

THE LEADING ISSUE WITH RICHARD HARPIN



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RICHARD HARPIN

FOUNDER & CHAIRMAN AT HOMESERVE AND GROWTH PARTNER



Richard is the founder and Chairman of HomeServe, a global consumer services company, which achieved FTSE 100 status before being sold in a take private deal to the Canadian investment firm, Brookfield Asset Management, for £4.1bn. He is a true entrepreneur and his energy for business and creating opportunity is limitless.

Richard was born in Huddersfield, raised in Northumberland (and is a northerner to the core). After attending the Royal Grammar School in Newcastle, he studied economics at York University before spending some of his years in Brand Management at Procter and Gamble and Management Consultancy with Deloitte. Richard also established various small enterprises at a young age including a high fashion earring brand, named Hookers, which used fishing flies and were sold in hair salons around the country.

During his time in Brand Management at Procter and Gamble between 1986 and 1990 and over a year at Deloitte as a Management Consultant, Richard and fellow P&G colleague Jeremy Middleton started a property letting agency in Newcastle. However, running the property letting business highlighted the difficulties in finding good tradesmen when tenants experienced an emergency. Looking for a backer, Richard and Jeremy took the idea of an emergency plumbing and heating business to all UK water companies. Every company declined, except one – South Staffordshire Water. This led to a joint venture to set up HomeServe in Walsall in April 1993 with Richard as CEO.

Today, HomeServe is one of Britain's best success stories. Going from losing £500,00 in its first year and near closure, to an international business with over 8.5 million customers and over 9,000 employees worldwide.

In 2015 Richard established Growth Partner to back ambitious entrepreneurs and their businesses. He invests his own money into fast growth consumer challenger brands, sharing his business learnings and supporting them on a step-change growth journey, inspiring them to think bigger and helping them to exceed their own expectations.

CEO, CHARTERED MANAGEMENT INSTITUTE



Ann Francke is Chief Executive of the Chartered Management Institute, the UK's leading professional body for management and leadership with an international member community of over 200,000. She started her career at Procter & Gamble and has held senior executive positions at Mars, Boots, Yell and BSI.

Ann is an expert in Management and Leadership in the workplace, and speaks frequently in the media and at conferences on this; she is a regular columnist for The London Times. In the New Years Honours list 2020 she was awarded an OBE for services to Workplace Equality. Her book, 'Create a Gender-balanced Workplace,' was published by Penguin Business in 2019. Ann also authored the 'Financial Times Guide to Management' and has been named in the top 100 women to watch in the 2015 Female FTSE Cranfield report. In 2023, she was awarded the inaugural Memcom Outstanding Contribution Award, for her work in championing, and acting as a role model, in the membership sector.

Ann holds several Board positions and five Honorary Doctorates for her work in management and leadership. She is an ambassador for the 30% Club.