Super Connect For Good Application

Company Name

Neatebox

LinkedIn Profile Address. If you do not have one, please add N/A

https://www.linkedin.com/in/gavin-neate/

Please select the region where your company is registered in (one region). Note: Your selection will determine which Regional Judging panel will assess your application.

Scotland

Stage of Company?

Tech Startup (Seed Stage) with a working Minimum Viable Product (MVP) or beta version, the initial founding team with initial seed capital between £75,000 – £500,000 and ideally though not essential some traction or initial revenue

What Innovation Area(s) does your product fit into? Note: Your application will be assessed by our Industry Partners with the best 6 applications receiving National Industry Prize even if they are not selected as a Regional Winner

HealthTech   MedTech   EdTech

Smart Cities (also covering IoT, 5G, Intelligent Transport)

GovTech

The HealthTech Industry Prize is provided by UnLtd as a guaranteed place in its Thrive Programme focused on Healthy Ageing. If your HealthTech fits within Healthy Ageing please selected Yes, otherwise please select No.

Yes - Healthy Ageing (Improving Quality of Life, Long-Term Conditions, Physical Health, Independent or Wellness for the over 50s)

Business Models of Interest ('What is your business model?')

B2B   B2C

DEMONSTRATING TECH FOR GOOD

Please explain your product/technology, how you enhance people's lives with it and how do you feel your company is creating or aiming to create a social impact?

The quality and consistency of customer service is directly linked to the training received. There are many challenges to be overcome to provide service especially with regards to disabled consumers, visitors or guests. Increasingly

disabled people are demanding equal treatment and opportunities however there have been no advances in the delivery of staff training for decades.

Staff interaction with disabled visitors is not confined to one sector rather it is ubiquitous across all and the challenges are widespread.

The Neatebox WelcoMe system utilises location aware technology on the modern smartphone and uses geo location to trigger specific messages to participating venues. A disabled person using WelcoMe triggers this notification when within a certain distance which provides staff with information on how best to serve their soon to arrive visitor.
Information provided
1. Picture of the guest.
2. An overview of a disability the visitor wishes to pass to the venue.
3. Top tips on interaction.
4. Links to the organisations and charities who have provided the above information.
5. Further resources.

This service was launched in 2018 and has been gathering remarkable traction not least as it is the only service of its type in the world. We now have over 70 venues across the UK and Ireland including Royal Bank of Scotland, The Scottish Government, NatWest, Irish Rail, NorthLink Ferries, Deloitte, Diageo, Visit Scotland, Scottish Canals, Dundee Council, Stirling Council, Dundee Council, NHS Golden Jubilee Hospital, Coutts bank, Jenners House of Fraser, Edinburgh Airport, Optometrists, Shopping centres and many others.

The app is totally free to the disabled user and covers all disabilities including those which are "hidden". The costs are covered by the participating venue which pays a monthly subscription the cost of which is offset by the income obtained through services provided to their visitor. For NHS, Council and public service bodies improvements are gained through specific KPIs through customer satisfaction and improvement of relationship or through the engagement with CSR.

The benefits of utilising WelcoMe multiple in nature.
1. The disabled visitor feel less anxious
2. the disabled visitor feels more empowered
3. the customer service representative is empowered to interact with confidence.
4. the business encourages commercial success
5. the business promotes best practice.
6. the training provided is cascaded through the organisation.
7. Our social good business builds success and growth and provides return on investment to our investors.

What are the key social, environmental, humanitarian, or economic challenges you are addressing and how does this align with your company values?

Loneliness is at epidemic proportions and was prior to the outbreak of COVID19. Its effects are incredibly damaging to society but only a part of the challenges faced by society in the provision of services to those who are disabled. 20% of the UK's population is disabled, 13,500,000 people. throughout the world this equates to 1.3 billion. The spending power of those in the UK is £274,000,000,000 in the UK alone and 8 trillion worldwide.

Releasing this commercial potential whilst at the same time equipping companies to provide equitable services to their clients is paramount to Neatebox though the delivery of the WelcoMe platform.

In developing a "Profit for Purpose" business model the business pays a small recurring fee for the service which in turn gives them the opportunity to increase their own commercial impact through increased footfall and foundational relationships. This model is not only sustainable but provides a remarkable opportunity for growth both nationally and internationally and as a SaaS solution is proving to have a remarkable potential for growth.

We believe this model directly addresses UN Goals 3 through increased health benefits created through physical social interaction. 10 as we are improving communication and providing a solution to the issues raised through poor communication and discrimination.

Disabled people are demanding and deserving of equal rights and opportunities and we are providing the methods of communication that do not only encourage communication but also empower disabled people to take control of their interactions.

Do you measure the impact you have on people's lives? If so how do you measure it?

Every visit to a participating venue is recorded and every visitor is prompted to leave a review of the venue directly on the WelcoMe platform (This is accessed by the venue). We also prompt the visitor to leave a review on one of several disability access review sites such as Euan's Guide and AccessAble.
Visitors leave their feedback through their accounts on social media and also share them on our channels or send us messages.

Please share any key milestones your company has made since it was founded

* JUNE 2017 – winner: Inclusive Transportation Award at The Chartered Institution of Highways & Transportation Awards
* JUNE 2017 – winner: Scottish Edge awards Round 10
For creating and providing products that improve the quality of life for specific users which ultimately aims to provide and support an inclusive society.
* APRIL 2018 – winner: Service Applications (digital) Award at the Bespoke Access Awards (House of Lords)
* JUNE 2018 – winner: Accessibility Project of the Year at

Scotland Transport Awards
* OCTOBER 2018 – winner: Diversity in Design Award at The Herald Diversity Awards
* NOVEMBER 2018 – finalist (along with Facebook and Microsoft): for Technology initiative of the year at Disability-Smart Awards
* FEBRUARY 2019 – winner: Innovative Practice Award at Zero Project Awards (UN Vienna)
* JUNE 2019 – winner: Digital Skills and Inclusion Initiative of the Year at Digital Leaders 100 Awards
* JULY 2019 - finalist: Diversity Award at the Tech 4 Good Awards
* SEPTEMBER 2019 - finalist: Entrepreneur of Excellence Award at the National Diversity Awards
* OCTOBER 2019 – winner: Digital Innovator Award at The Alliance Awards
* OCTOBER 2019 - Edinburgh Printmakers (partner) wins Disability-Smart Customer Service
Award with Welcome App beating British Airways at Disability-Smart Awards 2019 (BDF)
* NOVEMBER 2019 - Edinburgh Airport (partner) wins Best Accessibility Initiative Award at International Airport Review's 2019 awards.
* DECEMBER 2019 - winner: Entrepreneur of the Year at Scottish Ex-Forces Business Awards
* FEBRUARY 2020 - winner: Rising stars 2.0 Award at Tech Nation
* FEBRUARY 2020 - winner: TLT LLP Zebra Award at Tech Nation (for providing positive social impact as well as profit)
* FEBRUARY 2020 - finalist: Inspiring leadership award at Tech Nation
* MARCH 2020 - 1 the 10 top tech startups joining Goggle for Startups UK Immersion program.

What are you hoping to achieve in the future with your company and also in terms of impact on your customers?

WelcoMe is quite simply the first of its kind in the world. Therefore its potential is only limited by a companies ability to scale. With 1.3 billion disabled people in the world and with a annual spending power of over 8 trillion this sector is one which should be ignored at any businesses peril. Neatebox is expanding WelcoMe into every sector with partners joining us every week. This year we have launched in The Republic of Ireland and have been regularly contacted by countries such as the United States, Canada, mainland Europe, Israel and Australia enquiring when the service will be available to them.
\at this time we are focussed on the UK and Irealnd and building up a user base and increasing numbers of partners but believe the mixture of the empowerment of our disabled members and the commercial growth of our partner businesses will be too strong a draw.

The Equality and Human Right Commission recently released the following guidelines which we are addressing directly with the WelcoMe platform.

GENERAL EXPRESSION OF INTEREST FIELDS

Which future events would you like to register for? By selecting the below we will expect that you will attend on the day and only select them if you know from now that you can join as we go to a lot of effort to prepare in relation to the super connections we make

17th Nov 2020 - Super Connect for Good Final (Virtual) - Hays & Empact Ventures

28th Jan 2021 MedTech Conference (Virtual) - Empact Ventures & National Institute for Health Research

Spring 2021 (TBC) - Super Connect Edinburgh (AI, MedTech, Smart Cities) - Physical Event - Empact Ventures

Super Connect Me: Select the option below if you'd like to be super connected to potential partners, clients or funders that match your interests:

I would like to be super connected by email to up to 5 free pre-matched super connections (where possible) up to 4 weeks after the event and I understand by selecting this option I consent for these connections to be made based on the details I've provided on this registration form (Free Service)

Outcomes of Interest ('what types of funding are you interested in?'). Note: This information will not be passed to the judges and it is simply for super connecting you to funders by email if you selected to join the Virtual Final and consent to be super connected

Angel Investment   VC Investment

What are your Company Challenges right now? Note: This information will not be passed to the judges and it is simply for super connecting you to the organisations in brackets by email, if you selected to join the Virtual Final and be super connected

Marketing Challenge (Hybrid Marketing)

Crowd-Funding Investment Challenge (Seedrs)

Investment Challenge (Angels Den)   Other

GDPR PREFERENCES

In line with GDPR, Empact Ventures Ltd would like to ensure we contact you in the right way and it would help us if you could inform us if you'd like us to reach out in future:

Empact Super Connecting Opportunities (e.g. reactive ad-hoc relevant introductions to useful individuals, funders organisations and/or opportunities)

Future Empact Ventures Events (e.g. Super Connect Series local events, Super Connect for Good Virtual, MedTech Conferences etc)

Empact Support Options (e.g. Super Connect Memberships)

Working with Empact Fields 'Are you interested in working with Empact Ventures?

Ad-hoc pre-qualified introductions from time-to-time to companies and/or funders that match your registered

interests above? (No Cost)

This event is run in collaboration with Hays Specialist Recruitment Limited ("Hays"). All personal information will be treated in the strictest of confidence and in accordance with Hays' privacy policy here: **https://www.hays.co.uk/revised-privacy-policy**

If you would like to receive information from Hays, about products to support start-ups and scale-ups, other services and events, please tick the box below.

Yes

Would you like to advertise/sponsor content on a technology focused publication focusing on AI/IoT (www.topbusinesstech.com)? (By selecting yes you consent for your full name, email address and preference to be shared with Top Business Tech and an email introduction to be made to their Editor-in-Chief)

Yes