

30th Institute for Small Business  
& Entrepreneurship Conference

# ***INTERNATIONAL ENTREPRENEURSHIP***

*– stimulating smarter successful small businesses world-wide  
7th-9th November 2007, Glasgow, Scotland*

## **MAIN TOPICS**

- \* Advancing entrepreneurship education and enterprise
- \* Business birth-rate strategy - stimulating start-ups
- \* Community, ethnic, minority, rural and social enterprise
- \* E-entrepreneurship, e-business and e-learning
- \* Innovation, technology transfer and knowledge networks
- \* Management, skills development and growth issues
- \* Supporting small business development world-wide
- \* Small business finance and financial management
- \* Women's enterprise and family enterprise development

**CONFERENCE  
PROGRAMME**



Rt Hon Alex Salmond MSP



[www.scotland.gov.uk](http://www.scotland.gov.uk)

## WELCOME TO SCOTLAND

It is a pleasure to welcome the Annual ISBE Conference back to Scotland and particularly at such an exciting time in Scotland's history. The commercial environment in Scotland, which is predominantly SME based, is thriving and highly supportive of new business ideas, reflecting the objectives of the ISBE itself.

Scotland has a well-deserved reputation for innovation and inventiveness and this spirit of discovery still exists today, with advances being made in many industries. We have the highest ratio of graduates per capita in the European Union and last year Scotland won more inward investment research and development projects than anywhere else in the UK outside of London and the South East. Scotland was also recently named 'European Region of the Future' by the Financial Times' fDi magazine, thanks to the numerous business opportunities, rich, varied economy, strong labour market and its highly-skilled workforce.

Scotland's new government is committed to stimulating the development of new, innovative businesses and products. The vision of the Scottish Government is to significantly increase national wealth and improve the lives and opportunities of all of our people. One fundamental element in securing this goal is the establishment of a more vibrant and dynamic economy. The aim is to create a knowledge-driven economy, which can meet the challenges of a highly competitive global environment.

Scotland has huge potential and is well placed to succeed. I hope you will have a successful conference and that this excellent platform for debate and inspiration spurs you on to even greater achievement.

**Rt Hon Alex Salmond MSP, First Minister, Scottish Executive, Edinburgh**



Councillor Bob Winter



[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

## WELCOME TO GLASGOW

**On behalf of the citizens of Glasgow, welcome.**

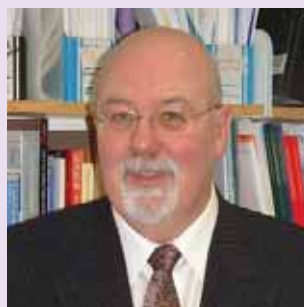
I am delighted to welcome the 30th annual ISBE Conference to Glasgow. You will of course find us an excellent location for your conference but I hope you will also find time to sample our cultural and leisure opportunities.

The conference venue, the architecturally striking Radisson SAS Glasgow, is within walking distance of Glasgow's Central Station. Also within walking distance is the best shopping in the UK outside London, as well as some fantastic bars and restaurants.

The City's underground system runs from nearby St Enoch Square and can take you in minutes to the City's West End where you can visit the newly refurbished Kelvingrove Art Gallery and Museum. Kelvingrove is Scotland's most popular tourist attraction and has everything from medieval armour to Dalí's stunning Christ of St John of the Cross. Recently refurbished, the museum benefited greatly from the generosity of one of your keynote speakers, Sir Tom Hunter.

As you walk around Glasgow you will see in our public buildings the legacy of the many entrepreneurs who chose to dedicate some of their fortunes to improving the city and the lives of their fellow Glaswegians. The modern Glasgow was built in part by business people who took risks and reaped the rewards and I am proud that the city can welcome you as you discuss fostering and building that sense of entrepreneurship in the modern world.

**Councillor Bob Winter, Lord Provost of Glasgow**



Professor Bill Keogh  
Conference Chair



[www.hw.ac.uk](http://www.hw.ac.uk)

## WELCOME TO CONFERENCE

The 30th Annual ISBE Conference comes back to Glasgow for the first time in 25 years! This Scottish Conference will be hosted by Heriot-Watt University operating in partnership with the University of Paisley, University of Stirling and the University of Strathclyde.

The 2007 ISBE Conference focuses on the renewed emphasis nationally and internationally on entrepreneurship in small, medium and large organisations. The theme of the Conference builds on the Scottish Executive's policies to build a 'Smart Successful Scotland'. However, this theme is also applicable to many countries around the world and it has stimulated world-wide interest.

The diversity within the field of small business and entrepreneurship lies at the heart of growth in many economies and the continuing emergence of new areas (e.g. social enterprise) present exciting challenges to policy makers, practitioners, educators and researchers.

A key aim of ISBE 2007 is to continue the ISBE aim to bridge the gap between theory and practice in entrepreneurship and SME development and to highlight the practical and policy implications of recent research and experience. Another ISBE aim is to engage and share experiences with a wider *International Community*, recognising that entrepreneurs now operate on a global stage. Improving understanding of the contexts, policies and practices will not only inform support for SMEs domestically but also prepare them for the challenges on the wider global stage. Best practices should also be disseminated world-wide and this Conference aims to do so.

May I welcome you to the Conference and invite you to share your knowledge and experience with like minded delegates from all over the world.

**Prof William Keogh, Conference Chair, Heriot-Watt University, Edinburgh**



## OUTLINE PROGRAMME

This Conference will have an integrated programme of nine parallel Tracks covering the whole spectrum of small business and entrepreneurship. There will be over 250 academic papers and practical presentations with interactive debates on key issues and policy implications in each field.

The Opening Plenary Session on Wednesday morning will be split into three parallel review sessions reflecting the three primary ISBE pillars of education, research and practice. The presentation of papers in nine parallel Tracks will begin on the Wednesday afternoon, followed by a Welcome Reception & Networking Buffet that evening.

On Thursday the Conference will again have nine parallel sessions covering the specified Tracks, each with two 90-minute sessions, followed by a Plenary Session, a Policy Debate and the Gala Awards Dinner & Ceilidh that evening.

The parallel sessions will continue on Friday morning closing at 12.30, with a packed lunch and a choice of optional afternoon tours.

Wednesday 7th November		Thursday 8th November		Friday 9th November	
08.00	Conference Check-in opens	08.30	Conference Check-in open Exhibition open	08.30	Conference Check-in Exhibition open
09.00-10.30	<b>Internet Café &amp; Presentation Testing</b>	09.00-10.30	<b>Parallel Session 3 Track Presentations</b>	09.00-10.30	<b>Parallel Session 5 Track Presentations</b>
09.30-10.30	Refreshments on arrival Exhibitors start setting-up	10.30-11.00	Refreshment break Exhibition open	10.30-11.00	Refreshment break <b>Exhibition closes</b>
10.30-12.30	<b>Opening Plenary Sessions</b> <i>Education/Research/Practice</i>	11.00-12.30	<b>Parallel Session 4 Track Presentations</b>	11.00-12.30	<b>Parallel Session 6 Round Table Discussion</b>
12.30-14.00	Buffet Lunch <b>Exhibition opens</b>	12.30-14.00	Buffet lunch Exhibition open	12.30-13.30	<b>Conference Closes</b> Packed lunches available
14.00-15.30	<b>Parallel Session 1 Track Presentations</b>	14.00-15.30	<b>Plenary Session II</b> <i>Entrepreneurial Economy</i>	<b>OPTIONAL AFTERNOON TOURS</b> 1. Incubation/Innovation Centre 2. Scotch Whisky Distillery 3. New Lanark World Heritage Site 4. City Sightseeing Tour	
15.30-16.00	Refreshment break Exhibition open	15.30-16.00	Refreshment break Exhibition open		
16.00-17.30	<b>Parallel Session 2 Track Presentations</b>	16.00-17.45	<b>Plenary Session III</b> <i>Social Enterprise Debate</i>		
17.30-18.30	Networking & Internet Café Check-in closes 18.30	17.45-18.30	Networking & Internet Café Check-in closes 18.30	<b>EXHIBITION</b>  An Exhibition of publications and services for small business advisers, educators and researchers will be open from 12.30 Wednesday until 11.00 Friday in the Conference Foyer and Ground Floor.	
18.30-19.30	Shuttle Buses to Glasgow Science Centre	18.00-18.30	<b>ISBE AGM (Members only)</b>		
19.00-22.00	<b>Welcome Reception &amp; Networking Buffet</b> Glasgow Science Centre Return buses 21.00-22.00	19.00-19.30	<b>President's Reception</b>		
		19.30-late	<b>Gala Awards Dinner &amp; Ceilidh</b> Radisson SAS Hotel		

### Who should attend?

This Conference is for all specialists in the theory and practice of small business and entrepreneurship including:

- **Educators** - at Universities, Colleges, Business Schools, Junior & Secondary Schools, Training Centres, Virtual Learning, etc.
- **Financiers** - in Clearing Banks, Micro-Finance, Loan Schemes, Investment Funds, Aid Agencies, Venture Capital, etc.
- **Policy-makers** - Government SME Ministers and Officials at international, national, regional and local levels, etc.
- **Practitioners** - Advisers, Coaches, Consultants, Counsellors, Incubators, Mentors, Publishers, Trainers, etc.
- **Researchers** - at Universities, Business Research Centres, Economic Development Centres, Governments, etc.
- **SME Bodies** - Business Centres, Chambers of Commerce, Enterprise Agencies, Support Organisations, Trade Associations.

### Why should you attend?

**Business and professional opportunities include:**

- Share best practice in enterprise creation and development.
- Hear the latest advances in entrepreneurship education.
- Discuss leading-edge research in entrepreneurship and SMEs.
- Consider the applications and policy implications of this research.
- Present your own research and experience and gain feedback.
- Interact with leading academics, practitioners and policy-makers.
- Develop your networks and establish new working relationships.



City Chambers



Radisson Hotel



Radisson Hotel



Radisson Atrium



Radisson Bedroom

## CONFERENCE LOCATION – GLASGOW

Glasgow is one of Europe's most vibrant and cosmopolitan destinations that combines the energy and sophistication of a great international city with some of Scotland's most spectacular scenery. Glasgow's ability to marry tradition and innovation, coupled with its advantageous associations with Europe, North America and beyond, make it the ideal location for national and international meetings.

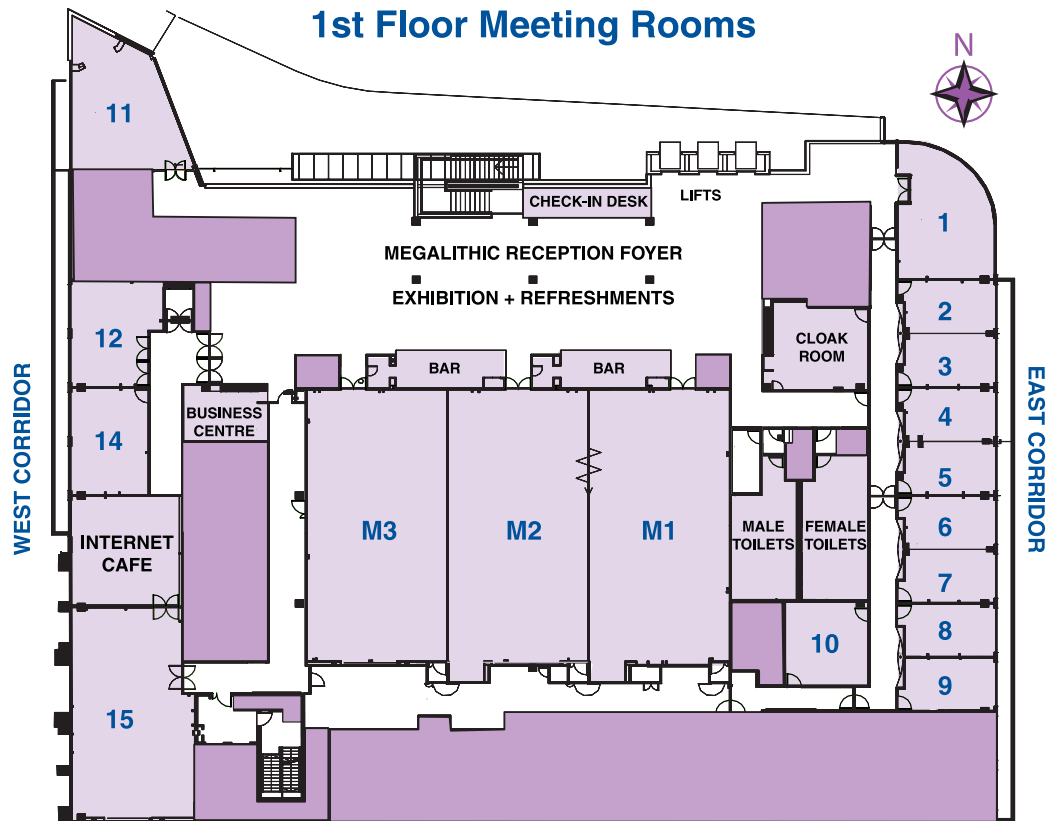
Glasgow is home to the Art Nouveau architectural wonders of Charles Rennie Mackintosh and reputedly the best shopping outside of London. Yet Loch Lomond and the romantic Trossachs, gateway to the breathtaking scenery of the Scottish Highlands, are right on Glasgow's doorstep. Scotland is superb for golfers and some of the world's greatest courses, such as Royal Troon and Turnberry are just a short drive way. The following web site is filled with information specifically designed for conference delegates visiting Glasgow:

[www.seeglasgow.com/convention-bureau/delegates/welcome](http://www.seeglasgow.com/convention-bureau/delegates/welcome)

## CONFERENCE VENUE - RADISSON SAS HOTEL (G2 8DL)

The Radisson Hotel is located on the corner of Argyle Street, just opposite the southern exit of Glasgow Central Station, the arrival station for all rail services from England. This modern Scandinavian style hotel has been awarded five stars by the Tourist Board Visit Scotland, in recognition of its exceptional standards of services and facilities. It has the best combination of large meeting rooms and bedrooms in Glasgow. See [www.glasgow.radissonSAS.com](http://www.glasgow.radissonSAS.com)

### RADISSON SAS HOTEL GLASGOW 1st Floor Meeting Rooms



**12 = ORGANISER'S OFFICE**  
**14 = BOARD ROOM**

## ROOM ALLOCATION

The Plenary Sessions and the three largest Tracks will all take place in the Megalithic Suite (M1, M2 & M3). The other six Tracks will all take place either in the numbered Meeting Rooms 1 to 7 in the East Corridor or in Rooms 11 and 15 in the West Corridor. Room 10 is for extra Sessions.

Refreshments will be served in the Megalithic Reception Foyer on the first floor. Buffet lunches will be served in the Restaurants on the ground floor. Please note there will be two sittings for lunch at 12.30 and 13.00, so please do not all come at 12.30!



## PARALLEL SESSIONS – Times, Topics & Rooms

Over 250 academic and practical papers on the following main themes will be presented in nine parallel tracks over the three days of the Conference. Each Track will comprise a series of up to six sessions of 90 minutes, usually with four papers per session.

The actual sequence of topics and papers in each Session will be shown in the separate Conference Schedule to be issued at check-in.

The session timings and the provisional room allocations are shown in these tables but these are subject to change depending upon the final number of papers and delegate interest in each Track.

SESSIONS	DAY	SESSION TIMING
Session 1	Wednesday	14.00 – 15.30
Session 2	Wednesday	16.00 – 17.30
Session 3	Thursday	09.00 – 10.30
Session 4	Thursday	11.00 – 12.30
Session 5	Friday	09.00 – 10.30
Session 6	Friday	11.00 – 12.30

## LOCATIONS – all on the First Floor (See page 4)

TRACK	THEME	LOCATION	ROOM No.
A	Advancing entrepreneurship education and enterprise	Megalithic	M1
B	Business birth-rate strategy – stimulating start-ups	Megalithic	M2
C	Community, ethnic, minority, rural and social enterprise	Megalithic	M3
E	E-entrepreneurship, e-business and e-learning	West	15
I	Innovation, technology transfer & knowledge networks	West	11
M	Management, skills development and growth issues for SMEs	East	1
S	Supporting small business development world-wide	East	2 + 3
V	Small business finance and financial management	East	4 + 5
W	Women's enterprise and family enterprise development	East	6 + 7

## DOCTORAL DAY: Tuesday 6th November 2007 at the University of Strathclyde

**Aim:** To offer a platform for doctoral and research students at different stages of their studies to present their ideas, problems and issues in an academically rigorous but supportive environment.

**Objectives:** The Doctoral Day programme is designed to provide students with:

- \* Useful insights into methodological, theoretical, conceptual and policy developments in the field as explored by other students and leading academics
- \* Knowledge and skills designed to achieve success in the different stages of doctoral studies
- \* Opportunities to share ideas and experiences with other doctoral students
- \* Opportunities to meet leading scholars in the field of small business and entrepreneurship research

**Content:** Different aspects of undertaking a doctorate will be discussed, including:

- \* Managing the process
- \* Preparing for the viva
- \* Reflections from completed students
- \* Publishing from your PhD

The content of the day will be influenced by the issues raised by doctoral students in advance and during the introductory session.

### Seminar Organiser:

- \* Prof. Robert Blackburn, SBRC, Kingston University

### Seminar Leaders:

- \* Prof. Sara Carter, University of Strathclyde
- \* Prof. Colin Mason, University of Strathclyde
- \* Prof. Sue Marlow, De Montfort University
- \* Prof. Monder Ram, De Montfort University
- \* Dr Eleanor Shaw, University of Strathclyde
- \* Prof. Paul Westhead, Durham University

**Venue:** The venue for the Doctoral Day is the Hunter Centre for Entrepreneurship, University of Strathclyde, 14th Floor, Livingstone Tower, Richmond Street, Glasgow, G1 1XH. Tel: 0141 548 3482 Fax: 0141 552 7602.

[www.entrepreneur.strath.ac.uk](http://www.entrepreneur.strath.ac.uk)

Sponsored by the  
Association of  
Chartered Certified  
Accountants



**Registration:** Thanks to sponsorship by ACCA, this Doctoral Day Seminar is FREE to eligible students who have registered and paid to attend the full conference on the following three days. A separate Application Form is required for the Doctoral Day (NG744).

### Outline Programme for Doctoral Day:

13.30 – 14.00	Check-in and Welcome
14.00 – 15.00	Session 1
15.00 – 16.00	Session 2
16.00 – 16.30	Break
16.30 – 17.30	Session 3
17.30 – 18.30	Session 4
19.00 – 22.00	Doctoral Group Dinner



Prof David Brooksbank  
ISBE Vice President  
- Education

## OPENING PLENARY SESSIONS – 10.30-12.30 Wednesday 7th November

### ISBE Mission: “Promoting excellence in education, research and practice in small business and entrepreneurship”

This opening session will be split into three parallel “mini-plenary” sessions focusing on the three pillars of the new ISBE Mission Statement. The sessions are led by the respective ISBE Vice-Presidents for Education, Research and Practice supported by experts in each field.

The sessions are designed to be interactive and audience participation will be encouraged. They will be held in the three sections of the Megalithic Suite designated M1, M2 and M3 on the plan printed on page 4.



Prof Allan Gibb  
Academic Advisor, NCGE

**M1 - Excellence in Entrepreneurship Education** - facilitated by Professor David Brooksbank, Head of Department for Enterprise & Economic Development; Director, Welsh Enterprise Institute, University of Glamorgan Business School; ISBE Vice President – Education.

This session aims to capture the latest developments in enterprise education from the National Council for Graduate Entrepreneurship, culminating in a 'state of the art' address from internationally renowned and respected expert Professor Allan Gibb.

- ISBE and Enterprise Education - aspirations and actions - Professor David Brooksbank:
- Graduate Entrepreneurship and Enterprise Education - the latest findings and developments from the National Council - Ian Robertson: Chief Executive, NCGE
- The State of the Art of Enterprise Education - where do we go next? Professor Allan Gibb: Academic Advisor, NCGE, ISBE Fellow.



[www.glam.ac.uk](http://www.glam.ac.uk)



Prof Robert Blackburn  
ISBE Vice President  
- Research

**M2 – Excellence in Entrepreneurship Research** – facilitated by Prof Robert Blackburn, Director of Research, Faculty of Business and Law, Kingston University; ISBE Vice President – Research.

This interactive session will involve a series of brief presentations and discussions on contemporary research issues, stakeholder requirements and dissemination opportunities in small business and entrepreneurship.

The topics will include:

- Current debates in small business and entrepreneurship research
- Innovative Entrepreneurship
- Methodologies and new methods
- Journal editors forum - getting published

Kingston | Business School  
<http://business.kingston.ac.uk/sbrc>

Lead contributors will include Professor Colin Mason, Professor Sara Carter, Professor Bob Bennett, Professor Susan Marlow, Professor Robin Jarvis, Professor David Smallbone, Professor Mark Hart and others.



Tony Robinson OBE  
ISBE Vice President  
- Practice

### M3 - Excellence in Entrepreneurship Practice - *Enabling Entrepreneurs - What's hot & what's not!*

- facilitated by Tony Robinson OBE. Chair/Founder of SFEDI; ISBE Vice President – Practice.

This highly participative session is aimed at practitioners and policymakers who wish to consider best practice in supporting prospective and existing enterprise owners to achieve their goals. This session will be modelled on the highly successful ISBE 2005 Practitioners' Seminar in Blackpool,

**John Anderson, Chief Executive, The Entrepreneurial Exchange, will be a keynote speaker.**

A well known specialist in entrepreneurship and new venture creation in Scotland, John has considerable experience of emerging and high growth companies. As CA in professional practice he worked with many of Scotland's most exciting growth companies after returning to Scotland from Chicago in 1989. John is also an Honorary Senior Lecturer at the Hunter Centre for Entrepreneurship at the University of Strathclyde, a founding GlobalScot member and sits on the boards of PSYBT and Stirling University Innovation Park.

A framework of good practice will be developed by Prof. John Thompson, author of the successful book 'Enabling Entrepreneurs', Leigh Sear, Chair of the SFEDI Lead Body, George Derbyshire, Vice Chair of the SFEDI Lead Body and Chief Executive of the National Federation of Enterprise Agencies plus leading small business advisers, mentors and coaches plus entrepreneurs who have benefited from, or may even be critical of, the work of 'enablers'.

You will have the opportunity to consider and input on the value of:

- Mentor, Coach, Adviser, Counsellor - which 'mask' is appropriate under what circumstances and when?
- Publicly funded business and learning support - help or hindrance?
- Private sector best practice in 'enabling', from accountants to performance coaches - what represents great value for money?
- An elite army of enablers for UK entrepreneurs - where would we find them and how would we arm them?



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



John Anderson  
[www.entrepreneurial-exchange.co.uk](http://www.entrepreneurial-exchange.co.uk)

## Q&A

Question Times. To submit a question or comment please complete a Question Card. Write it out briefly and clearly, adding your name, organisation and country. Hand it to a Steward who will pass it to the Chairman who will select the most appropriate topics for discussion by the panel.



## PLENARY SESSION II – 14.00–15.30 Thursday 8th November

### Theme: *The Global Entrepreneurial Economy*



Brian McVey

**Objectives:** This Plenary Session reviews the entrepreneurial economy from a global to a local perspective

- Global - Latest Kauffman Foundation programs to advance entrepreneurship education.
- Europe – Latest EU efforts to promote SME's competitiveness and enterprise.
- Scottish – policies for starting and growing businesses, past, present and future.
- Rural – Highlands and Islands support for rural and remote business communities.

**Chair:** Brian McVey, Director of Policy, Growing Business, Scottish Enterprise, Glasgow



### Topics & Speakers:



Judith Cone

#### ***The Entrepreneurial Factor in a Vibrant Economy*** See [www.kauffman.org](http://www.kauffman.org)

*Growth, vibrancy, and resilience are key elements of a healthy economy in any country or region. Why is it that some economies, like that in the U.S., are able to weather many storms and bounce back? Why is it that these economies continue to grow? What role does the entrepreneurial sector play in that success? And finally, what elements come together to build a strong entrepreneurial sector? The Kauffman Foundation in Kansas City, Missouri, USA, is dedicated to researching these very questions and to creating innovative programs to promote entrepreneurship. This presentation discusses the factors contributing to the success of the U.S. economy over the past decade as reflected in the doubling of productivity growth compared to the preceding two decades. It focuses on the role of innovative new firms that commercialize radical new technologies and how to encourage and support such firms.*

**by Judith Cone, Vice President Emerging Strategies, Kauffman Foundation, Kansas City, USA**

Judith Cone, Vice President of Emerging Strategies at the Ewing Marion Kauffman Foundation in Kansas City, Missouri, USA, is a leader in advancing entrepreneurship. Having careers as an educator, entrepreneur, and head of entrepreneurship at the Kauffman Foundation, she is now focusing her time on studying new strategic questions for the Foundation and serving as its ambassador worldwide. As a member of the Global Entrepreneurship Week Development Team, she will work with countries around the world to develop activities during the week of November 15-22, 2008 that will inspire the next generation of innovators and entrepreneurs. Ms. Cone is a sought after speaker on building entrepreneurial economies and how to infuse entrepreneurship into education at the primary and secondary levels.



Maive Rute

#### ***Putting SMEs first – EU's action for SMEs***

*The European Commission has developed a range of policy measures specifically to assist SMEs in Europe. The Commission's new strategy for SMEs aims to apply the 'Think small first' principle to make the business environment easier for SMEs. What will be the concrete focus points over the coming years?*

**by Maive Rute, Director Promotion of SMEs' Competitiveness, Enterprise and Industry Directorate General, European Commission**

Maive Rute is responsible for developing the SME policy at European level. She also takes on the role of Deputy SME Envoy which represents SME-interests inside the Commission and serves as an active interface with the SME business community. See new SME portal: <http://ec.europa.eu/enterprise/sme>



Brian McVey

#### ***Addressing Scotland's economic challenge: greater entrepreneurship and business growth***

*A review of the policy challenges faced by Scotland in terms of increasing its economic growth – and the lessons to be learned from the last 15 years*

**by Brian McVey, Director of Policy, Growing Business, Scottish Enterprise, Glasgow**

Brian McVey is Director of Growing Business Policy for Scottish Enterprise (SE), responsible for identifying priorities, and measuring performance and impact, for SE's key priority: starting and growing more businesses. Brian has been involved in the development of many of SE's major initiatives in relation to small business and entrepreneurship, including the Business Gateway, the SE High Growth Start-up Unit and the Business Birth Rate Strategy.



Jackie Wright

#### ***Re-inventing Distance – why cities are the wrong choice for smart businesses***

*How a mountainous region on the periphery of Europe – the Highlands and Islands of Scotland – has re-invented itself as a centre of creativity, technology and sustainable development, by building on its human, natural and entrepreneurial strengths"*

**by Jackie Wright, Director, Business Growth & Research, Highlands & Island Enterprise**

Jackie joined Highlands & Island Enterprise in 1991 after 12 years in the private sector retail industry working with Marks & Spencer and Mothercare. She worked in Lochaber Enterprise for 10 years, latterly as Chief Executive. She transferred to the HIE core in Inverness in 2002 to oversee and review the Network's Products & Processes. She was appointed Director of Business Growth & Research in 2004 and has responsibility for the Network's Industry focus, its investment portfolio and supporting the LEC network with research and development activities.

## Q&A

Question Time. To submit a question or comment please complete a Question Card. Write it out briefly and clearly, adding your name, organisation and country. Hand it to a Steward who will pass it to the Chairman who will select the most appropriate topics for discussion by the panel.



Prof Colin Mason  
Co-Vice Chairs – Academic Programme



Prof Sara Carter

## TRACK THEMES & TOPICS – in nine parallel tracks over 3 days

All academic and practical papers have been refereed or reviewed by the Track Leader & Adviser and grouped under the following main themes and topics. The actual papers in each Session will be shown in a separate Session Programme issued at the Check-in desk.

Each Track is sponsored by a relevant organisation whose representative will highlight recent experiences in the field and also facilitate debate over the practical and policy implications of the Track Presentations.



David Rae



Luke Pittaway

### A - Advancing entrepreneurship education and enterprise

- A1 Entrepreneurship in universities/colleges - UK and international
- A2 Entrepreneurship and enterprise education policy and practice
- A3 Entrepreneurship education experience in international contexts
- A4 Enterprise education, experiential learning and simulations
- A5 Youth enterprise – stimulating and supporting young people

**Track Leader:** Prof David Rae, University of Lincoln

**Track Adviser:** Dr Luke Pittaway, University of Sheffield

**Track Sponsor:** Ian Robertson, National Council for Graduate Entrepreneurship



[www.ncge.org.uk](http://www.ncge.org.uk)



Martyn Robertson



John Thompson

### B - Business birth rate strategy - stimulating start-ups

- B1 Business birth-rate strategy and economic development
- B2 Business start-ups – international and regional comparisons
- B3 Stimulating start-ups in depressed regions and communities
- B4 Helping the unemployed and disadvantaged to become self-employed
- B5 Building an enterprise culture – the impact of Government policy

**Track Leader:** Martyn Robertson, Leeds Metropolitan University

**Track Adviser:** Prof John Thompson, University of Huddersfield

**Track Sponsor:** Prof Ossie Jones, Centre for Enterprise, Manchester Metropolitan University Business School



Manchester  
Metropolitan  
University  
Business  
School

[www.mmu.ac.uk](http://www.mmu.ac.uk)



Spinder Dhaliwal



George Derbyshire

### C - Community, ethnic, minority, rural and social enterprise

- C1 Social enterprise, community enterprise & rural enterprise development
- C2 Ethnic and minority entrepreneurship and SME development
- C3 Encouraging enterprise in disadvantaged communities & groups
- C4 Diversity and inclusivity in entrepreneurship policy and support
- C5 Social exclusion, lobbying and advocacy

**Track Leader:** Dr Spinder Dhaliwal, University of Surrey

**Track Adviser:** George Derbyshire, National Federation of Enterprise Agencies

**Track Sponsor:** Graham Bell, Kibble Education & Care Centre, Paisley



[www.kibble.org](http://www.kibble.org)



Paul Jones



Nigel Lockett

### E - E-entrepreneurship, e-business and e-learning

- E1 E-business development and implementation
- E2 E-learning and knowledge transfer
- E3 Technology-based entrepreneurship
- E4 Marketing and customer management in e-business
- E5 Impact of e-commerce in a global economy

**Track Leader:** Paul Jones, University of Glamorgan Business School

**Track Adviser:** Dr Nigel Lockett, Brunel University

**Track Sponsor:** Marketing & Communications, Microsoft Ltd, Scotland



[www.microsoft.com/uk](http://www.microsoft.com/uk)



Eleanor Shaw



John Davies

### I - Innovation, technology transfer and knowledge networks

- I1 Development and management of networks and clusters
- I2 Innovation – corporate and university spin-outs and spin-ins
- I3 Technology transfer in knowledge intensive institutions
- I4 Supply chain implications, networking and franchising
- I5 Intrapreneurship development and team management

**Track Leader:** Dr Eleanor Shaw, University of Strathclyde Business School

**Track Adviser:** Dr John Davies, University of Salford, Salford Business School

**Track Sponsor:** Dr Michael Harris, NESTA, National Endowment for Science, Technology & the Arts, London



www.nesta.org.uk





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



Gary Packham



Tony Robinson

**M - Management, skills development and growth issues**

- M1 Critical success factors, models and strategies for success
- M2 Human resource management, development and training
- M3 Sustainable development and social responsibility - future challenges
- M4 International entrepreneurship and impact of the global economy
- M5 Developing better regulation and small business policy & services

**Track Leader:** *Dr Gary Packham, University of Glamorgan Business School*

**Track Adviser:** *Tony Robinson, OBE, Chairman, SFEDI & Entrepreneurs UK*

**Track Sponsor:** *Graeme Currie, GO Group, Business Support & Economic Development*



[www.go.uk.com](http://www.go.uk.com)



Peter Rosa



Kevin Mole

**S - Supporting small business development world-wide**

- S1 National and regional programmes of entrepreneurship support
- S2 Creating and supporting small businesses in developing economies
- S3 Developments in small business support policies and structures
- S4 Business advisers & mentors – assessment, knowledge, skills & CPD
- S5 Business incubation techniques for new and existing enterprises

**Track Leader:** *Prof Peter Rosa, University of Edinburgh*

**Track Adviser:** *Dr Kevin Mole, University of Warwick*

**Track Sponsor:** *Dr David Guy, Head of Knowledge Transfer, Economic & Social Research Council*



[www.esrc.ac.uk](http://www.esrc.ac.uk)



Francis Chittenden



David Irwin

**V - Small business finance and financial management**

- V1 The investment climate and entrepreneurial activity
- V2 Informal and formal venture capital for business start-up and growth
- V3 Economics and accounting perspectives for small firms
- V4 Banks and small firms – loans, loan guarantees and other schemes
- V5 Novel financial initiatives in developing and developed economies

**Track Leader:** *Prof Francis Chittenden, University of Manchester*

**Track Adviser:** *David Irwin, Irwin Grayson Associates, Newcastle*

**Track Sponsor:** *Dr Richard Roberts, Barclays Bank plc*



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



Susan Marlow



Colette Henry

**W - Women's enterprise and family enterprise development**

- W1 Women's entrepreneurship - UK & international developments
- W2 Government policy initiatives promoting women entrepreneurship
- W3 Training and supporting women into their own businesses
- W4 Family life responsibilities – home-based business & self-employment
- W5 Family businesses – management, succession and human resources

**Track Leader:** *Prof Susan Marlow, De Montfort University, Leicester*

**Track Adviser:** *Dr Colette Henry, Dundalk Institute of Technology, Ireland*

**Track Sponsor:** *Maggie O'Carroll, Women's Enterprise Consortium*



[www.womensenterpr iseconsortium.org.uk](http://www.womensenterpr iseconsortium.org.uk)

**PAPER SELECTION CRITERIA**

In selecting abstracts and papers for presentation, preference was given to papers that contrasted research results with practical experience, whilst also highlighting the potential practical and policy implications. Contributions are in different categories with the following criteria:

- **All Papers** – Irrespective of the category of paper, authors have to produce a high quality paper that adds to existing knowledge of enterprise creation and development. Acceptance decisions on all papers were based on relevance to the Conference theme, contribution to knowledge and quality. All papers were subject to quality control and acceptance by Track Leaders.
- **Refereed Papers** – should be of a publishable standard. Following the refereeing process, papers were either accepted subject to satisfactory completion, or reclassified as a discussion paper or declined. Refereed Research papers are clearly identified in the schedule with ®.
- **Discussion Papers** – describe ongoing research and give an insight into current research thinking and activities. They are an opportunity for authors to present their work and receive some feedback prior to developing the research for publication.
- **Practical Papers** – enable practitioners to highlight excellent and distinctive practice in enterprise creation and development. There must be evidence of the effectiveness of the practices presented with clear practical or policy implications highlighted.
- **International Papers** – were welcome on all of the Track Themes and paper categories listed above. Authors were invited to demonstrate the wider applicability of their work through comparative analysis with UK/US research studies or linking to existing international theory, models or best practice.

## PLENARY SESSION III - 16.00–17.30 Thursday 8th November



### *Theme: The Social Enterprise Debate*



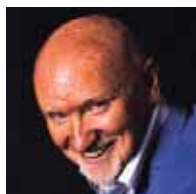
Declan Jones

**Objectives:** This session will explore the relationship between market/business solutions and resolving social problems as well as the motivations of social entrepreneurs and venture philanthropists. After short introductory speeches from each member of the panel, the topic will be opened for debate with the audience.

Speakers include some of Scotland's leading social entrepreneurs who are succeeding on the basis of double and triple bottom lines where financial success has a causal relationship to their ability to deliver their social mission as well as their ability to manage their environmental impact. Typically, these entrepreneurs talk about 'more than profit' as opposed to 'not for profit' which is seen as more of a traditional voluntary sector concept.

**Chair:** Declan Jones, Head of Widening Access and Community Engagement, Glasgow Caledonian University

### Topics & Speakers:



Sir Tom Hunter

#### *Venture Philanthropy – a new concept for socially responsible entrepreneurs*

by Sir Tom Hunter, The Hunter Foundation

Sir Tom will talk about his work in relationship to extending 'business for good' from old style corporate philanthropy and CSR to a commitment to venture philanthropy. Sir Tom is famous for extolling his admiration for Andrew Carnegie's example of establishing public libraries and he will discuss his plan to divest his wealth for investment purposes in addressing some of society's seemingly intractable problems - both here and abroad.



Graham Bell

#### *Social Enterprise in Action - Small businesses, entrepreneurship and young care leavers*

by Graham Bell, Chief Executive, Kibble Education and Care Centre

Prospects for young people leaving residential care in Scotland look poor (59% are not in Education, Employment or Training). Kibble has helped establish 15 small-business social enterprises offering training, employment and a model for development and wider replication.

Graham Bell is Kibble's Chief Executive, one of the UK's leading social enterprises working with young people, Board Chair of the Social Enterprise Academy, former Winston Churchill Memorial Trust Fellow and Ernst & Young's Scottish Social Entrepreneur of the Year.



Nick Baxter

#### *Identifying opportunities and overcoming obstacles*

by Nick Baxter BSc, MBA, Founder & Chief Executive, Cornerstone Community Care

Social Entrepreneur Nick Baxter will tell the Cornerstone story and how his background led him to found learning disabilities charity Cornerstone Community Care in 1980. He will identify some of the issues which have seen it becoming one of Scotland's largest charities whilst on the way successfully negotiating many obstacles. 25 years on Cornerstone is one of the leading providers of services for people with learning disabilities in Scotland.



Ian Hughes

#### *Business Co-Ownership: Making the link between economic growth and social change*

by Ian Hughes – CEO, Co-operative Development Scotland

Within the 3 fastest growing OECD countries 35% of GDP is generated through business co-ownership. In Scotland it is only 4.5%. Scotland's co-operative and co-ownership sector has assets of £25 billion and turnover of £4 billion. Ian is responsible for its strategic development and growth. He will discuss the relevance of this global phenomenon in relation to business growth, entrepreneurship and social change.

Ian has extensive property and international development experience, including the delivery of investment programmes within rural West Africa, emerging Eastern European countries and Scandinavia, working for both the World Bank and the European Commission.

### Q&A

Question Time. To submit a question or comment please complete a Question Card. Write it out briefly and clearly, adding your name, organisation and country. Hand it to a Steward who will pass it to the Chairman who will select the most appropriate topics for discussion by the panel.



## BEST PAPER AWARDS

There are five Special Awards and nine Best in Track Awards, thanks to the generous support of the Sponsors indicated against each Award.

### SPECIAL AWARDS

- **Scottish Enterprise Award for best “refereed” paper - £1,500**  
For the academic research paper judged to most exemplify the ISBE criteria (See page 9)
- **Scottish Enterprise Award for best “discussion” paper - £1,000**  
For the academic discussion paper judged to most exemplify the ISBE criteria (See page 9)
- **Scottish Enterprise Award for best “practical” paper - £1,000**  
For the best paper reviewing practical experiences in support for small business
- **Scottish Enterprise Award for best “policy” paper £1,000**  
For the best paper drawing out the lessons for SME policy development
- **Scottish Enterprise Award for best “newcomer’s” paper - £500**  
For the best paper by someone who has not presented a paper at an ISBE Conference before



**Scottish Enterprise**  
www.scottish-enterprise.com

### BEST IN TRACK AWARDS – £500 each

- **A - Advancing entrepreneurship education and enterprise**
- **B - Business birth rate strategy - stimulating start-ups**
- **C - Community, ethnic, minority, rural and social enterprise**
- **E - E-entrepreneurship, e-business and e-learning**
- **I - Innovation, technology transfer & knowledge networks**
- **M - Management, skills development & growth issues**
- **S - Supporting small business development world-wide**
- **V - Small business finance and financial management**
- **W - Women’s enterprise and family enterprise development**

### Sponsored by:

*National Council for Graduate Entrepreneurship*  
*Centre for Enterprise, Manchester Metropolitan Univ Business School*  
*Kibble Education & Care Centre, Paisley*  
*Microsoft Ltd*  
*National Endowment for Science, Technology & Arts*  
*GO Group, Business Support & Economic Development*  
*Knowledge Transfer, Economic & Social Research Council*  
*Barclays Bank plc*  
*Women’s Enterprise Consortium, Liverpool.*

### JUDGING PROCESS

The Track Leaders and Advisers assessed all papers accepted for presentation at the Conference, selected the best three papers in their Track and nominated one as “Best in Track”. These reflect the general criteria specified above as appropriate to the topic. These three papers have been reviewed and the “Best” has been confirmed by the Track Sponsor’s Representative

In addition, the Track Leaders considered nominating these three and any other papers for the five Special Awards sponsored by Scottish Enterprise. A paper could receive only one Special Award (plus ‘Best in Track’ Award if appropriate).

Track Leaders could not nominate their own papers for the either the Best in Track or the Special Awards, but they could nominate papers by other Track Leaders, which were considered by the independent Judging Panel.

### JUDGING PANEL

The judging panel for the Special Awards will comprise:

- ISBE Vice-President & 2005 Conference Chair: Professor Bob Ritchie, UCLAN (Chair)
- Conference Co-Vice-Chair Academic Programme: Prof Colin Mason, University of Strathclyde
- Conference Co-Vice-Chair Academic Programme: Prof Sara Carter, University of Strathclyde
- ISBE Vice-President & 2006 Conference Chair: Prof David Brooksbank, University of Glamorgan
- ISBE Past-President & 2008 Conference Chair: Prof Ken O’Neill, University of Ulster
- Main Sponsor: Brian McVey, Director of Policy, Growing Business, Scottish Enterprise



*Prof Bob Ritchie*  
*ISBE Vice President*  
*Conference*  
*& Events*

### AWARD PRESENTATIONS

The Awards for Best Papers will be announced during the Gala Awards Dinner when the award cheques and personally inscribed and signed Certificates will be presented by the Sponsors. Photographs will then be taken of those authors present together with the Sponsors.

### PUBLICATION:

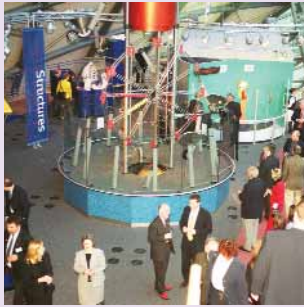
All Abstracts accepted have been published in the Conference Handbook and all complete papers accepted have been published on the Conference CD. All papers accepted will be submitted to the Editors of the most relevant Small Business and Entrepreneurship Journals to consider for publication, although copyright remains with the Authors.

Several Journal Editors have agreed to consider relevant papers from this Conference for a special edition of their Journal.

See full list of these Journals on the Conference web site [www.isbe2007.org/journals.htm](http://www.isbe2007.org/journals.htm)



Glasgow Science Centre



Science Centre Reception



Laura Galloway  
Co-Vice Chair -  
Hospitality & Logistics



Scottish Dancing



Geoff Whittam  
Co-Vice Chair -  
Hospitality & Logistics

## SOCIAL EVENTS *(Optional extras – for delegates with pre-booked tickets only)*

### WELCOME RECEPTION & BUFFET Wednesday 7th November, 19.00-22.00

**Venue:** Glasgow Science Centre, 50 Pacific Quay, Glasgow G51 1EA.

Glasgow Science Centre on the south bank of the River Clyde showcases Scotland's contribution to science and technology past, present and future. It offers a variety of outstanding and unique interactive visitor experiences to excite, inspire and entertain. See [www.glasgowsciencecentre.org](http://www.glasgowsciencecentre.org)

**Dress Code:** Informal. Only wear outer coats if really necessary, as cloakroom facilities are restricted and at your own risk.

**Host:** Professor Anton Muscatelli, Principal & Vice-Chancellor, Heriot-Watt University, Edinburgh

**Joint Sponsors:** Glasgow City Council and Scottish Institute for Enterprise

The Scottish Institute for Enterprise is a partnership of twenty of Scotland's higher education institutes, with a mission to stimulate, educate, facilitate and create enterprising individuals with the skills to contribute to a Smart, Successful Scotland. SIE is committed to developing Scotland's students into the finest entrepreneurs and leaders of tomorrow.

scottish institute for  
**enterprise**  
*sie*  
[www.sie.ac.uk](http://www.sie.ac.uk)

**Drinks:** House wines, orange juice and mineral water will be offered by courtesy of the Lord Provost of Glasgow. A limited cash bar will be available.

**Buffet:** A unique international "bowl-food" stand-up fork buffet will be served. Bowl Food is a new concept designed by the famous Leith's Caterers as an ideal way to have a small taste of several dishes from an extensive menu instead of being restricted to one choice per person. All of the Bowl Food has been specifically created to fit into small bowls from which it is served. The staff will circulate with the bowls of food on a tray, allowing for uninterrupted networking and conversation without queuing at a buffet. A choice of meat, fish and vegetarian options will be available.

**Exhibits:** Delegates will be able to interact with numerous practical exhibits and displays.

**Bus Shuttle Service:** A shuttle bus service will operate from the Radisson SAS Hotel to the Science Centre from 18.30 until 19.30, returning between 21.00 and 22.00.

### GALA AWARDS DINNER: Thursday 8th November, 19.00 for 19.30 until 01.00

**Venue:** Megalithic Suite, Radisson SAS Hotel, 301 Argyle Street, Glasgow G2 8DL

Since opening in November 2002, this Hotel has won a number of architectural awards, was named Glasgow Hotel of the Year 2004 at the Hotel Review Scotland Awards, won Customer Care Hotel of the Year 2005 at the Scottish Thistle Awards and in June 2005 was awarded five stars by Visit Scotland. Delegates and guests are assured of a superb Scottish Dinner followed by an "Oscar-style" Awards Ceremony and a traditional Scottish Ceilidh.

**Dress Code:** Business Attire.

**Host:** Professor William Keogh, Head of Dept of Management, Heriot-Watt University, Edinburgh

**Sponsor:** Highlands & Islands Enterprise

The Highlands and Islands of Scotland has over 20,000 businesses, more than 440,000 individuals with skills and potential of their own - and more than 8,000 voluntary and community groups. The task of the Highlands and Islands Enterprise (HIE) network is to unlock that potential and help create a strong, diverse and sustainable economy. HIE's activities include: delivery of business support services, provision of training and learning programmes, assistance for community and cultural projects and measures for environmental renewal.

  
**Highlands and Islands Enterprise**  
Iomairt na Gaidhealtachd 's nan Eilean  
[www.hie.co.uk](http://www.hie.co.uk)

**Drinks:** A private cash bar will be available in the Megalithic Reception Foyer on the first floor throughout the evening. A choice of red or white wine will be provided on table and any bottles that are empty will be replaced as long as stocks last!

**Dinner:** A splendid four-course Scottish Salmon Dinner will be served. Vegetarian and other special diets may be arranged if pre-booked with the Conference Registration Department.

**Awards Ceremony:** The Best Paper Awards will be announced and presented in stages, between courses. There will be nine Best in Track Awards and five Special Awards. (See page 11) Nominees will be notified in advance but the winners will not be made known until the envelopes are opened!

**ISBE 2008 Belfast:** At the end of the Awards Ceremony a short video on the attractions of Northern Ireland will be presented by the ISBE 2008 Conference Committee chaired by Prof Ken O'Neill of the University of Ulster, Belfast. (See [www.isbe2008.org](http://www.isbe2008.org))

**Ceilidh:** A traditional Scottish Ceilidh will follow with the Hallanshankers Band and a caller who will help everyone join in the traditional Scottish dancing. For details see [www.ceilidhdancing.co.uk](http://www.ceilidhdancing.co.uk) [www.scottishdance.net/ceilidh/dances.html](http://www.scottishdance.net/ceilidh/dances.html) [www.scottishdance.net/bands/H.html#Hallanshankers](http://www.scottishdance.net/bands/H.html#Hallanshankers)



## POST-CONFERENCE VISITS (Optional extras – with pre-booked tickets only)

On Friday afternoon 9th November we offer a choice of three alternative Post-Conference Tours for delegates and accompanying persons. The prices quoted cover seats on a private mini-coach and entry fees where applicable. Departures will be at 13.00 from outside the Radisson Hotel.

### Tour 1. HILLINGTON PARK INNOVATION CENTRE (£12.50)

Hillington Park Innovation Centre is one of the fastest-growing technology incubators of its kind in Europe. It provides an innovative environment to support the growth and development of technology-based businesses.

Dozens of Scottish companies have benefited from the Innovation Centre's ground-breaking business support techniques. The complex is currently home to the Wireless Innovation Centre, the national centre for wireless & mobile communications Technology.

The centre is located just off the M8 motorway to the west of Glasgow, only three miles from Glasgow International Airport. See: [www.innovationcentre.org/hillington/](http://www.innovationcentre.org/hillington/)



Hillington Park

### Tour 2. GLENGOYNE DISTILLERY (£17.50)

'Scotland's Most Beautiful Distillery' situated at Killearn near Loch Lomond is open all year round for visitors to see the production process and learn how Glengoyne Single Highland Malt Whisky is made. Glengoyne is the product of an unconventional process, remarkable ingredients and the pride and passion of its people.

Our Group will be offered a dram of Glengoyne 10 year old Single Highland Malt whisky, shown a short video about the distillery and then taken on an informative and entertaining tour by an experienced Brands Heritage Assistant. The visit will end with an additional tasting of their award winning 17 year old Single Highland Malt Whisky – and an opportunity to buy some!

See: [www.glengoyne.com/scotch\\_whisky\\_distillery/distillery\\_tours/](http://www.glengoyne.com/scotch_whisky_distillery/distillery_tours/)



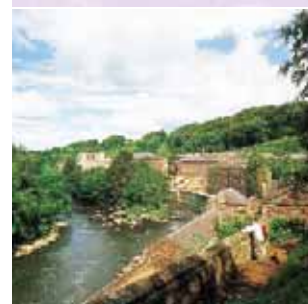
Whisky Distillery

### Tour 3. NEW LANARK WORLD HERITAGE SITE (£17.50)

New Lanark World Heritage Site is a beautifully restored 18th century cotton mill village in Southern Scotland, close to the Falls of Clyde. It is now one of Scotland's top attractions, welcoming over 400,000 visitors every year from all over the world.

New Lanark was made world famous by the socialist mill owner Robert Owen in the nineteenth century when he undertook an experiment that amounted to little less than a second revolution, introducing ideas like childcare, education, healthcare and cooperative shopping that helped change the world.

The fascinating history of the village is brought back to life in an award-winning Visitor Centre, where you can explore all the attractions with a passport ticket. Highlights of the visit will include the magical New Millennium Experience ride and an audio-visual theatre show called 'Annie McLeod's Story', where the ghost of a mill-girl appears on stage. See: [www.newlanark.org](http://www.newlanark.org)



New Lanark World Heritage Site

**TOUR BOOKINGS:** As places on these Tours are limited, advance booking by e-mail to the ISBE Conference Registration Department is advisable. Payment should be made either by credit card on-line or in cash at the Check-in Desk on arrival in Glasgow. Any places not booked will be made available on a cash sale basis from the Check-in Desk during the Conference. When all places are taken a waiting list will be started in case of cancellations or no shows.

## FIND PLACES TO VISIT ON YOUR OWN:

### CITYSIGHTSEEING TOUR (Discount offered for ISBE Delegates)

During the Conference, the familiar red CitySightseeing double-decker buses will operate every 30 minutes from 09.30 until 16.00 and the complete tour will last 1 hour 15 minutes. This is an ideal way to see the main attractions of Glasgow as you may hop on and off if you wish to spend more time at selected locations. Multi-lingual commentary and tour information available.

The tour will include all the following sights: George Square, City Chambers, Gallery of Modern Art, Glasgow Cathedral, Merchant City, People's Palace, St Andrews in the Square, St Enoch Shopping Centre, St Vincent Place, Tall Ship in Glasgow Harbour, SECC, Science Centre, Rotunda, Glasgow University, Charles Rennie Mackintosh House, Botanic Gardens, Kelvingrove Art Gallery & Museum, Royal Highland Fusiliers Museum, The Mitchell Library, Centre for Contemporary Arts, Theatres, Royal Concert Hall, Bus and Rail Stations, etc.

The CitySightseeing Bus picks up passengers outside the Radisson SAS Hotel about 9 minutes and 39 minutes after each hour and at the end of the tour will drop passengers off at the Bus or Rail Stations or at the Hotel. The normal adult fare is £9.00 less a discount of £2.00 for ISBE Delegates on presentation of a Voucher available on request from the Conference Check-in Desk.



Kelvingrove



City Sightseeing Tours

## HELPFUL INFORMATION

### Airport Links

From Glasgow International Airport (GLA) the Glasgow Flyer Airport Bus (Service 500) leaves about every 10 minutes during the daytime with a scheduled journey time of 25 minutes to the Glasgow Buchanan Street Bus Station. The nearest bus stop for the Conference is at the end of Bothwell Street near to Central Station. The nearest pick up point for the return to the Airport is in Waterloo Street. The bus fare is currently £3.95 single or £6.30 return. For the latest information call 0844-800-4411 or click [www.glasgowflyer.co.uk](http://www.glasgowflyer.co.uk)

From Glasgow Prestwick Airport (PIK) there is a First Scot Rail train between the Airport and Glasgow Central Station which departs every half hour at about 10 minutes to and 20 minutes past each hour with a scheduled journey time of about 45 minutes. The single fare is currently £5.85. All air passengers traveling to and from the airport will receive 50% discount on the standard rail fare if they show their official flight confirmation and photo ID to the train conductor when buying their ticket. For further information call National Rail Enquiries on 08457 48 49 50 or click on [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Glasgow Prestwick Airport is also served by Stagecoach Western Express Bus Service X77 to/from Glasgow Buchanan Street Station. Also the X99/X100 express bus offers passengers a fast, comfortable and reliable service between Edinburgh, Glasgow and Prestwick airport. For further information on the Stagecoach Services telephone: 0141 552 4961.

### Annual General Meeting

The ISBE AGM will be at 18.00 on Thursday 8th November in Room 15 in the west corridor. All current ISBE members are asked to attend.

### Bus & Subway Services:

Numerous public bus services stop near the Radisson Hotel or at the nearby Central Station – about 2 minutes walk along Hope Street. There is also a subway system around the City Centre on which the nearest stop is St Enoch on Argyle Street. For further information call Traveline Scotland on 0871 200 2233 or click on [www.travelinescotland.com](http://www.travelinescotland.com)

### Car Parking

There are several public Car Parks near the Radisson Hotel as marked on the map. The nearest is an NCP Car Park with 555 spaces in Oswald Street where the parking charge is currently £10.60 for 6 to 9 hours and £11.90 up to 24 hours. There is only limited on-street parking for unloading on the west side of the Hotel in Robertson Street

### Conference Secretariat

The Secretariat can be found during normal hours either at the Check-in Desk or in the Organisers Office in Room 12 in the West Corridor on the first floor. In any emergency necessitating contact with the Conference Organisers call either 07836 537512 (Brian Dunsby) or 07816 937441 (Maggie Hall).

### Disabled Delegates

The Radisson Hotel offers good wheelchair access throughout. Toilets for disabled visitors are available.

### Dress Code

The preferred dress code is informal for the Conference Sessions and the Welcome Reception. The Gala Awards Dinner is business attire NOT black tie – due to the luggage limitations of our long distance delegates.

### Exhibition

There will be a display of relevant publications and service providers on the first floor, where all refreshment breaks will be taken. The Exhibition will be open from 12.30 Wednesday until 11.00 Friday. In addition several sponsors, exhibitors and publishers have inserted relevant literature in all Delegate Packs. Please mention that you made contact with them through the ISBE Conference.

### Information Centre

Glasgow Tourist Information Centre is located at 11 George Square, Glasgow G2 1DY. Telephone 0141 204 4400 Fax: 0141 221 3524, e-mail: [GlasgowTIC@visitscotland.com](mailto:GlasgowTIC@visitscotland.com) Website: [www.visitscotland.com/glasgow](http://www.visitscotland.com/glasgow) A visitor Information Table will be set up near the Conference Check-in. Specific information for Conference Delegates can be found at [www.seeglasgow.com/convention-bureau](http://www.seeglasgow.com/convention-bureau) Select the Delegate Section for comprehensive information on the City.

### Internet Café

A FREE ten-station Internet Café with high-speed broadband wireless connection is being provided by ISBE outside Room 15 in the west corridor on the first floor. They should be used only for short periods of up to 10 minutes at a time, with consideration shown for other Delegates needing the facility. A Wi-fi connection to your own laptop should also operate on the first floor and in all bedrooms free of charge, subject to total capacity limits.

### Liability

The Organisers, Perlex Associates, the Host University and the Institute accept no liability howsoever arising from the Conference booking or attendance. They also accept no responsibility for loss, damage or injury to persons or property during the Conference. Please take good care of all personal belongings, particularly laptops. Do not leave these unattended in any Conference Rooms. The Organisers reserve the right to make any necessary changes to the Programme and the arrangements for the Conference.

### Literature Display

There will be one large table where registered delegates may display a single pile of relevant technical literature for other delegates to pick up if interested. This facility must not be overloaded with multiple piles of similar leaflets from any one organisation. Such piles of duplicates and any other literature left lying around the Conference venues will be removed and scrapped.

### Lunch

A multiple choice hot and cold two-course Buffet Lunch will be served in the Restaurants on the ground floor on Wednesday and Thursday. There will be two sittings each day at about 12.30 and 13.00. Please do not all go for the first sitting – take time to look around the Exhibition or adjourn to the bars. On Friday a packed lunch will be available for collection to facilitate a speedy departure – or you may stay and eat it in the Atrium. Delegates will be issued with colour-coded lunch tickets for each day.

### Messages

Messages for delegates will be posted on the ISBE Conference Message Board near the Check-in Desk.

### Networking

Delegates may use the Atrium Lounge on the ground floor or the Collage Corner Bar on the lower floor for informal networking discussions, with a full range of drinks and snacks available to order all day and evening.

### Photocopying

Photocopying services are provided by the Radisson Hotel Business Centre on the first floor at a cost of 25p per A4 black and white page.

### Presentation Testing

All Speakers should bring their PowerPoint files on a CD or a USB stick to the Testing Station at least 2 hours before their scheduled presentation session. The Testing Station is located within the Internet Cafe by Room 15. Each Seminar Room is equipped with a data projector and a laptop computer so that Speakers can insert their own USB sticks or CDs – but NOT 3.5 inch floppy discs. Personal laptops must not be connected to these data projectors. (*Note: Overhead projectors will NOT be available at this Conference.*)

### Refreshment Breaks

A choice of coffee, tea or iced water plus biscuits will be provided for the mid-morning and mid-afternoon breaks each day. All breaks will be in Megalithic Reception Foyer on the first floor with several serving stations.

### Restaurants & Bars

There are many Restaurants, Bars and Night Clubs in the centre of Glasgow, within a few minutes walking distance of the Radisson Hotel. A pocket guide with an illustrated sketch map of the town centre is included in Delegate Packs.

### Security Arrangements

We aim to ensure maximum security and to exclude potential gatecrashers. Therefore all delegates and all accompanying persons must wear their ISBE Name Badges at all times within the venue. In addition, individual tickets are needed for each lunch, for the evening social events and for the tours. If not pre-booked, then it may be possible to buy extra tickets at the Check-in Desk, subject to the appropriate fees being paid in cash.

### Shuttle Bus Service

Shuttle buses will be provided to take pre-booked delegates and accompanying persons from the Radisson Hotel to the Glasgow Science Centre on Wednesday evening for the Welcome Reception & Buffet and back again afterwards. Buses will run every 10-15 minutes during specified times.

### Smoking

Smoking is not permitted in any of the public areas in the Radisson Hotel. It is only allowed outside the building at ground level or in designated bedrooms.

### Special Needs

Would delegates with special access, dietary or other needs please ensure that the Conference Secretariat have full details well in advance so that every effort can be made to meet those needs during the event as far as practicable.

### Taxis & Private Hire Cars

For transport to and from Glasgow International Airport it will be cheaper to pre-book a private hire car by e-mail to [info@eastwoodmearns.com](mailto:info@eastwoodmearns.com) Then on arrival at the airport call 0141 638 7041 before you collect your luggage. For returning to the Airport call the same number or alternatively 0141 557 1110. The normal private hire fare from the Airport to the Radisson Hotel during the daytime is about £12 depending on traffic conditions. Airport Taxis will be dearer. In the City, taxis can usually be found waiting at Glasgow Central and Queens Street Stations or they can be called up on 0141 429 7070.

### Venue Location & Contacts

For delegates wishing to locate the Radisson Hotel by post, telephone, fax, e-mail, website or satellite navigation, the full details are as follows: Radisson SAS Hotel, 301 Argyle Street, Glasgow G2 8DL. Tel: 0141 204 3333. Fax: 0141 204 3344. E-mail: [info@glasgow@radissonSAS.com](mailto:info@glasgow@radissonSAS.com) Website: [www.glasgow.radisson.com](http://www.glasgow.radisson.com)

### Walking around Glasgow

Delegates may walk freely around the centre of Glasgow during the day or early evening without any need to worry. A large part of the city centre is pedestrianised. A bus or taxi is advisable for visiting the Kelvingrove Museum. Late at night some care is needed, as in any large city.



## GETTING TO GLASGOW

Glasgow is easily accessible from most parts of the world by air, rail, road or sea. It is served by two international airports - firstly Glasgow International (Airport Code GLA) just a 15 minute drive from the City Centre with a frequent shuttle bus service - and secondly Glasgow Prestwick (PIK), which is served by a 40 minute train journey to the City Centre. Both Airport Services drop passengers a short walk from the Radisson Hotel.

Glasgow International has flights from around 100 airports world-wide, whilst Prestwick has about 20, mainly services, from UK and other European Airports. See [www.glasgowairport.com](http://www.glasgowairport.com) and [www.gpia.co.uk](http://www.gpia.co.uk) (See table of main links to Glasgow).

All major cities in England are linked by rail to Glasgow's Central Station, which is adjacent to the Radisson Hotel. Most Scottish rail services serve Queen Street Station, which has a FREE shuttle bus transfer to Central Station for rail passengers.

Glasgow is at the centre of a first class motorway network linking with every part of the UK. The Radisson Hotel is 2 minutes from junction 19 on the M8 - follow AA signs "ISBE Conference".

For ferries from Ireland see [www.superfast.com](http://www.superfast.com) ; [www.seacat.co.uk](http://www.seacat.co.uk) ; [www.poirishsea.com](http://www.poirishsea.com)

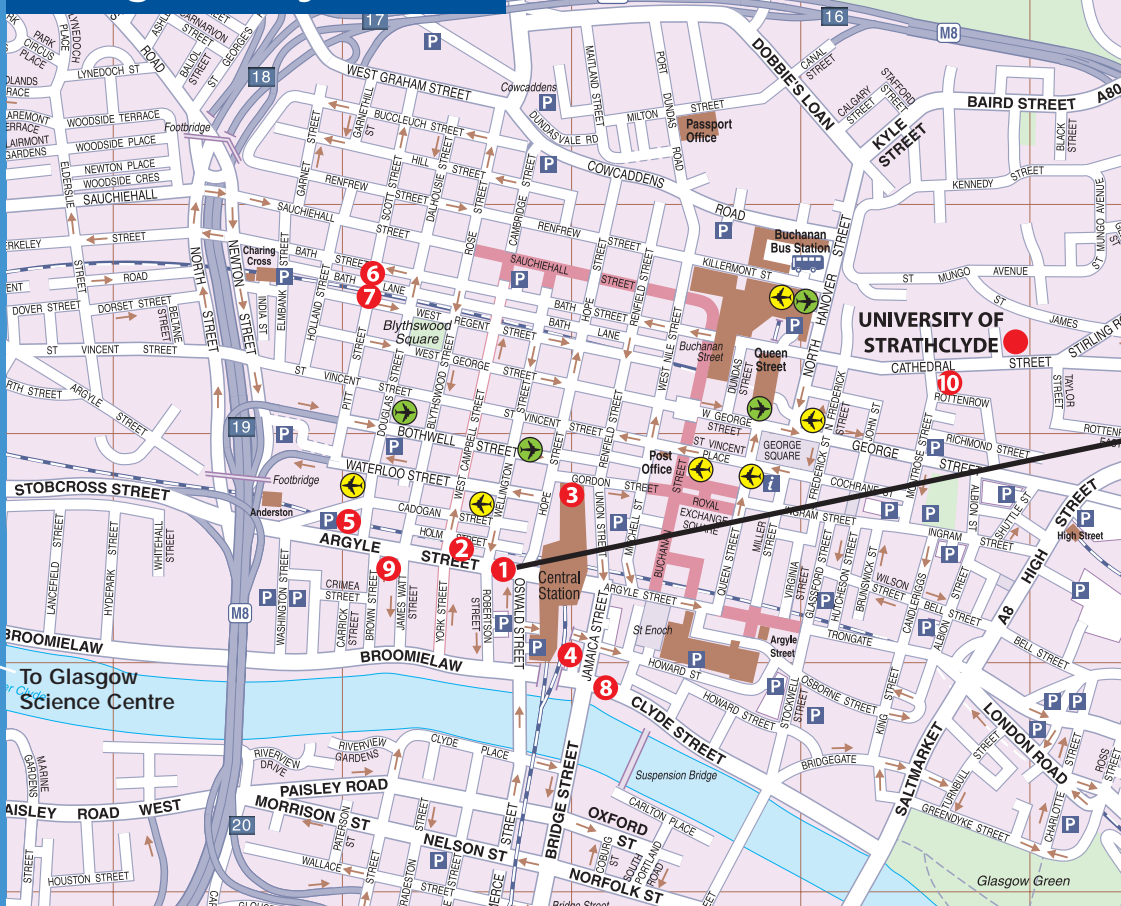
## ACCOMMODATION

There are over 17,000 hotel bedrooms in Glasgow, 500 of which have been reserved for ISBE Conference Delegates at discounted rates until 30th September 2007 at the locations marked 1 to 10 on the map below. The Conference venue is the Radisson SAS Hotel No. 1. Full details are displayed on the Conference website [www.isbe2007.org/hotels.htm](http://www.isbe2007.org/hotels.htm) but the special password needed to secure the discounted rates will only be released to delegates who have completed their Conference Registration Form.

For other accommodation in and around Glasgow contact your local Tourist Office or the Glasgow Tourist Information Centre on 0845 22 55 121 or [www.visitscotland.com/accommodation](http://www.visitscotland.com/accommodation)

CONTACTS FOR MAIN SERVICES TO GLASGOW		
GNER	East Coast Main Line	<a href="http://www.gner.co.uk">www.gner.co.uk</a>
VIRGIN TRAINS	West Coast Main Line	<a href="http://www.virgintrains.co.uk">www.virgintrains.co.uk</a>
SCOTTISH RAIL	All Scotland	<a href="http://www.scotrail.co.uk">www.scotrail.co.uk</a>
AIR LINGUS	DUB Dublin + USA connections	<a href="http://www.aerlingus.com">www.aerlingus.com</a>
BRITISH AIRWAYS	LCY, LDY, LHR, LGW, IOM + Scotland	<a href="http://www.britishairways.com">www.britishairways.com</a>
BMI	LBA, LHR, MAN. + USA connections	<a href="http://www.flybmi.com">www.flybmi.com</a>
EASYJET	AMS, BFS, BRS, GVA, LGW, LST, LTN, TXL	<a href="http://www.easyjet.com">www.easyjet.com</a>
FLYBE	BHD, BHX, BRS, EXT, MAN, NWI, SOU + Europe	<a href="http://www.flybe.com">www.flybe.com</a>
KLM	AMS, + world-wide connections	<a href="http://www.klm.com">www.klm.com</a>
RYANAIR	BOH, DUB, LDY, SNN + Europe	<a href="http://www.ryanair.com">www.ryanair.com</a>
SAS	ARN Stockholm + Scandinavia	<a href="http://www.sas.com">www.sas.com</a>

## Glasgow City Centre



- Selected Hotels
- Bus Station
- Car Park
- Tourist Information
- Pedestrian Zones
- Airport Bus Stops to Airport
- Airport Bus Stops from Airport

Follow AA Signs "ISBE CONFERENCE" from M8 Junction 19 to Radisson Hotel 1 by Central Station

- KEY TO HOTELS**
- 1 = Radisson SAS Hotel
  - 2 = Alexander Thomson Hotel
  - 3 = Quality Hotel Glasgow
  - 4 = Jurys Inn Glasgow
  - 5 = Glasgow Marriott Hotel
  - 6 = Novotel Glasgow Centre
  - 7 = Ibis Hotel Glasgow Centre
  - 8 = Eurohostel
  - 9 = Premier Travel Inn - Argyle St.
  - 10 = Premier Travel Inn - University



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