NAJ Summit

24-26 June // Park Regis, Birmingham



2023 Event Guide



Welcome

The NAJ Summit is an unmissable experience for members and supporters, whether you are a valuer, retailer, supplier or designer. Come together to learn, connect and celebrate with like-minded individuals.

Taking place from the 24th-26th of June, the three-day programme of events will feature the Valuers' Conference hosted by the Institute of Registered Valuers, the Retail Jewellers' Congress hosted by the JET Business Network and a Members' Gala Dinner featuring the popular NAJ Awards and a Supplier Showcase.



"The Summit is a single event for the whole jewellery community and aims to bring professionals together to learn, connect and celebrate.

"The three key aspects of the Summit mean technical knowledge, professional experiences, and new contacts can be exchanged in a constructive, professional and passionate environment."

Heather Callaway | NAJ Chair

Now in its third year, the 2023 edition has moved to the Park Regis Hotel Birmingham. Located in a central and accessible location with style and glamour befitting the attendees. We're excited to welcome new faces and returning friends.

Experience the NAJ Summit

The location change is just one of the many exciting improvements attendees can expect at this year's Valuers' Conference and Retail Jewellers' Congress. While we have made some subtle changes to enhance the event, we are committed to preserving the continuity that has made it a staple in the industry for so many years.

As we set our sights on the future, we are particularly passionate about welcoming new faces to the Summit. This event is an opportunity to shape professional excellence in jewellery businesses and their people, both nationally and internationally. By bringing together the NAJ's best events across one weekend, we are creating a truly unparalleled experience.

We urge all attendees to plan their visit, let others know they are attending, and prepare to enjoy all that the Summit has to offer. With the new location and exciting changes in store, this year's event is not to be missed!

We look forward to welcoming you.

Heather Callaway
Chair

David Doyle
President

It's good to get together

Event	Sat 24	Sun 25	Mon 26
Valuers' Conference hosted by the Institute of Registered Valuers	✓	✓	
The NAJ Awards including Supplier Showcase		✓	
Retail Jewellers' Congress hosted by the JET Business Network			✓

34th Valuers' Conference

Get ready for a high-energy and stimulating event! The Conference is a friendly and welcoming affair that offers an exciting mix of rigorous business sessions and practical hands-on workshops. Attendees work hard to fully benefit from all that's on offer, and with each passing year, we welcome back familiar faces and many new ones.

The programme is designed to broaden the knowledge and expertise of attendees, whether they're a valuer or not. On Saturday, we kick off with main presentations that will captivate and inspire you. Then, on Sunday, we jump into practical, lecture-based masterclasses that provide a deep dive into a variety of topics.

This is not a relaxing event, but it is an invigorating one! Come ready to learn, network, and have a great time because the Valuers' Conference is the place to be if you want to stay at the forefront of your industry and take your expertise to the next level.

14th Retail Jewellers' Congress

This one-day event, hosted by the NAJ's JET Business Network (JBN), has a strong reputation for delivering practical and valuable business insights for retail business owners and leaders.

As well as hearing from a variety of speakers on the members' chosen topics, they get to develop relationships beyond their regional group – and for those considering membership, it's a unique opportunity to sample the JBN to see if it's right for you and experience first-hand the shared knowledge, expertise, experience and community these retail jewellers enjoy.

FIVE Changes for 2023

Saturday is the 'Main' Day

The Valuers' Conference will host its main presentations on Saturday, the 24th of June, with Sunday, the 25th of June, reserved for workshops and masterlcasses.

Trade Visits in the Jewellery Quarter

Attendees are invited to visit the historic jewellery quarter as part of their visit to 'the second city'. The Birmingham Assay Office team are planning a chance to visit and dates

Showcase x NAJ Awards

This year, the Supplier Showcase will be part of the NAJ Awards, location in the Sky Loft and Sky Gallery on the 16th floor.

A Valuers' BBQ

On Saturday, the 24th of June, a full day of presentations will conclude with a relaxed valuers' BBQ at the hotel's 1565 bar and outdoor terrace.

Reduced Number of Workshops

Following an open invitation to submit workshops and masterclasses, the Conference panel have chosen to deliver a smaller number of sessions this year to ensure a greater number of attendees at each talk.

The NAJ Awards

The NAJ Awards, with headline sponsor Curteis, return to the Summit with four new categories, helping celebrate the breadth of talent within the jewellery trade. With a broad selection of awards for both individuals and businesses, it's the perfect opportunity to champion your company's successes.

Entry is free for NAJ members and just £30 per category for non-NAJ members.

The Venue

2023 sees the NAJ Summit move to a new venue that can grow with the ambitions of the NAJ team while providing excellent transport links and facilities. The Park Regis in Birmingham is such a venue and will help bring more sections of the jewellery trade together.



A central city location supported by accessible transport options makes Birmingham an excellent choice for attendees, whether visiting for the day or staying for the whole weekend.

With modern amenities and state-of-the-art conference facilities, the Park Regis is the ideal home for an event designed for networking and sharing knowledge and experiences.

Attendees are invited to stay on-site with preferred rates or at the many hotels and accommodation options within walking distance. For bookings with the Park Regis, please reference your booking as part of 'The NAJ Summit' to access the rates.

Contact details:

160 Broad St, Birmingham B15 1DT
0121 369 5555
hello@parkregis-birmingham.com



On-site Car Parking

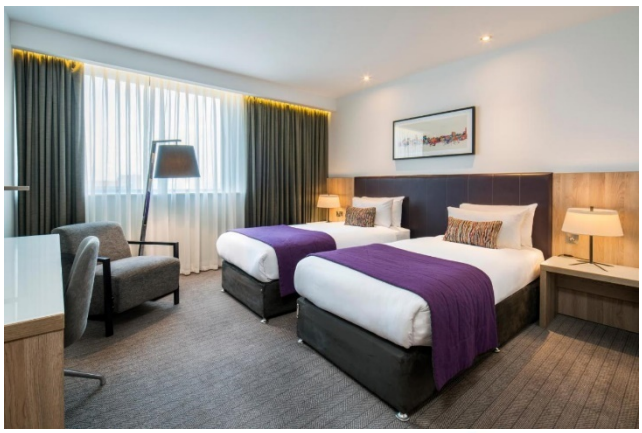
Secure on-site parking is available at St Martins Place adjacent to the hotel and can be accessed via St Martins Street, B15 1ED.

Electric Vehicle Charging is available, which is accessed via downloading the 'Pod Point App' and arranging your charging session.

A turning circle is directly in front of the hotel entrance for drop-offs and pick-ups only. Attendees bringing large luggage or equipment can drop off their bags at the hotel's main reception before parking their car. This drop-off point is for a maximum of 10 minutes.

Warning! Clean Air Zone

Do check to see if the clean air zone will operate, including timings, charges and vehicles that won't be charged. For more information, visit https://www.brumbreathes.co.uk/



Getting here

By train

If you're jumping on the train, you'll find three stations, all in the city centre, and just a short walk from the Park Regis Hotel.

Closest stations:

Fiveways 0.6 Miles

New Street 1.1 Miles (has tram stop)

Snow Hill 1.3 Miles (has tram stop)

Tram

Fiveways tram stop is just outside the hotel (both ways) and is on the same line as Grand Central (New Street), Snow Hill, Jewellery Quarter and Wolverhampton St Georges.

Best park-and-ride with free parking

Tram (stops outside the hotel)

- The Hawthorns
- Wednesbury Parkway
- Black Lake
- Bradley Lane
- Priestfield

Train station (Save-a-space)

The booking fee is £3.60 per day but must be booked on https://save-a-space.com/tfwm/

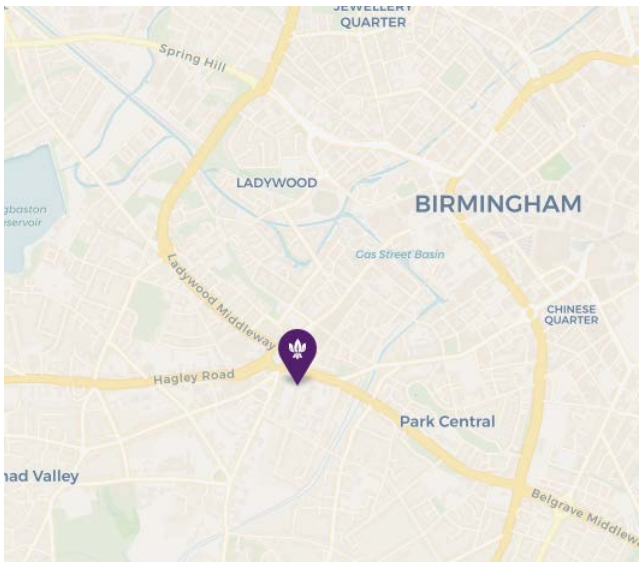
- Northfield
- Rowley Regis
- Tile Hill
- Four Oaks
- Whitlocks End
- Stourbridge Junction

Other Parking in Birmingham

NCP Fiveways - 700 spaces - 7 mins walk	 12 hrs £7.00 24 hrs £8.00
Euro Car Parks Fiveways - 240 spaces - 9 mins walk	 12 hrs £7.00 24 hrs £8.00
Broadway Plaza - 1400 spaces - 10 mins walk	 12 hrs £8.00 24 hrs £12.00
Information and charges from parkopedia.co.uk, please do check before visit	

By plane

Are you joining us by plane? No problem; Birmingham Airport is the only UK airport with a train station connected to the terminal, which means it takes just a ten-minute train ride to get into Birmingham New Street. If you'd prefer to jump in a taxi, you'll find a rank directly outside the airport.



Get the most out of the Summit

Lapel Badges

Each attendee will have a lapel badge, and we ask that you wear it at all times.

It has your name, business and town, and it also indicates if you are a valuer, supplier, retailer, etc.

A floor plan is provided within this attendee's event guide, but additional copies will be available from the NAJ registration desk.



Photos!

A photographer will be taking photos during the events – lots of them! They will be popping into many of the sessions at the Valuers' Conference, Retail Jewellers' Congress, and during our social events. In accordance with GDPR, all participants have been asked for permission to be photographed and/or videoed and their responses recorded.

Photographs and/or videos taken by participants at the Summit should be for personal use only. They may not be distributed or published without the permission of those included in the photographs and/or videos. 'Personal use' includes putting pictures and/or videos on Facebook™ and similar networking sites, provided that the security settings on these sites prevent the photographs and/or videos from being viewed by the public at large.



NB: Delegates must not photograph and/or video any workshops/presentations without prior consent.

Social Media

We encourage attendees to share their participation at the Summit via social media platforms.

Please feel free to tag in the Association (@UKNAJ) where you feel appropriate.

We would also suggest you use the hashtag #NAJSummit for your posts so that we can discover and re-share your content to our growing audience.

Photo Competition

Running across all three days of the NAJ Summit, if you take the best photo of the extended weekend, you could win a £100 restaurant voucher.

To be in with a chance of winning, don't forget to tag us in any photo that you share on social media.

Wi-Fi

The hotel operates a free Wi-Fi service.

Timetable

OVERVIEW PROGRAMME OF EVENTS

SATURDAY 24th JUNE

THE VALUERS' CONFERENCE

09.00	Registration Opens
10.20	Welcome and Introductions Heather Callaway, NAJ Chair
10.30	40 Years of Gem Pricing and Beyond Richard Drucker, Gemworld
11.20	Styles of Jewellery 1880-2000 Craig O'Donnell, Birmingham Assay Office
11.50	Jewels and Watches at Auction Emily Barber & Jonathan Darracott, Bonhams
12.40	Lunch
14.10	What Does the Origin of a Gemstone Teach Us? Beth West, GCS
14.50	Changing Gemstone Resources Around the World Vincent Pardieu, VP Consulting
15.30	Comfort Break
15.50	Addressing the Challenges Facing the Jewellery Industry Dr Gaetano Cavalieri, CIBJO
16.30	Thanks and Close
19.00	VALUERS' BBQ

SUNDAY 25th JUNE

THE VALUERS' CONFERENCE

09.00	Workshop Session 1
10.30	Comfort Break
11.00	Workshop Session 2
12.30	Lunch
13.30	Masterclass Session
15.00	Comfort Break
15.15	Panel Discussion
16.45	Thanks and Close
18.00	NAJ AWARDS & Supplier Showcase

MONDAY 26th JUNE

RETAIL JEWELLERS' CONGRESS

09.00	Registration Opens
09.30	Welcome and Introductions Michael Donaldson, JBN Facilitator
09.50	State of the Nation Phil Rush, Economist
10.20	Attracting, Recruiting & Retaining Staff Rebecca Robins, Formerly of Superdry
11.20	Comfort Break
11.45	Attracting, Recruiting & Retaining Customers Heather Horton, Ecrubox
12.45	Lunch
13.45	Marketing Expenditure & Effectiveness - JBN Survey Michael Donaldson, JBN Facilitator
14.15	Retail Cyber Resilience Vanessa Eyles, Cyber Resilience Centre
15.00	Packaging Show & Tell Interactive
15.30	My Retail Story Mark Sandum, JBN Member
15.55	Thanks and Close

Please note the programme is a draft and subject to change

The Valuers' Conference hosted by the Institute of Registered Valuers (IRV).

The programme for the Conference benefits from a full day of main presentations on Saturday, 24th June, and practical hands-on workshop sessions plus lecture-based masterclasses on Sunday, 25th June.

Conference Panel: Heather Callaway (Chair). Sammantha Maclachlan, Barry Sullivan, and Dr Richard Taylor.

Main Presentations

Dr Gaetano Cavalieri, CIBJO



Addressing the Challenges Facing the Jewellery Industry in an Uncertain World

Gaetano will outline the market and industry environments as they have evolved in recent years and the work being done by CIBJO and within its various commission and committees to address them.

Dr Gaetano Cavalieri has served for the past 20 years as president of CIBJO, the World Jewellery Confederation. Uniting national jewellery and gemstone associations from more than 40 countries and including many of the industry's major corporations and international associations, CIBJO is the industry's oldest international organisation, having been established in 1926. It covers the entire jewellery, gemstone and precious metals sectors from mine to marketplace, within each of the component sectors in the various production, manufacturing and trading centres.

In 2006, Dr Cavalieri was responsible for CIBJO receiving "Special Consultative Status" with United Nations Economic and Social Council (ECOSOC), making it the first and only jewellery and gemstone representative to be officially recognised by the international body.

Richard Drucker, Gemworld



40 Years of Gem Pricing and Beyond

As the publisher of the GemGuide, we have had historical pricing for 40 years. What has influenced prices over these years, and what is in store for the future? Trends and issues are key to our industry for buying, selling, and appraising.

Richard Drucker is the founder and president emeritus of Gemworld International, Inc. in Glenview, Illinois. In 2022, he was named president of the Gemmological Association of Great Britain, an ambassador and board position. Drucker now serves as publisher, consultant, lecturer, and author. He has hosted five international gemmological conferences bringing together gemmologists, jewellers and appraisers from around the world.

Beth West, GCS



What Does the Origin of a Gemstone Teach Us?

In an age when transparency and traceability are buzzwords in the industry, the disclosure of the origin of the gemstone is becoming increasingly important - not because it is an indicator of quality, but because the conscientious consumer wants to know that their stone has been ethically sourced, travelled through the system legitimately, and benefited every hand it has passed through along the way.

In this talk, Beth West will consider why the idea of origin has outgrown what it once denoted within the industry and discuss how it could be used within the marketplace now.

Beth West is a gemmologist, educator and writer with over fifteen years of experience in the jewellery industry in varying senior roles.

Vincent Pardieu, Field Gemmologist at VP Consulting



Changing Gemstone Resources Around the World

Vincent Pardieu is a consultant, writer and a documentary producer. For the past 20 years, he travelled to gem mining areas around the world for gemological research purposes.

Richard W. Hughes, the author of "Ruby & Sapphire", once introduced Vincent as "Nobody dead or alive has probably visited as many gem mines as Vincent". With 151 field expeditions to Asia, Africa, Australia, and North and South America, he might be right. Vincent witnessed first-hand the complex realities associated with producing coloured gemstones nowadays, and he specialised in the origin determination of coloured gemstones such as rubies, sapphires, emeralds and spinels.

Previously a Director for the AIGS Lab in Bangkok, gemmologist at the Gübelin Gem Lab in Switzerland and a Senior Manager, Field Gemology at the GIA laboratory in Bangkok, Vincent now consults and has collaborated with the "Bahrain Institute for Pearls & Gemstones (DANAT)" to build their reference collection, with "Greenland Ruby" for their ruby mining project and with DAI for a laboratory project in Kabul. Afghanistan.

Craig O'Donnell



Styles of Jewellery 1880-2000

Craig is a BA and FGA and has been a full-time valuer with SafeGuard Jewellery Valuation Service for over 15 years. He is passionate about jewellery and silver, which is backed up by his personal library of over 2,000 books on these subjects. As well as being a valuer, Craig is a silver specialist and Curator of the outstanding Assay Office.

Emily Barber and Jonathan Darracott, Bonhams



Jewels and Watches at Auction

Between them, Emily and Jonathan will share stories about recent auction sales and give an overview of current market trends in both Jewellery and Watches.



Emily Barber is Bonhams Jewellery Director in the UK and is widely regarded as one of the industry's leading experts. She has been instrumental in guiding the Jewellery department to the position of the market leader in the UK, as well as consolidating the department's reputation for academic excellence in the discovery and research of antique jewels and gems of historical significance from the Renaissance to the 20th century.

Emily has presided over numerous record-breaking auctions, including the discovery, research and sale of the historic Hope Spinel, the white glove sale of the largest private collection of Andrew Grima jewels, The Ceres Collection and parts I and II of the Hercules Collection.

Jonathan Darracott is Bonhams Global Head of Watches based at New Bond Street, with over 25 years of experience working with watches as an auctioneer and manufacturer.

Jonathan has been responsible for the sale of one of the world's largest private single-owner collections of watches, the 2,000-strong Collection of a European Nobleman, in 2015 and has also introduced the first of many online-only sales to Bonhams. He has led the watch department not only to record-breaking sales but also to be the current UK market leader for auctioning watches, and he is one of the few auctioneers who is also an accomplished watchmaker.

Valuers BBQ

On Saturday evening, attendees are invited to a BBQ at the 1565 bar and terrace.

The relaxed dining experience enables attendees to network and rest after a full day's Conference. The outdoor terrace will mean guests can move inside and outside depending on the weather.

After dinner, the David Wilkins Trophy will be presented to this year's winner as part of an informal Awards ceremony presentation. The ceremony will also recognise new Members of the Institute and those that have achieved Fellow status. FoAP and CAT graduates attending who passed the 2022 examination will also be applauded.

Please note only food is included with tickets. Drinks will need to be purchased by attendees from the bar separately.

Each year we invite guests to bring something to show and tell others. Following on from 'Bring Back the Brooch' in 2021 and last year's 'What's in Your Pocket', the panel have selected 'Jewels Fit for a King, or Queen?!'.

Jewellery theme: 'Jewels Fit for a King or Queen?!'

Dress Code: Smart/Casual

Valuers' Conference Supporter

Thank you to Gem-A for their continued support of the Valuers' Conference. This year, alongside demonstrating the latest Gem-A instruments and equipment, they are also Official Supporter of the long-running event.

Gem-A
THE GEMMOLOGICAL ASSOCIATION OF GREAT BRITAIN

Valuers' Conference Exhibitors

Gem-A Instruments

With a range of products and books, including something for the hobbyist to the expert, they're sure to have your every gemmological need covered.

GVUK

Showcasing the Dr Watson and Sherlock range of lab-grown diamond detection equipment.

The Guild of Valuers

The latest iteration of GuildPro delivers a fresh, innovative approach to valuing. Guildpro is now an online valuation tool with a clean, up-to-date user interface making it more flexible and simpler to use than ever before.

Birmingham Assay Office

Celebrating its 250th anniversary, the Birmingham Assay Office team will be on hand to explain its range of services.

Sheffield Assay Office

Sheffield Assay Office will be available to demonstrate their services, from hallmarking and analytics, while explaining more about their 250th-anniversary celebrations.

Harmony Gems

This fourth-generation business provides exceptional quality gemstones with over 100 different kinds of gemstones in its collection.

Your Shield

Your Shield is a company within the YCFS Group providing Lone Worker and Conflict Management Solutions, ensuring safety and security for the retail industry.

Panel Discussion: Diamonds

Host: Dr Richard Taylor FIRV PhD BSc FGA DGA RJDip and FHEA



Hosted by Dr Taylor, this session will provide attendees with a market update for both natural diamonds and synthetic diamonds and highlight crucial practices and share relevant insights.

Panellists will reflect on the present and future of Diamonds and how consumer, trade and other forces will test the industry in the future.

Attendees are invited to submit questions to the panel collectively and individually ahead of the session via events@naj.co.uk.

Panellists:

Gaetano Cavalieri, CIBJO President



CIBJO unites national jewellery and gemstone associations from more than 40 countries and includes many of the industry's major corporations and international associations; CIBJO is the industry's oldest international organisation, having been established in 1926.

Lisa Levinson, Natural Diamond Council (NDC) Head of UK



NDC's mission is to advance the integrity of the modern diamond industry and to inspire, educate and protect the consumer. The Council represents the world's rough diamond production, with 35 operations in 10 countries across four continents.

Before joining NDC, Lisa worked at De Beers Group in Botswana and the UK, with a Canadian diamond-cutting company, and in the management consultancy sector in Sweden.

Joanna Park-Tonks, International Grown Diamond Association (IGDA) President



IGDA is a non-profit Association formed to serve as a central point for communication, education, and development of the laboratory-grown diamond industry. The Association represents industry leaders from every sector of the laboratory-grown diamond supply chain and over a dozen countries worldwide.

Joanna began her diamond journey in 1998 at De Beers – Central Selling Organisation in London and the Diamond Information Center in Milan. Following this, she gained experience in the antique jewellery world at Christies. Then she went on to gain management experience at the global consultancy, Accenture, advising on several high-profile retail projects. Since the advent of gem-quality laboratory-grown diamonds, Joanna has embraced this innovation with the creation of CHELSEA ROCKS – Laboratory-Grown Diamonds.

Howard Levine, Diamnet Managing Director



As a representative on the council of management for the London Diamond Bourse and a VIP for the World Federation of Diamond Bourses, Howard Levine is well-networked in the domestic and international diamond community. Founder of Diamnet, which lists more than 250,000 diamonds, Howard has recently launched the brand Hayes & Lake, successfully introducing quality UK manufacturing with laboratory-grown diamonds to the UK High Street. Howard is uniquely placed in that he works with both Natural and Laboratory-grown diamonds.

Masterclasses and Workshops

All members, supporters and the wider trade were invited to put forward a masterclass or workshop for the Conference. The Conference panel then selected appropriate workshops (W) and masterclasses (M) for Conference attendees to choose from.

After booking, you will be sent a link to complete your preferred workshops and masterclasses. Spaces are limited, and attendance is on a first-come, first-served basis.



Workshops		
1 2	Coloured Gem Grading and Pricing Workshop *(two workshops available – max 20 per workshop)*	Richard Drucker
3	Manufacturing Identification of Methods	Barry Sullivan
4	Photomicrography – The World within a Gemstone	Sammantha Maclachlan
5	The 7 Value Factors of Pearls	Mehdi Saadian
6	Hallmarks: Help or Hindrance their Relevance and Identification - is it a Fake or Forgery?	Rupert Huddy
7	How to Spot Fake Watches the Easy Way	Kenneth Massow
8	Synthetic Diamond Verification Equipment	Charlotte Rose
9	GemVal (back by popular demand!)	Simon Johnson
10(S)	An Introduction to Valuing	David Byrne
11	Getting the Best out of your Gemmological Instruments	Pat Daly
Masterclasses		
1	Got the Blues; Masterclass in the Origin Determination of Blue Sapphires	Beth West
2	PROBATE: Everything you Need to Know and Do	Rosamond Clayton
3	The Diamond Market, Both Synthetic and Natural, Past, Present, and Future	Dr Richard Taylor
4	CAD Software: Understanding the Opportunities & Challenges that come with it	Pooja Sahny
5	Hunting for Gemstones in the Badakhshan Province of Afghanistan	Vincent Pardieu
6(S)	A Step Back in Time - Examining Date and Value of a Selection of Antique Jewellery	Phillip Stephenson
Exhibitions		
1	Synthetic Diamond Verification Equipment	Charlotte Rose
2	The 250-year history of the Sheffield Assay Office	Emma Paragreen
3	GuildPro – Making the Most of Your Valuation Expertise	Paula Grenney
4	The Birmingham Assay Office	Roxanne Guest
5	Harmony Gems	Jaida
6	GVUK – Yehuda Synthetic Diamond testers	Graham Dicks
7	Gemmological Association – Instruments and Resources	Henry Mesa

(S) This means students attending must attend at least one of these workshops.

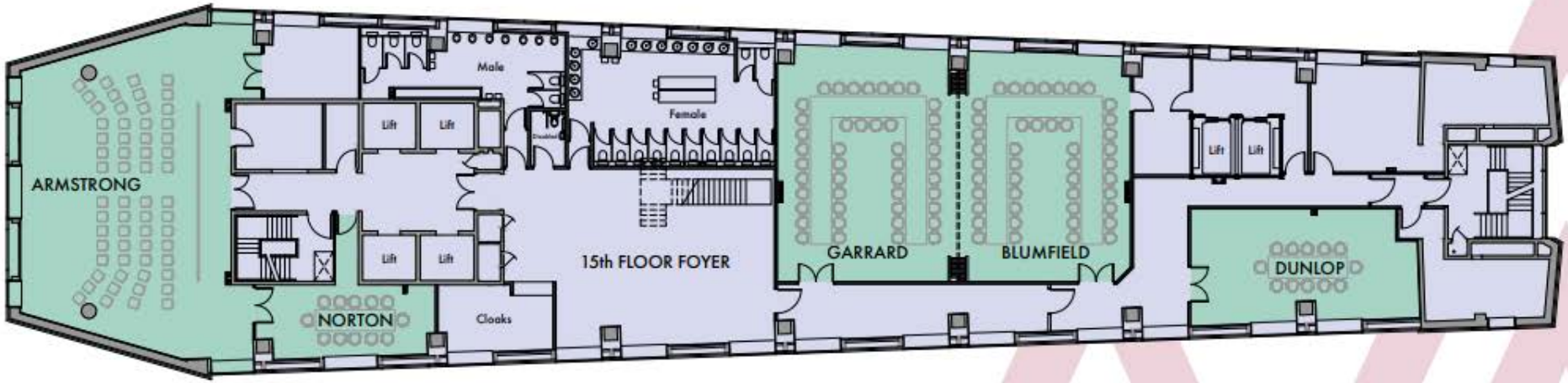
Saturday 24th - Keynote Presentations	
Room Floor	Garrard and Bloomfield Floor 15
9.00	**Registration open**
10.20	**Welcome and Introduction** Heather Callaway, NAJ Chair
10.30	**40 Years of Gem Pricing** Richard Drucker, Gemworld
11.20	**Styles of Jewellery 1880-2000** Craig O'Donnell, Birmingham Assay Office
11.50	**Jewels and Watches at Auction** Emily Barber and Jonathan Darracott, Bonhams
Lunch @ 12.40	
14.10	**What Does the Origin of a Gemstone Teach Us** Beth West, GCS
14.50	**Changing Gemstone Resources Around the World** Vincent Pardieu, VP Consulting
Comfort Break @ 15.30	
15.50	**Addressing the Challenges Facing the Jewellery Industry in an Uncertain World** Dr Gaetano Cavalieri, CIBJO
16.30	**Thanks and Close**
19.00	**Valuers BBQ** 1865 Restaurant

Sunday 25th - Workshops & Masterclasses (must be pre-booked)

Room Floor	Armstrong Floor 15	Dunlop Floor 15	Garrard Floor 15	Blumfield Floor 15	Boardroom Floor 11	Norton Floor 15
9.00	**Manufacturing Identification of Methods** Barry Sullivan	**Coloured Gem Grading and Pricing** Richard Drucker	**Hallmarks Help or Hindrance; Their Relevance and Identification is it a Fake or Forgery?** Rupert Huddy	**Hunting for Gemstones in Afghanistan** Vincent Pardieu	**GemVal (back by popular demand)** Simon Johnson	**Photomicrography – The World within a Gemstone** Sammantha Maclachlan
Comfort Break @ 10.30						
11.00	**The 7 Value Factors of Pearls** Mehdi Saadian	**Coloured Gem Grading and Pricing** Richard Drucker	**Getting the Best Out of your Gemmological Instruments** Pat Daly	**How to Spot Fake Watches the Easy Way** Ken Massow	**An Introduction to Valuing** David Byrne	**Synthetic Diamond Verification Equipment** Charlotte Rose
Lunch @ 12.30						
13.30	**A Step Back in Time: Examining Date and Value of a Selection of Antique Jewellery** Phillip Stephenson		**Got the Blues; Masterclass in the Origin Determination of Blue Sapphires** Beth West			**Synthetic Diamond Verification Equipment** Charlotte Rose
14.15	**Probate: Everything You Need to Know and Do** Rosamond Clayton	**CAD Software: Understanding the Opportunities & Challenges** Pooja Sahny	**The Diamond Market both Synthetic and Natural** Dr Richard Taylor			**Synthetic Diamond Verification Equipment** Charlotte Rose
Comfort Break @ 15.00						
15.15			**Panel Discussion - Diamonds (open session)** Dr Richard Taylor FIRV (host) Dr Gaetano Cavalieri, CIBJO Lisa Levinson, Natural Diamond Council Joanna Park Tonks, IGDA Howard Levine, Diamnet			

Floorplan

Valuers' Conference Map



PLEASE NOTE

The Boardroom is on the 11th Floor

The Retail Jewellers' Congress, hosted by the JBN

Attract and Retain – Customers and Team

Host: Michael Donaldson, JBN Facilitator

This one-day event, hosted by the NAJ's JET Business Network (JBN), has a strong reputation for delivering practical and valuable business insights for retail business owners and leaders.



The Retail Jewellers' Congress celebrates its 14th year, bringing jewellery retailers together for a series of talks, panel discussions and exercises designed to help take your business further with actionable advice and inspiring experts. This year's theme - **Attract and Retain - Customers and Team** - promises to provide a compelling focus during an uncertain economic climate, with customer and staff retention particularly crucial for any successful business.





As well as hearing from a variety of speakers on the members' chosen topics, they get to develop relationships beyond their regional group – and for those considering membership, it's a unique opportunity to sample the JBN to see if it's right for you and experience first-hand the shared knowledge, expertise, experience and community these retail jewellers enjoy.

> Once again, Congress inspired and lit that fire within, to push myself a little more to be a better business and better boss.
>
> Harriet France, Jeremy France Jewellers

JBN JET BUSINESS NETWORK

Why not get a taste of the Association's best-kept secret?

The JET Business Network is a community for retailer jewellers and by retailer jewellers. Help accelerate your business with peer-to-peer support, commercial performance benchmarks and share ideas, advice and problems with a like-minded network. Visit Congress and experience why the JBN is so unique.

Presentations and Interactive Sessions

Heather Horton



Attracting, Recruiting and Retaining Customers

Heather Horton will focus on Attracting, Recruiting and Retaining Customers. Horton built Ecrubox, a digital agency, over five years and generated over £150m for her clients in the process.

"We will cover the importance of retaining customers and building loyalty in a digital age," Horton explains. "The costs per customer acquisition are increasing as it is more expensive to gain new customers than keep existing ones."

Rebecca Robins



Attracting, Recruiting and Retaining Staff

Rebecca Robins will explore how to attract, recruit and retain staff and how to get your whole team involved in the process. From a successful interview process to how to onboard new employees to set them up for success, this will be an essential talk for any jewellery retailer.

Rebecca has 18 years of recruitment experience working for global brands, including UGG Australia, Joules and Superdry. She has been responsible for building entire teams for flagship stores across Europe and implementing head office recruitment training.

Phil Rush



State of the Nation

Phil Rush, the founder of Heteronomics, will offer a State of the Nation talk on UK economic activity, inflation and monetary policy, and how this impacts retailers.

Rush has held senior economist roles at Nomura, Barclays Wealth and Lehman Brothers, so attendees are in experienced hands.

Vanessa Eyles

Retail Cyber Resilience



Vanessa is a detective superintendent in West Midlands Police and director of the West Midlands Cyber Resilience Centre. She will focus on retail cyber resilience and how retailers can protect themselves from online threats in the digital age.

By the end of the session, retailers will understand the nature of risks and be armed with some basic knowledge to improve their security practices.

Mark Sandum

My Retail Story



JBN member Mark Sandum will share his retail story with attendees, revealing the highs and lows of owning a high street jewellers and outlining the processes implemented towards selling his business in April 2023.

Packaging Show & Tell



Attendees will get hands-on with packaging products used by other retail jewellers. The 30-minute interactive 'Show and Tell' session will allow attendees to walk the room and see what other retail jewellers are doing with their packaging.

Marketing Expenditure and Effectiveness – Retail Jewellers Survey



In this session, JBN Facilitator, Michael Donaldson, will share the headlines from the JBN retail jewellers Q2 business survey on Marketing Expenditure and Effectiveness, answering the questions every jewellery retailer should be asking themselves.

The NAJ Awards

The NAJ Awards return to the Summit with headline sponsor, Curteis. On Sunday evening, the NAJ Awards will feature even more categories to help champion the extraordinary talent in the jewellery industry.

The NAJ Awards were created to celebrate businesses and individuals that go above and beyond, delivering exceptional products, services and experiences.

CURTEIS

SINCE 1975

Curteis is a family run business, since 1975

Curteis has grown to be one of the UK's leading precious metal jewellery manufacturers, selling to leading jewellery retailers, wholesalers and the gift sector. Curteis also sell and distribute to overseas markets and offer an outstanding export service.

Curteis also use its facilities to manufacture all aspects of jewellery products for leading designers and buyers.

www.curteis.com

Timings

18.00 | Drinks Reception

19.30 | Called for Dinner

23.30 | Bar closes

Dress Code

Black Tie



The Categories

Team of the Year
sponsored by TH March

Workshop Professional of the Year
sponsored by Windiam

Salesperson of the Year
sponsored by Moda at Autumn Fair

Rising Star of the Year
sponsored by At The Bench

Designer of the Year
sponsored by RWK Goodman

Jewellery Retailer of the Year
sponsored by Ti Sento - Milano

CSR Initiative of the Year
sponsored by Responsible Jewellery Council

Marketing Campaign/Event of the Year
sponsored by VM + Events

Store Design of the Year
sponsored by Stirland Paterson Group

Supplier of the Year
sponsored by Inova Collection

Discover more at, www.naj.co.uk/awards

The Finalists

CSRI of the Year

Sponsored by RJC

- Cooksongold
- John Pass Jewellers
- Lebrusan Studio
- Moyo Gems
- Shakti Ellenwood

Designer of the Year

Sponsored by RWK Goodman

- Andrew Geoghegan
- Collette Waudby
- EE Chan
- Julien Riad Sahyoun
- QuayStones

Jewellery Retailer of the Year

Sponsored by Ti Sento Milano

- Baker Brothers
- Bradley's Jewellers York
- Jessica Flinn Jewellery
- Titcombe Bespoke Jewellery
- Wongs Jewellers

Marketing Campaign/Event of the Year

Sponsored by VM + Events

- Bailey & Sons
- Birmingham Assay Office
- Bradley's Jewellers York
- Company of Master Jewellers
- Daniella Draper

Rising Star of the Year

Sponsored by At The Bench

- Chris Lewis (Created by Chris)
- Evie Day (Daniel Christopher)
- Katie Hughes (Wongs Jewellers)
- Liz Crow (Liz Crow London)
- Louis Yaxley (Austen & Blake)

Salesperson of the Year

Sponsored by Moda at Autumn Fair

- Aneesah Shahid (Austen & Blake)
- Peter Kane (Flinn & Steel)
- Petra Marcinkowska (Jeremy France)
- Sophie Mishiku (Daniel Christopher)
- Violeta Gjini (River Mounts)

Store Design of the Year

Sponsored by Stirland Paterson

- Diamond Heaven
- Flinn & Steel
- Harriet Kelsall Bespoke
- Jessica Flinn
- Jewellers Guild

Supplier of the Year

Sponsored by Inova Collection

- Artisan
- Hockley Mint
- Pursuit
- River Mounts
- Sierra Consultancy

Team of the Year

Sponsored by TH March

- Daniel Christopher Jewellery
- Daniella Draper
- Hockley Mint
- Lily Arkwright
- Wongs Jewellers

Workshop Professional of the Year

Sponsored by Windiam

- Abbie Hulkes (Jeremy France)
- Alireza Rahimoff (Hockley Mint)
- Ben Parry (Wongs Jewellers)
- Ellie Inglefield (Weston Beamor)
- Scott Stevenson (Daniel Christopher)

Supplier Showcase

The Supplier Showcase will now be part of the NAJ Awards evening, with a curated selection of exhibitors presenting their jewellery in display cabinets during the pre-drinks reception.

Located in the Sky Loft room, providing panoramic views of Birmingham city, the Supplier Showcase promises to be a memorable evening for all in attendance.

QuayStones



QuayStones Jewellery is designed and created by Vanessa Priest and inspired by coastal landscapes, nature and the history of Northumberland.

The jewellery is cast and fabricated from recycled silver, and all items are hallmarked by the Edinburgh Assay Office. Strata, the newest collection showcased at the event, is inspired by layered rocks exposed by coastal erosion.

deutscheCraft



Founded by Jan-Christian Bostelmann, deutscheCraft Ltd is a family-run distribution business specialising in high-end gold and diamond jewellery made in Germany. Various design lines are available in pure 925 gold combined with coloured gemstones or in gold or platinum with diamonds, or as a brilliant Rainbow Collection with sapphires, rubies and emeralds.

Curteis



Curteis is one of the leading UK-based jewellery manufacturers selling to retailers, designers, wholesalers and manufacturers. They take pride in upholding traditional family values, and their utmost priority is to deliver top-quality products and services.

Their extensive product range showcases a commitment to UK-made excellence, emphasising their core product: chains.

They proudly offer a renowned bespoke service, "Curteis Creates," providing customers with the opportunity to manufacture their own unique range using Curteis's dedicated facilities.

Artisan



Artisan's goal is to make its customers' day-to-day lives easier. Whether a small start-up or a major multiple, you will receive the highest level of support and customer service possible.

Featuring a streamlined ordering process, from uploading CAD designs via Artisan's easy-to-use website or browsing a range of mounts and selecting stones from a selection of worldwide suppliers – all delivered within 14 days. Artisan is open seven days a week and always available via WhatsApp, email or telephone.

Fischer



Founded in 1919 as "Fischer & Sohn", the family company today is managed by the fourth and fifth generations and has contributed to the tradition of the Goldstadt Pforzheim. Regarding tradition: it can only last if driven by a dynamic spirit of innovation and a consistent quality philosophy.

Fischer wedding rings offer rings for all special moments in life: From classic wedding rings and solitaires to rings with unusual materials, such as carbon; everything can be found in the wide Fischer range. All Fischer rings are assigned to one of the collections Classics, Design, FischerCarbon®, Flora, Diamond Rings and Elise.

Meet the NAJ Team



Ben Massey

Principal Officer



Scott Williams

Head of Membership



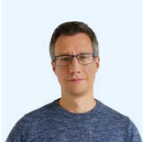
Marie Garnett

Head of Education



Katie Gillespie

Compliance and Policy Manager



Adam Cook

Marketing Manager



Stacey Foster

Relationship Development Executive



Chloe Thorn

Education Officer



Rushana Miller

Communications Assistant



Britni-May Edwards

Commercial Sales Manager



Sarah North

Business Development Advisor

Valuers' Conference Committee



Heather Callaway

NAJ Chair, FIRV



Sammantha Maclachlan

Valuer, FIRV



Dr Richard Taylor

Valuer, FIRV



Barry Sullivan

IRV Chair, FIRV

Retail Jewellers' Congress Lead



Michael Donaldson

JBN Facilitator

NAJ Awards Lead



Belinda Morris

Editor, The Jeweller



The Institute of
Registered Valuers

The National
Association
of Jewellers

