening in December 2011, it has received many accolades and awards.

These include:

■ **ICE East of England Awards 2012** – Exceptional Merit for 'Technical Excellence and Innovation'.

■ **The Structural Steel Design Awards 2012** – commendation for high standard of design achieved.

■ **British Construction Industry Awards 2012** – shortlisted in the Civil Engineering Project (up to £3m) category.

PILCH SPORTS

Olympic flame still burning

THE OLYMPICS certainly ignited the sports trade in 2012 and following a fantastic year, 2013 shows no sign of slowing down. Pilch is enjoying its share of what is shaping up to be another great year for British sport.

Cricket has traded exceptionally well following what felt like a very short season last year. Strengthening our range with the introduction of Newbery and more Limited Edition bats has really demonstrated our determination to be the very best in Norfolk. With the Ashes in full swing, the season is set to continue well into the summer holidays.

Tennis is another key category that has performed well. Andy Murray certainly inspired the nation to get out on the courts following his historic win at Wimbledon and our knowledgeable staff and 'demo' racket service have been busy helping to find the correct equipment for players of all ages and abilities.

The Pilch team has also been actively supporting local sporting events across Norfolk and Suffolk. These include the 'Race for Life', the Bungay Half Marathon, Sprowston 5-a-side tournament, Old Catton 5-a-side tournament, netball events, hockey events and the Royal Norfolk Show, as well as the Hunstanton Tennis Tournament which takes place from 18-24 August. These events have strengthened our links in the community and helped raise awareness of the Pilch and Cycles UK brands.

Back in-store we have been busy working with the big sporting brands to create a more specialist environment with the installation of the Asics Run Lab, Babolat re-stringing machine and exclusive product across all categories. Following the installation of our Asics Run Lab, gait analysis and running continues to remain a prime focus in-store. Whether our customers are taking part in the

Park Run or the London Marathon we have footwear clothing, specialist accessories and nutrition to suit all ages and levels of training.

With consumers rapidly changing how they shop, we have also integrated our online and in-store shopping experience. Using a tablet in-store, we are showcasing our website and online services such as 'click and collect', which has been very popular.

Cycles UK is enjoying the recent success of the British cycling team including Chris Froome's victory in the Tour de France. The range in-store continues to evolve, with the 2014 models from Specialized and Wilier available to view from next month, and their tailor-made 'Custom fit' service is proving to be extremely popular.

Tim Shattock
Retail Trading Manager

for 'outstanding' Jarrold Bridge

■ **Institution of Structural Engineers (IStructE)** – this is the highest accolade for structural engineering in the UK, with awards given for national and international projects in twelve categories. The Jarrold Bridge won in the 'Pedestrian Bridge' category.

■ **Civic Trust Award** – these awards honour "projects that make an outstanding contribution to the quality and appearance of the built environment". The Jarrold Bridge was one of only thirty-two awards nationally this year and the only one in the Eastern Region.



Pilch supports Leisure Triathlon

The inaugural Pinewood Leisure Triathlon, with Pilch Sport Norwich, Cycles UK and Positive Sport, takes place on 6 October 2013 at Pinewood Park, Upper Sheringham. The event is a close-of-season super-sprint distance triathlon (300m swim, 17km bike and 2-mile run).

Beginning at Pinewood Park, the swim is pool-based. The cycle ride then takes a scenic route along the North Norfolk coast, passing beautiful sea views and woodland. The run route is a mixture of hard paths and woodland trails, working its way through the National Trust's Sheringham Park.

For more information about the event and to enter, visit www.pinewoodleisuretriathlon.co.uk

JARROLD TRAINING

From Lowestoft to Libya, our team rises to every challenge!



Trainees from the Libyan-based Waha Oil Company with Elliot Symonds.

IT HAS BEEN an interesting few months at Jarrold Training. During the week of 17 June, five operational managers from the Libyan-based Waha Oil Company travelled to the UK for a week's training with us in Norwich. While we do a substantial amount of business with the Energy sector, most of our energy clients (let's face it!) come from Great Yarmouth and Lowestoft – so we were all really excited about the prospect of a group of managers coming over from Libya. The oil company employees undertook a five-day course in classic business skills, including time management, presentation skills and team-building. The five gentlemen applied themselves superbly to the training, with some of the group providing the others with Arabic translation along the way. Used to working in a minimum of 45 degree heat, Norwich in June was not exactly welcoming with its climate, but they were very positive about the English training experience and enjoyed the atmosphere, people and – crucially – shopping in Norwich.

At the other end of the training scale, we were invited by the University of East Anglia to provide a series of training sessions to develop employability skills with second-year students in the School of Environmental Sciences. Following research with a number of local employers, the university identified some key skills areas that employers were

looking for in potential recruits. These included confidence-building, interpersonal skills, project management and problem-solving. The UEA wanted the training to mirror the style and content of our existing programmes for businesses, but with a small difference – the groups could be as large as 60 instead of our regular 8-10 students. Charles Baylay and Elliot Symonds rose to the challenge admirably and ran four dynamic, highly interactive sessions in January and February, which received fantastic feedback from the students. This positive endorsement has led directly to further training with UEA, including a July training programme for lecturers, September boot camps for graduates and further employability programmes with undergraduates in January 2014.

However, these more bespoke training requests are just one aspect of the business. Microsoft Excel still remains the single most popular subject we train in. At the time of

Daredevil duo's hard work pays dividends for charity

Two of our team members, Charlie (IT Trainer and resident fitness fanatic) and Elliot (Business Development Manager and raconteur), each faced the limits of personal endurance and bravery, respectively, for charity this year.



Charlie (above) took part in the Norwich 100, cycling 100 miles round Norfolk in five hours.

Elliot (below) took part in the Norfolk and Norwich Association for the Blind 'Leap of Faith', joining nineteen others in a bungee jump off the Verzasca Dam (of James Bond *Golden Eye* fame) and talking his way through the 220-metre drop – all captured on video!

Between the two of them they raised a fantastic £4,000 for NNAB and the British Heart Foundation.



Left: The hard-working Jarrold Training team. Right: Charles Baylay with Presence – Personal Development Graduates.



writing, nearly 22 per cent of all delegates in the last year attended an Excel course. Some of the other hot favourites last year on our public schedule were Social Media training, Dealing with Difficult People and Forefront, our ILM Level 3 Accredited Management Training.

Over the last year we have worked with several hundred organisations across a huge range of sectors. Many have worked with us for years, such as May Gurney (now Kier Services), NPS and The Matthew Project, and others are new to Jarrold Training this year. The latter include significant organisations such as Norse and East of England Co-operative Society. Norse have attended courses across the range of our IT and Business Skills training and East of England Co-operative Society have now experienced our full range of Management courses, with Institute of Leadership and Management Level 3 and 5 accreditation.

Although we have many clients who are thriving and growing, the training business has been more challenging over the last few years. We have been eagerly awaiting signs of an upturn in the economy and the inevitable increase in training activity this will bring. After a sluggish start to 2013 there are now some signs of increased confidence amongst the business community, with our sales tracking ahead of last year, and our associate trainers reporting increased activity.

Customer feedback is very important to us and the website now

shows a star rating for each course, all delegates' comments – good and bad, and video testimonials from delegates on the longer Management courses.

Jarrold Training continues to operate with a small core team of employed staff, supported by a larger group of regular associate trainers. These associates form an

integral part of the team, giving us access to a broader range of specialisms and industry experience. They have all trained with us for a number of years; the longest serving associate trainer, Paul Southern, has worked with Jarrold's for over twenty years!

Susie Jarrold
Managing Director, Jarrold Training

Norfolk Community Foundation – making a difference locally

JARROLD HAS been pleased to support Norfolk Community Foundation by providing free office space at St James Mill since it was first established.

The NCF provides support to the John Jarrold Trust by reviewing the list of submissions to the Trust prior to the Trustee meetings.

The Foundation was created in 2005 to support the smaller charities and community groups that do so much good work across Norfolk. By engaging with private donors, businesses and public sector bodies in supporting their communities, the Foundation is able to make targeted grants that make a real difference.

The Foundation has over 100 named funds across both the private and public sectors and last year its donors awarded grants in excess of £4,000,000 supporting over 560 organisations across Norfolk. Since its creation, Norfolk Community Foundation donors have awarded grants in excess of £9,000,000 and helped over 2,000 charities and community groups.

One of the primary roles of the Foundation is to develop an endowment for Norfolk that can last forever. That endowment now stands at over £7,000,000 and the hope is that it will continue to grow.

For more information visit www.norfolkfoundation.com

JARROLD IN THE COMMUNITY

Staff Charity Challenge



Staff and guests celebrate achieving the fundraising target of £15,000.

ON TUESDAY 30 APRIL, Jarrold hosted an event in the store's Café Benjamin for various local charities that the company has supported under the Jarrold Staff Charity Challenge. The event was held to celebrate Jarrold achieving the target of £15,000 in their fundraising efforts so far.

The Jarrold Staff Charity Challenge, which is administered by the John Jarrold Trust, supports a number of local charities, each of which have been nominated by staff members who have a connection or particular interest in the work of the selected organisations. Money has been raised through various events including the Carols with the King Concert in December, a raffle at the annual staff Dinner Dance, a Quiz & Chips evening and a charity cycle ride to Wales.

Since Jarrold Retail began this new concept in charity fundraising in October 2011, they have raised over £17,000 for twenty local charities. This new initiative enables Jarrold to support far more local charities.

Managing Director, Peter Mitchell said: "We are delighted that our staff have embraced this initiative with such enthusiasm; many of them have been touched directly by the work of these fantastic organisations and are keen to offer their support to the many fundraising activities. We are looking forward to building on the success of the Staff Charity Challenge to date with the aim of raising a further £15,000 for local causes."

A list of the charities and projects helped so far is given below.

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| <ul style="list-style-type: none"> HCPT – The Pilgrimage Trust North Norfolk Surf Lifesavers The Hamlet Centre North Norfolk Explorer Scouts Magic Moments (in association with Quidenham Hospice) Norfolk & Norwich Association for the Blind LILAC (in association with The Big C) The Matthew Project Potter Heigham Brownies Nelson's Journey | <ul style="list-style-type: none"> 2nd Dereham (Toftwood) Scouts The Ella Kett Fund BREAK Priscilla Bacon Lodge The Rachel Lane Fund The Clare School BUILD Norwich Open Christmas Norfolk & Norwich Liver Group Age UK Norwich |
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Heritage Open Days

Jarrold is again participating in the very popular Norwich Heritage Open Days which run from Thursday 12 to Sunday 15 September 2013.

Jarrold Department Store
 Thursday 12 September:
 Tours at 11am and 2.30pm
 Guided tours including behind the scenes and display of artefacts
Prior booking essential – see below for details



St James Mill, Whitefriars
 Saturday 14 September:
 Tours at 10am, 12 noon and 2pm
 Sunday 15 September:
 Tours at 10am and 12 noon
 Guided tours of the former yarn mill and display of artefacts relating to Jarrold & Sons Ltd
Prior booking essential – see below for details

John Jarrold Printing Museum
 12/13/14/15 September:
 Open 2pm-4pm daily
 Working printing museum with 19th- and 20th-century printing presses and displays of type, binding and other printing techniques and equipment

■ Heritage Open Days brochures are now available and booking has opened, either online at www.heritagecity.org/hods/ or by using the booking form in the brochure.

JOHN JARROLD TRUST

Over the past year, the John Jarrold Trust has made donations totalling around £125,000 and supporting almost 200 different causes. The Trust is only able to support about half of the applications it receives and this means that the Trustees have to make some difficult choices. Most of the causes supported are focused on providing benefit to people in Norwich and Norfolk. A small cross-section of the causes supported is described here.

The Hostry Festival 2013

The John Jarrold Trust and Jarrold Book Department are both supporting The Hostry Festival at Norwich Cathedral in its third year (24 Oct-3 Nov). The Trust has provided financial support towards the cost of the festival and the Jarrold New Writing Award in the Norfolk Arts Awards which will be presented at a Gala evening on 26

October. Chris Rushby, Jarrold's Book Buyer, has arranged an Afternoon of Norfolk Authors in Profile featuring Rose Tremain, Louis De Bernières, Andrew Cowan and Hilton Pashley, who will be in discussion with *EDP Norfolk* magazine editor Angi Kennedy on 1 November. For full details, visit www.hostryfestival.org

Norfolk & Norwich Festival

In 2013 Jarrold sponsored the sell-out performances of *How Like an Angel* in Norwich Cathedral in collaboration with Mills & Reeve. The performances were a collaboration between contemporary acrobatic performers Circa from Australia and British vocal ensemble I Fagiolini. The John Jarrold Trust also continued its support of the festival.

Norwich Door to Door

The Trust provided funds to help buy an eighth bus for this local disability charity which aids

severely disabled and mobility challenged people of all ages to get about independently. It operates an affordable door to door mobility bus service and has a significant impact on the well-being of its users who would otherwise struggle to get out to shop, visit the doctor or undertake social activities.

Leeway

Leeway provides temporary emergency accommodation and outreach advice and support for adults, children and young people who are affected by domestic abuse in Norwich. The charity is the Lord Mayor of Norwich's chosen charity this year.

The John Jarrold Trust receives its income through dividends from its shareholding in Jarrold & Sons Ltd plus additional donations relating to its activities. For ongoing updates please visit www.jarroldtrust.org.uk
Charity no. 242029



Jarrold & Sons Ltd has been involved with the University of East Anglia since its foundation and was one of the original contributing funders before the establishment of the John Jarrold Trust.

In recognition of the fiftieth anniversary, the Trustees agreed to make some special awards, with a donation of £30,000 to be split between research work being undertaken by Dr Grant Wheeler, Senior Lecturer in Cell & Developmental Biology, into the treatment of melanomas and two annual undergraduate bursaries in the School of Environmental Science.

The Trust is also supporting the Masterpieces exhibition which is being co-ordinated through the Sainsbury Centre for Visual Arts to celebrate the rich and unique artistic heritage of Norfolk and Suffolk. The exhibition opens in September and runs through to February 2014.



Whitlingham Boathouses

Whitlingham Boathouses Foundation, supported by the John Jarrold Trust, has started work on Phase 2, the fit-out of the first floor of their impressive new boathouse in Whitlingham Country Park. Utilities will be connected and the windows installed in the next few weeks. With its new quay heading and fleet of Explore Rowing boats, it is ideally suited to deliver community canoeing and rowing for Norfolk and has benefitted from a surge in user numbers following London 2012. Visit the website at www.whitlinghamboathouses.co.uk or follow on Twitter @WhitlinghamBoat

JOHN JARROLD PRINTING MUSEUM

A special book

Late in 2012, the Jarrold store in London Street was contacted by Roberta Lovick, who had driven a project to raise funds to build a palliative care centre at the James Paget Hospital in Gorleston in memory of her daughter, Louise Hamilton, who had died, having suffered from breast cancer, at the age of 28. Roberta wanted a 'Book of Memories' for the centre, which opened in March 2013, and wondered if the company would be prepared to donate such a book. The store passed the request on to Caroline Jarrold, who contacted the John Jarrold Printing Museum. The Museum team were only too pleased to help and, as a one-off project, retired bookbinder Derek Daniels, following discussion with Roberta, lovingly created the book over a period of three months.

When Roberta came to collect the book she wrote in the Museum's visitor book: *Today I came to collect a very special book, a book which was made with love. I am so moved by the dedication and craftsmanship with which this book was produced. My book of memories will last for many years and so will my memory of today. I thank you all for this beautiful gift and for keeping this amazing craft alive.*



Roberta with Derek and her hand-bound book of memories.



Left to right: Will and Nadine Adderley, Caroline Jarrold, Genevieve and Colin Rose, John Hutchinson and John Rumball. Nadine is C. J. Bunting's great great great granddaughter and Colin is his great great grandson.

Past connections

WE WERE RECENTLY contacted by Anna Kirkwood, who specialises in researching family histories, asking whether we had any information about a man called Christopher James Bunting who was born in Norwich in 1818 and worked for Jarrold's for over forty years, becoming the manager of the Printing Works, which at that time was in London Street. He came from a working-class background and was an active political reformer.

Anna had found some material from a variety of sources but was delighted to discover more information in *The House of Jarrold's 1823-1923* which had been published to celebrate the centenary of Jarrold's moving to Norwich. This included a description by one of Mr Bunting's colleagues, who described him as '...an inspiration to all who came in contact with him, and he helped greatly to mould the lives of those under his charge'.

At that time the Jarrold brothers who were running the business

were dedicated to improving the lives and opportunities of the population and were keen supporters of the Temperance movement. The company published a series of Norwich Tracts, with titles such as 'Grow Your Own Cherries' and 'The Fool's Pence'. C. J. Bunting wrote some Tracts which were also published by the company, including 'Working Men's Hindrances' and 'Political Monopoly Hostile to the Spirit and Progress of Christianity'.

Anna's research culminated in a visit from C. J. Bunting's descendants to the John Jarrold Printing Museum in May. The family were shown around the museum by John Hutchinson and John Rumball, both of whom had worked for Jarrold in the past. It was amazing to think that some of the machinery in the museum was probably around when C. J. Bunting worked there and also for Caroline Jarrold to meet his family and imagine their great great grand-fathers working together in the 19th century.

If you have any comments on this edition or information you would like to see in future newsletters please ring or email Caroline Jarrold, Community Affairs Adviser, on 01603 677360 or email caroline.jarrold@jarrold.com