



# the Source

May/June 2015 #GettingBusinessDone

[gatwickdiamondbusiness.com](http://gatwickdiamondbusiness.com)



Design & Print By

creativep8d

Sponsored By



Vines Group



By the time you read this we should know just who is going to be representing us in Europe.

It will be Chelsea & then it's likely to be Arsenal, Manchester City & Manchester United, while Liverpool, Tottenham and Southampton should get into the UEFA Cup ... oh sorry, I'm talking about Football again.

Mind you with all of the confusing, conflicting words being printed and televised in the run up to the Election, it's no surprise that there has been a large degree of election fatigue creeping in. For example, whilst watching BBC Question Time recently, I found that only Piers Morgan seemed rational, reasonable & informed!

The timing of the Election doesn't work with publication of the Source magazine (why didn't they ask me?) so, at the time of writing, we do not know who will form the next Government, or even if a Government will be formed. Without being too political I do find it disturbing that the future of the country could be in the hands of minority political parties that want to either break up the United Kingdom, or have us leave Europe.

At our recent Diamond Employers Lunch, it was clear from the area's employers that the majority believe it is vital we stay in Europe, but there is some form of negotiation to restrict the impact of European legislation and initiatives on our businesses. Freedom of movement, goods and services must be upheld.

The other major aspect which does affect us is the imminent announcement from the Davies Commission on whether the next runway should be built at Gatwick or at Heathrow. It will be interesting, to say the least, to see if this becomes part of the negotiations that will undoubtedly follow the election.

Whatever the outcome, you can be sure that we will work with whoever forms the next Government to give you a voice at every level.

Of course, while all of this is going on, we will continue to bring you every opportunity to network and grow your commercial contacts within the Gatwick Diamond region.

I look forward to working with you soon.

Yours

## Meetings & Events: March / April

The past two month's meetings were:

**Networking at Ease hosted by Hilton Hotel London Gatwick**  
[www.hilton.co.uk](http://www.hilton.co.uk)

**Pastries & Networking hosted by The Felbridge Hotel & Spa**  
[www.felbridgehotel.co.uk](http://www.felbridgehotel.co.uk)

**March Members Meeting hosted by Canon and Reigate & Banstead Borough Council**  
[www.canon.co.uk](http://www.canon.co.uk)  
[www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)

**Elevenes & Networking hosted by Borde Hill Garden**  
[www.bordehill.co.uk](http://www.bordehill.co.uk)

**Networking at Ease hosted by Arora Hotel Gatwick/Crawley**  
[www.arorahotels.com](http://www.arorahotels.com)

**April Members Meeting hosted by Holiday Inn London Gatwick Worth & Kreston Reeves**  
[www.gatwickworthhotel.co.uk](http://www.gatwickworthhotel.co.uk)

**Networking Afternoon Tea hosted by Alexander House & Utopia Spa**  
[www.alexanderhotels.co.uk](http://www.alexanderhotels.co.uk)

**Elevenes & Networking hosted by Crawley Down Group**  
[www.cdg-cars.com](http://www.cdg-cars.com)

All of these events were very well attended and presented great opportunities for Members and others to gain new contacts.

## A new look for the website

Working closely with Storm Creative Partnership, we will shortly be launching a refresh of the gdb website.

This will be the place for you to go to find out what is happening in the Gatwick Diamond.

Here's an early preview of the site & follow us on Twitter (@gdbmembership or @gdbevents) to find out when it is live!



## The gdb Charity Go-Kart Challenge 2015



In the past two years we have run two outstandingly successful Charity fundraising events, taking a group of members to Monaco and to Milan. In the process we've raised over £30,000 and created an excellent team-building event for those taking part.

For 2015, we have created a new endurance event which still involves driving a great distance across 12 hours ... but even more uncomfortable than in the past two years!

The gdb Charity Go-Kart Challenge will involve teams of drivers travelling the equivalent distance from Manor Royal to Le Mans (over 540km via Dieppe) ...in Go-Karts!

So, we are looking for teams of six drivers to take part, driving for 12 hours at the Team Sport multi-level 'Le Mans' track on Manor Royal, in Crawley. We've measured the distance and it is possible to drive the distance in around 10 hours (without stopping) so every team should complete the Challenge within the 12 hours allocated, allowing for driver changes and refuelling stops.

There will be prizes for:

- The Driver of the Fastest Lap
- The Team with the quickest time to Le Mans
- The Team with the furthest distance travelled in the 12 hours
- The Driver of the Slowest lap

The Challenge will run from 7.30am to 7.30pm on 1st October 2015 and the Team Entry price of £1,200 (+vat) for 6 drivers, includes:

- Your Kart and Fuel
- Insurances
- Helmet, overalls & safety wear
- Safety Briefings
- Food & refreshments
- Networking

As well as being a great team-building exercise and a chance for networking with other businesses, each team will be expected to raise £1,000 in sponsorship for the Charities within the Membership.

To find out more or to book your team please contact the office on 01293 440088.

We are limited to the number of teams that can take part so don't delay, call today!

## Charity Dinner Dance

Remember, remember, the Fifth of November ... and book your table now for the gdb Charity Dinner Dance, 2015, at the Hilton Hotel.

The Dinner Dance has become a great event in the Gatwick Diamond calendar and gives you an opportunity to get together with colleagues and clients.

The evening starts with a Pre-Dinner Reception followed by a 3-course meal and



coffee. There will be a Charity Raffle and then dancing the night away to a live band!

Tables will be £700 (inc Vat) and will be limited.

... and put on your dancin' shoes!

## Follow #thegdbcar

Many of you will have seen our highly decorated pool car that we use in and around the Gatwick Diamond.

Every six months the car (a Fiat 500L) is wrapped in a new skin to promote gdb and the Gatwick Diamond Business Awards.

The wrap is carried out by PVL, specialists in the production of high visibility livery and corporate branding for your commercial fleet vehicles and one of the leading fleet branding companies in the UK.

This time we gave the designers a free hand to use all and any type of materials in the wrap, as long as the colours and shapes match the gdb brand. As a result, the car is now covered in a mix of matt, gloss, reflective, glitter and even velvet materials, all of which will make it truly eye-catching!

So, next time you see the car, why not feel it too!

Our thanks to PVL for the design and installation of the wrap, to CDG for supplying the car and to Gatwick for sponsoring the lease costs ... and my thanks go to Sally and Lee-Ann for being brave enough to drive it!





## Gatwick Diamond Business Awards 2015

## The Winners are Announced

The winners of the Gatwick Diamond Business Awards were announced in front of an audience of over 600 of the top business people in the Diamond.

Hosted by Hugh Dennis and held at the iconic Effingham Park Hotel, the Awards Dinner was the culmination of hundreds of hours of hard work by the sponsors, judges, organisers and the entrants themselves.

"Each year we get more and more interest in the awards and this year, our seventh, gave another record number of entries" said Jeremy Taylor of Gatwick Diamond Business, founder of the Awards. "There were a record number of attendees, all who came along to reflect on and recognise the quality, diversity and achievement of some outstanding businesses and the people who work in them."

## The winners are:

**Business of the Year**

sponsored by NatWest Commercial Banking

**B&CE**

**Employer of the Year**

sponsored by Search Consultancy

**1st Central Insurance Management Ltd**

**The Award for Supply Chain Excellence**

sponsored by Hays

**Varian Medical Systems**

**Business Person of the Year**

sponsored by ACUMEN Business Law

**Keith Pordum, Pordum Foods Ltd, t/a Bon Appetit**

**The Award for Place to Meet**

sponsored by PVL

**Southcoast Conferences, University of Brighton**

**The Award for Developing People for Business Success**

sponsored by Central Sussex College

**Virgin Holidays**

**The Award for Corporate Responsibility**

sponsored by Southern Water

**ILG**

**The Award for Innovation and Technology**

sponsored by Rawlison Butler LLP

**Avtura Ltd**

**New Business of the Year**

sponsored by Kreston Reeves

**Target in 1 Ltd**

**International Business of the Year**

sponsored by Gatwick Diamond Initiative

**Acro Aircraft Seating Ltd**

**Digital Marketing Business of the Year**

sponsored by Chichester College

**RocketMill**

**Green Business of the Year**

sponsored by Crawley Borough Council Green Business Programme

**Sony DADC UK Ltd**

**The Award for Customer Delight**

sponsored by Storm Creative

**Mayo Wynne Baxter**

**Professional Services Firm of the Year**

sponsored by Lloyds Bank

**Carpenter Box**

The winners each received their iconic engraved award. There will be a further presentation later in April where each winner will be given a banner to promote their achievement. The runners up each received a certificate to recognise their achievement in being placed.

"The competition this year was very hotly contested and there were any number of businesses that, in any other year, could have been winners" continued Jeremy. "Some of the judges have asked if we can recognise some of the entries that didn't make

the final three and I hope they will try again in 2016. We also know that a number of the entrants have been approached to work with the judging companies. That means local businesses are now supplying some of the biggest and best businesses in the Gatwick Diamond."

The Entry Period for the 2016 Awards opens on 1st October 2015 with the Awards Dinner on 17th March 2016. Please call 01293 813888 or visit [www.gatwickdiamondbusinessawards.com](http://www.gatwickdiamondbusinessawards.com) for more details.

# Gatwick Diamond BUSINESS AWARDS WINNER 2015

Carpenter Box Practice Director, Chris Coopey, is understandably thrilled with the news, commenting: "We are delighted to win this very prestigious award, which is very much a recognition of the excellent and expert service our team of around 120 accountants, auditors and tax advisers delivers to our clients; they are always willing to go that extra mile. Fortuitously, this has come just as we are about to open larger offices in the Gatwick Diamond which will see us offering our award winning service to even more clients in the surrounding area."



Sam Garrity of RocketMill said "We are delighted to have won this award. It means a lot to receive such public recognition for the hard work our team put into campaigns. I would like to thank Chichester College for their sponsorship and judgement of the award, our clients for their continued trust, and our team for making such a success of their work."

Grant Ashley, Founder and CEO said 'ILG's CSR strategy is now embedded in the organisation's culture. It has commitment at a senior level but it is our managers and staff that really deliver the strategy and we are delighted that their efforts and achievements have been recognised'.

Neil Madle, Communications Director, said "This prestigious award is recognition not just for Varian but for all our suppliers, who play a vital role in helping us to produce advanced equipment that is making a huge difference in the fight against cancer. We place great value in our supply chain because we really are all in this together."



Patrick Heath-Lay, Chief Executive Officer of B&CE, said: "We are really proud to have won this award. We were commended for our rapid growth in recent times, having high levels of customer satisfaction, and for having strong values at the heart of everything we do. This award reflects the hard work and commitment of our staff. It is them who make B&CE what it is, and they should be proud of their work. We are still growing fast and looking for talented people to join our team, so visit our website or get in touch."

Nebel Crowhurst, Head of Learning & Development at Virgin Holidays, said "As a Virgin company, we are passionate about helping our employees reach their fullest potential and this award is a great way to showcase the things we've done to achieve that goal. We aim to continue to grow the development opportunities open to our people whilst ensuring we have a direct impact on overall business success"

Colin Lammie, GM, said "Sony DADC are really proud to have won such a prestigious award, and it's fantastic to get the recognition for all the hard work and dedication that goes into achieving such a successful result. It's not rocket science and doesn't necessarily need big investment, but with a strong green focus combined with common sense improvements, we've delivered an outstanding environmental performance with recycling rates over 99%, energy usage down over 25% and a great boost to the bottom line. We believe that just about every business can benefit from our approach and we are more than happy to share our ideas and practices with anyone in the Gatwick Diamond."



### Alternative Route Finance expands their office

Alternative Route Finance, a vehicle leasing company in Hove, has moved to Portslade as part of an ongoing expansion project for the company. The new office is large, spacious and modern with room for an ever-growing team. This move is just one milestone of many, since Alternative Route was established sixteen years ago in 1999. Proud to continually be a leading provider of vehicle leasing and fleet management solutions to business and personal customers, MD, Nickie Brooks has also recently been crowned Classic Consulting Employer of the Year at the 2014 Venus business awards.

Terry Parker, Director said of the move, "With steady growth in the vehicle leasing market and we had exciting plans to expand our team and grow the business, the one barrier we had was our present office space. After much searching we found the space we needed but the layout was dated and not suitable for our needs, so after a complete refit and a few stressful moments we moved in on January 15th. Everyone is now enjoying the modern, fresh and spacious environment and we can now move forward with our plans to recruit additional experienced and trainee fleet consultants. We are really excited about the future at Alternative Route."

You can see Alternative Route Finance's website at [www.alternativeroutefinance.co.uk](http://www.alternativeroutefinance.co.uk)



### Fastsigns celebrating 20 years

FASTSIGNS are celebrating 20 years of trading in Crawley this month and would be delighted to see any fellow GDB members at their open afternoon on Friday 22nd May between 12.30 and 4pm.

Please pop in for drinks and nibbles, Henry Smith MP will be saying a few words around 1.30pm.

We would love to see as many of you as possible, if you have any questions please contact us on 01293 520776 or [854@fastsigns.com](mailto:854@fastsigns.com).



### Mailing house helps the environment

A leading provider of direct mail services is helping reduce CO2 by planting some of the most beautiful woodland in the UK.

AM&M at Burgess Hill in West Sussex already uses sustainably sourced paper, certified by the Forest Stewardship Council (FSC), for all its customers' campaigns.

But since April, it's helped plant an area of native broad leaved trees about the size of a tennis court under the Woodland Carbon scheme, a voluntary programme administered by The Woodland Trust that allows businesses to offset the greenhouse gases generated in their supply chain.

AM&M decided to pay an extra 1.5% on every sheet in nearly 19 tonnes of paper from its preferred supplier, Premier Paper, which was used to calculate the carbon emitted in its production and delivery. The Trust then planted enough trees on AM&M's behalf over six months to remove an equivalent 13,328kg of CO2 from the atmosphere.

Print manager Greg Salmon said: "Under the scheme, we have the option of telling Premier which order we want to pay a premium on and which we don't. But we specify that we want them to calculate the CO2 on every single piece of paper we order, which means we end up paying £15 per tonne of CO2."



The company already complies with the international environmental management standard IS14001, which reduces its carbon footprint, but the amount of recycled paper that can be used in its production processes is limited.

"The Woodland Trust's Woodland Carbon scheme allows us to offset our carbon and is just as good for the environment as using recycled paper – maybe even better," said Mr Salmon. "And it's good to know that AM&M is helping to create beautiful native woodland that we can all enjoy."

## 10 Years At The Top...Of The Food Chain!

A sunny day in March 2005, Mark Illman brought life to Anise Catering Ltd. Mark, having had over 15 years' experience at the time in the Event and Hospitality Industry, decided to make the brave step and start his own company. Ten years later and Anise Catering is still proudly going strong.

Over the past ten years Anise has developed and specialises in a variety of Private and Corporate Event Catering; with Weddings ranging from local village halls to extravagant stately homes and beautiful properties such as the National Trust's wonderful Polsden Lacey. Not to mention Award Ceremonies, International Air Shows, Charity Balls and the on-going partnership with Plumpton Racecourse. Mark's objective with Anise Catering is that any event, big or small, always deserves the same amount of attention to detail and personal touch, which is what Anise push to achieve each and every time.

"I've always been very conscious to ensure that Anise creates amazing food that both tastes great and looks great, to still



be achieving this 10 years on, is a dream come true. I couldn't have done it alone, thank you to everyone over the years that's contributed- big and small!"

Later this year we will be holding an 'Afternoon of Celebration' at our Head Office in Manor Royal in order for the whole Team at Anise to say 'Thank You' to all of the venues, suppliers, corporations, event teams and everyone who has played a part in supporting Anise to get to where it is today.

Happy Birthday Anise! Here's to the next ten years!

## Eastbourne Eagles soar into the new season with IT First

The Eastbourne Eagles recently celebrated a new era at the speedway, kicking off the 2015 season with the announcement of a new headline sponsor, owner and team.

The Eagles headline sponsor had been speculated for the past few months however, at a pre-season networking and business lunch, IT First, a leading IT Support and Service provider in Sussex announced they would be taking on this title.

IT First will be fundamental in supporting the Speedway, advising the new owners Martin and Connor Dugard for what hopefully will be a fantastic season.

Paul Goldsmith, CEO of IT First commented, "We are delighted to be involved in this chapter in the history of the Eagles. Everyone is working extremely hard and we are delighted to help wherever we can in order to assist Martin, Connor and the team to achieve the goals they have for this season and beyond. It's a personal passion of mine so it's great to be involved from the beginning of a new and exciting era for the club."

Find out more about the IT First Eagles by visiting [eastbourneeagles.co](http://eastbourneeagles.co)

## Love Water hit an ace with branded watercooler for Wimbledon

GDB member Love Water was recently asked by AELTC to produce a branded watercooler for their Covered Courts arena. If successful, an additional seven machines already supplied by Love Water will be converted to the branded style.

Love Water have been supplying AELTC since 2011 and have been retained for another year to supply an extra 25 machines and supply of mineral water for The Championships, that commences in June 2015.

Love Water Managing Director, Nick Swan commented "We are proud of our association with AELTC and The Championships at Wimbledon. We have to work really hard to provide the level of service they demand, particularly during the competition when we visit each watercooler site every two days to replenish stock. After four years of continuous supply, and the fact that we have never taken their business for granted, has helped us to secure a very strong business relationship.

Love Water provide Bottled and Mains Fed water dispensers for homes and businesses, and offer free trials.

## Tips for Managing Employee Absenteeism

In order to manage your sickness absence issues it is important to fully understand the extent of the problem. You need to distinguish between lateness, short-term absences and long-term absences.

The key steps in proactively manage your short-term absence are:

- Investigation of the level, causes and reasons for absence.
- Carefully monitoring trends in the workplace. Keeping records with accurate information and statistics to fully understand the pattern and reasons for absences.
- Discussing any particular problems with the employees concerned. Considering the use of return-to-work interviews with line management and completion of self-certification forms even for one day of absence.
- Authorise reasonable absences to cover medical appointments. Consider requesting a medical report to establish if there is any underlying medical condition to support the level of absence; there may be a hidden condition and links to disability discrimination which may not be immediately apparent.
- If there are no good medical reasons for the absences, the employee should be counselled and told what improvement is expected and warned what the consequences will be if none is seen.
- If there are grounds to suspect that the employee's reasons for the absence are not genuine, investigate carefully, discuss with the employee, pursue formal disciplinary or dismissal action where appropriate
- If the employee has a recognised illness which may be covered as a disability but their absence rate is unacceptably high or disruptive, it may be possible to offer alternatives or dismiss fairly, but after following the correct process.

In conclusion it is vital that you act quickly when dealing with absence issues and also put in place proactive tools to identify absence problems and manage them accordingly. If you have any questions please contact Eve Clennell of Eden HR Consulting, Chartered Fellow of the CIPD for a free initial chat. Eden HR Consulting provides the full range of HR Services. Contact Eve on Tel: 01403 734455 Email: [eve@edenhrconsulting.com](mailto:eve@edenhrconsulting.com)

## Small changes for a better tomorrow

Crawley Wellbeing is a free service available to Crawley residents, communities and workplaces (18+). We offer support, advice and motivation to improve a person's wellbeing through:

- Individual appointments: informal self-referral, or health professional referral.
- Group talks
- Information and awareness stands
- Mini MOTs

### Information and Awareness Stands

These typically cover Alcohol (risk awareness and guidelines), Smoking Cessation, Healthy Eating and either national or local campaigns. We are often asked to cover a particular wellbeing aspect, e.g. stop smoking, reducing alcohol.

### Mini MOTs

These typically involve the use of our Tanita body composition scales that give the following readings: weight / fat% / fat mass / muscle mass / hydration level / bone mass / BMR / metabolic age / visceral fat rating / BMI.

After asking a couple of lifestyle questions we would discuss these readings with your employee and deliver an intervention to support them to make some lifestyle changes to improve their wellbeing if they so wish. The mini MOTs are very popular and usually act as a motivator to make some healthier choices.

### Support to make changes following a mini MOT

Following the MOT sessions we can offer up to 8 sessions with a Wellbeing Advisor again within the workplace to give support to those who would like to reduce alcohol levels, stop smoking or a weigh-in to support weight loss.

### 3 Month follow-up / feedback

After 3 months we will ask employees for feedback from the service we have provided and offer them another MOT, either at their workplace (if we are invited back) or at our office at K2 leisure centre, Crawley.

[www.crawley.westsussexwellbeing.org.uk](http://www.crawley.westsussexwellbeing.org.uk)

## Free up time & alleviate financial burdens

Lee Rolf has a small business that provides domestic and commercial electrical installations and repairs called Powerwise Electrical Ltd. As many small business owners find, Lee was spending many hours of his time completing paperwork and ending up working late at night or at weekends. Predominately Lee found that keeping track of purchase invoices and reconciling sales invoices against his bank statements and preparing VAT returns to be an arduous task. Lee was recommended to Brian at The Financial Management Centre about two years ago to try and ease some of the burden.

After initial discussions with Brian and the team, Lee Rolf of Powerhouse Electrical is now able to drop off all his purchase receipts, sales invoices and bank statements on a monthly basis to Brian and his team where they put them in order and record his monthly income and expenditure. The quarterly VAT return is then calculated and returned to HMRC on a timely basis. The Financial Management Centre then pass on the information needed for their accountants to put together annual statutory accounts.

The firm has grown since initially meeting with Brian who also runs the monthly payroll and ensures the requirements of the Construction Industry Scheme (CIS) are complied with for Powerhouse Electrical Ltd.

"Lee Rolf commented "It's such a relief to not have to worry about getting it right – all I have to do now is remember to keep the paperwork in a file and pop it round to Brian once a month – the team at The Financial Management Centre are always professional and has meant that I keep on track and ensure that my VAT return is submitted on time. I would highly recommend Brian and The Financial Management Centre to other small businesses."

To find out how The Financial Management Centre can help your business please visit [www.tfmcentre.co.uk/horsham](http://www.tfmcentre.co.uk/horsham).

## Creative Business Funding Solutions

Creative™, a leading provider of asset finance and tailored financial products for businesses within the UK have formally launched their new website and brand 'Business Funding Solutions'.

The new website [businessfundingsolutions.co.uk](http://businessfundingsolutions.co.uk) serves as a reference guide and information source for B2B companies future financial investment, support and funding options. Over the last 12 months, Creative™ turnover has increased by 20%, providing over £20 Million in funding for businesses across the UK.

Following the recent growth, the company has undergone a total brand review with a new, modern look reflecting their professionalism, expertise and strong relationships with both business and underwriting teams throughout the UK.

Creative Pod, the award-winning Sussex and Surrey-based Print, Marketing and Design agency, managed this new brand design project in conjunction with Creative™ and Footprint, a web design and SEO company based in Surrey.

The team at Creative Pod managed the design, build and copy writing; offering their expertise to bring the website to market and increase traffic to the site.

Matt Turner, Managing Director of Creative Pod commented, 'We were delighted to work with both Creative™ and Footprint to manage and deliver the Business Funding Solutions website. Visual identity is crucial to the creation of a professional, consistent and modern brand. We've worked closely with Footprint to create a visually compelling site, while collaborating with Creative™ to write clear and concise copy. We hope the new brand will help Creative™ strengthen their product offering and marketing efforts in the future.'

Mike Lowe, Director of Creative™ commented, 'We are delighted with the commercial and artistic input Creative Pod has brought to the project, by managing the build externally we were able to hand over the reins and allow Creative Pod to streamline the project and adhere to deadlines set. We are delighted with the end results and look forward to working with them in the future.'





## Money makes the world go round with Encoded

In the words of the song "money makes the world go round" and with the latest figures from the UK Cards Association revealing that almost a third of credit and debit card spending is now online, plus that in January 2015 alone card spending totalled £118 million, maybe the song should now be "plastic makes the world go round".

However, as the same trade association warns of a 23% increase in telephone, internet and mail order fraud last year<sup>1</sup>, one thing is clear - it is time for every business that accepts remote card payments to sit up and take notice when it comes to keeping customer data safe.

Crawley based Encoded was founded in 2001 and provides secure payment solutions for contact centre and online payments. Passionate about quality and security the team at Encoded works with customers including Virgin Holidays and Mercedes-Benz to ensure the right technology platform for customer payments.

For example, the internet has transformed the travel industry and to handle increased

call volumes Virgin Holidays invested in the latest Interactive Voice Response (IVR) payment solution from Encoded. Customers can now pay at any time for tickets, weekend breaks or all-inclusive holidays, online or over the telephone safe in the knowledge that their transactions are handled swiftly and securely. Encoded's tried and tested technology guarantees the highest levels of security and customer service essential in every industry.

Whether you are concerned about a potential security breach and associated fines or simply want to speed up secure payment collection, Encoded has a solution to help. For further information visit [www.encoded.co.uk](http://www.encoded.co.uk), email [sales@encoded.co.uk](mailto:sales@encoded.co.uk) or call 0845 120 9790.



## Powersave Solutions

Powersave Solutions is pleased to announce that their first project with a GDB member is complete, although the relationship has ties which go back to 2013. Patricia Leach, Powersave Solution's Business Development Manager, originally met Steve Pullen, Manufacturing Manager at Varian, in September 2013 when he was chairman of GDB. Having maintained contact since then, as Steve wanted to install LED lighting in the factory, he introduced Patricia to Mark Elliot, Maintenance Co-ordinator at Varian.

"Powersave Solutions have certainly brightened up our lives; with minimal fuss, easy to understand payback periods and commitment to promises". Steve Pullen

"With the rise of the cost of old light fittings we welcomed Powersave Solutions to switch us over to AAA grade LED lighting. The aim of the exercise was to save energy and we managed to reduce the factory lighting energy consumption from 20.11 kilowatts to 8.64 kilowatts by installing LED lighting.

Our nominated electrical contractors (SSE in Chichester) undertook the installation of the new factory lights and did a fantastic job, managing to replace all of the old factory fluorescent lights for LED ones over five nights only.



As with all change it is subject to criticism but not one person who works in the factory has made a negative comment about the new lighting so far." Mark Elliot

Whilst Powersave Solutions has had many introductions and proposals to GDB members, still under discussion, this is the first, hopefully of many, to come to fruition.

Patricia Leach  
[patricia.l@powersavesolutions.co.uk](mailto:patricia.l@powersavesolutions.co.uk)

## Debenhams – Reading R 22 Replacement Project – carried out by Borahurst Limited

Borahurst were delighted to be working with Debenhams department store, who are in the process of phasing out refrigerant R22 from its branches, in line with current UK legislation.

The installation contract for this work was awarded to Borahurst Ltd against stiff commercial opposition and the works were carried out over 12 weeks on site and successfully delivered to programme

Clare Priest, Selling Support Manager at Debenhams Reading, provided us with the following testimonial.

"It was a pleasure to have Borahurst working with us. It really was as though we didn't know they were here. They were very respectful of our store requirements and additionally those of our shopping centre, who can be quite challenging in terms of contractor requirements. I do understand a contribution of that may have been that all of the work was carried out on the roof and did not impact sales so to speak, but it could have easily disturbed a customer entrance and the team were very understanding and did everything they could to ensure disturbances were minimal as well as leaving the site safe and clear when they were not here and physically working. I would be happy to have them work with us again and trust they would deliver what they say they will".

Borahurst are a "Multi Award Winning" forward thinking, privately owned, customer focussed business. The company has been delivering Mechanical, Air Conditioning, Plumbing installation and R-22 replacement to a wide range of commercial and residential premises throughout the UK for the past 37 years. The majority of Borahurst's work is through repeat business and or recommendations. Borahurst is continuing to expand its business throughout the UK, in a planned manner and with the delivery of successful projects and customer satisfaction at the forefront of the company's philosophy.

For further help or information please call Sue Glynne 01737 221733 or email [sue@borahurst.com](mailto:sue@borahurst.com)

## Social Media at work – what it means for your business?

What your employees write in emails or on the internet could seriously damage your, their or another person's reputation, so make sure that both you and your employee know you could be sued, fined or even imprisoned for causing offence.



Your social media policy and training should highlight the following to your workers:

### Stop and think before you click

- You could be disciplined or dismissed for forwarding inappropriate emails or accessing inappropriate websites at work, or in your own time if work-related.

### Emails and internet postings can be used in legal proceedings

- Emails and internet postings can be used against you or your employer in legal proceedings, disciplinary meetings or regulatory investigations.

### It is very difficult to delete emails and online postings

- What you publish online will likely be available for a long time, to be read by anyone.

### Do not be hurtful or spread rumors

- Never send emails or post content online that could be thought of as obscene, racist, sexist, bullying or hurtful.

### Do not make a contract by mistake

- A legally binding contract can be made by a simple exchange of emails. Make clear that it is not binding.

### Do not view unknown material

- If you do not recognise the sender or the title of an incoming email seems odd, do not open it and inform the IT department immediately. It may contain a virus.

If you have any questions please contact Nighat at pdt, nsahi@pdt.co.uk or call on 01403 831 265.

## Is your property considered "Average"?

Ensuring the property you own is adequately insured is essential to put it back in the same form should it be raised to the ground! But how do you know how much it would cost to re-build it? Are you under insured and what are the consequences of that?



### What to consider

There are a number of important things to consider when you are looking at the costs involved of putting your building back together again following a total loss, such as a fire, including:

- Demolition, supporting or weather proofing any remaining parts
- Removing the debris after the loss has happened
- Obtaining planning permission
- Engaging professionals such as architects and surveyors and their associated fees
- Any intervention or requirements by the Public Authorities, such as putting the building back in a certain way
- The materials required to do the job (the bricks and mortar!)
- The labour cost (often the highest spend!)

### Types of property affected

All of the above can be relevant to any type of property, such as; offices, warehouses, factories, private dwellings, blocks of flats and stadia.

### Insurance Jargon & Terminology

**Average** – this is a standard policy condition that allows the insurer to proportionally reduce the amount they pay you, if you have not insured the property for the full reinstatement value. If your declared value is too low you run the risk of not being able to rebuild your property in the event of a total or partial loss. If you are under insured your insurers will apply the "Average Clause" and you won't have the money to re-build it.

### A couple of recent before and after examples;

#### Offices and Factory

Original declared value £2,104,000, after valuation £2,150,000 (2.18% under insured)

#### Offices, recently refurbished

Original declared value £800,000 after valuation £1,360,000 (70% under insured)

For more information on how we can help you and your business, please contact us on 0845 129 7505 or info@prestonib.co.uk

## Sam's Kitchen unveils Spring/Summer 2015 gingerbread collection

As everyone moves into their summer wardrobe so do Sam's Kitchen, producers of gingerbread men and women that wear fashionable clothes and featured in Vogue in 2014. Sam French, Director of Sam's Kitchen commented "Each fashion season we unveil a new collection following the latest trends which are inspired by the some of the worlds' finest designers with our latest collection being no exception."

Polka dots are in this season and feature in fashion collections from Chanel, Marc Jacobs and Dolce & Gabbana to name but a few. To represent this fun, timeless and elegant trend, Sam's Kitchen chose a dress from Dolce & Gabbana to inspire their first female outfit for the 2015 collection.

Bold red is this year's colour and used by designers Louis Vuitton, Dolce & Gabbana and Valentino. Sam's second dress design is inspired by Valentino.

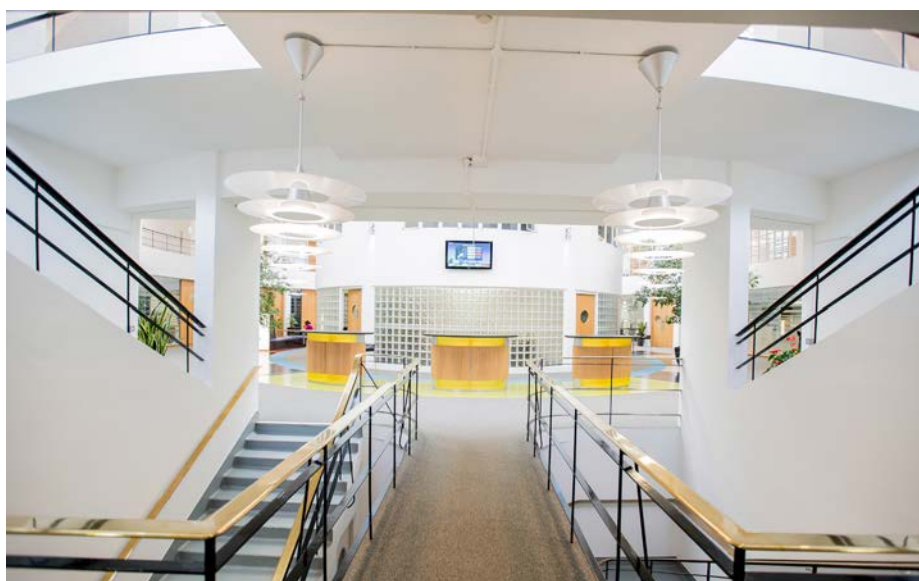
For men, a nautical theme is a huge trend this season and features in collections such as Hackett. Hence Sam's gingerbread man is wearing a striped jumper taken from Hackett's outfit.

Sam's Kitchen are known for their fashionable gingerbread men and shipped all over the UK and beyond.

To find more about Sam and his gingerbread men please go to [www.Sams-Kitchen.co.uk](http://www.Sams-Kitchen.co.uk)



## Start-ups and SMEs see value in Virtual Offices



Virtual Offices are becoming a popular solution for Start-ups and SMEs who are looking to grow their business at a fraction of the cost of physical office space. They give companies the flexibility they desire while maintaining a professional image at a preferred business address.

Orega Gatwick – Our Business Centre in The Beehive, offers a variety of Virtual Office packages that suit a range of business requirements. Our packages range from mail handling through to a complete phone answering service that allows access to our stylish business lounges across the UK.

Virtual Offices at The Beehive are perfect for those who frequently use Gatwick airport, due to its close proximity. Our stylish business lounges offer a quiet, comfortable area to finish

off those important reports or if need arises, business meetings can be facilitated in one of our professional fully equipped meeting rooms.

### For Gatwick Diamond Members/Readers of The Source Magazine

We have a special offer of £49 off a 6-month or more Virtual Office package with the code 'GATWICKVO' which can be redeemed on our website OR receive 20% off your next meeting room booking at Orega Gatwick. Conditions apply.

Offer valid until the end of August 2015

If you would like more information on our Virtual Office packages visit our website, [Orega.com](http://Orega.com) or call our friendly team on 0800 840 5509.

## Alternative thinking that supports local businesses

There has never been a better time to source finance for growth from alternative providers as the recovery in the economy continues. The UK Alternative Finance industry, particularly the Peer-to-Peer/Business sector has shown incredible growth recently, and support from the Government. This means there is now genuine choice for SME borrowers, coupled with opportunities for investors. There have been many headlines, but what do you really know about alternative finance, peer-to-peer and crowd funding? Do you know how you can use it as a tool to help your business grow, even if you don't require funding yourself?

Invest & Fund Ltd provide a dynamic P2B exchange that allows SMEs to raise the money they need through our growing online community of like-minded investors. Committed to helping and supporting the

UK's SMEs we make a point of understanding your business and your needs, rather than work off a rigid predetermined formula.

So if you are looking to grow, consolidate debts, develop a property, take on new staff, launch a new product or project, acquire new businesses or assets, then you are the reason we have been set up.

Quick, accessible and transparent decisions mean you know where you stand and you have a friendly team who you can meet, and talk to about your businesses and what you need.

We are also keen to explore partnerships with like-minded individuals, businesses and organisations, who are committed to helping the SME communities in Kent, Surrey & Sussex and #SupportLocal.

## Creative Pod delivers marketing insights to SME's with HSBC Commercial Banking

Creative Pod joined HSBC Commercial Banking at their unique series of events to actively support fast growing businesses in the South and East. Matt Turner, Managing Director of Creative Pod guest presented 'How to use Social Media in your Business, How to Market Your Business for Free and International Marketing.

Creative Pod's Matt Turner discussed three key topics for SME's looking to expand their business and engage with prospects and clients. The event started by looking at how to use social media for business, with a breakdown of the four most popular networks; Twitter, Facebook, LinkedIn and Google Plus.

Matt went on to explain the best ways to market your business with little cost other than your time. To win tomorrow, you need to invest today; for SME's it is of paramount importance to deliver your message to the right audience, however with a limited budget you need to be creative with how to maximise your reach. Matt discussed how Creative Pod works with SME's to get the best ROI on a shoestring budget, investing wisely and efficiently measuring campaigns.

Furthermore, Matt discussed International Business and how to win overseas. With over 40% of small businesses primarily targeting the US, Matt discusses how to choose a country is right for your business, how to get started and how to grow relationships to guarantee success away from home soil.

Matt Turner said 'It was an honor to have been invited by HSBC Commercial Banking in the South and East and join Mike Berrisford-Smith to talk to local businesses. The opportunity to network and understand the challenges local businesses are experiencing cemented our thoughts on the issue and how we service our clients effectively. We are looking forward to speaking at more HSBC seminars in the future.'

If you would like to discuss how Creative Pod can help market and grow your business please email [hello@creativepod.net](mailto:hello@creativepod.net)



# SMEs denied access to justice in Court Fee shake up

Access to Justice for SMEs across the UK was dealt a hard blow in recent weeks. Following a Government consultation last year, in March 2015, a new Court Fee tariff was introduced. As a result, the Court Fees for money claims to recover overdue debt from businesses rose in some cases by a staggering 622%.

The biggest concern is the impact it will have on money claims worth £10,000 or more where the court fee is 5%. Although most commercial debts are smaller than this, the impact of debts of this size, or

greater, can be significant. The fear is that this huge increase in Court Fees will result in firms simply writing off the bad debt. But you do not have to do this, there are other options.

For larger debts, businesses may be tempted to go straight into insolvency proceedings to recover their money, as a more cost-effective solution than issuing a County Court claim. For example, an overdue debt of around £50,000 involves a court fee of only £280, whereas a court claim fee would now be £2,500.

Insolvency petitions cannot, however, always be used, so it has therefore become even more crucial that firms seek professional advice on mitigating the risk of bad debt at an early stage. Simple, cost-effective solutions such as a Letter Before Action (LBA) or Late Payment Demand threatening legal action should be explored as 8 times out of 10 this will elicit the desired response from the customer. Lovetts has recently launched an email LBA at a mere £1.50, cutting the cost even further for SMEs.

## Ice, Camera, Action! At BVE 2015

PSD Ice Art have created an iconic collection of ice sculptures for Europe's largest broadcast solutions reseller, CVP, at BVE 2015.

PSD Ice Art were commissioned by CVP to create three stunning video camera ice sculptures for their exhibition stand, one for each day of the show, as well as a collection of their logos for their sponsored pop-up bar area.

The sculptures were replicas of some of the professional video cameras that CVP were showcasing and included a Sony PXW-FS7, an Arri Amira and a very impressive RED Dragon camera (pictured).

The feedback and response to the sculptures has been unprecedented both on social media and from CVP themselves who were overwhelmed by the quality and detail of the sculptures and the effect they had on visitors to their stand.

PSD Ice Art's lead sculptor created further drama and excitement by artfully handcrafting an ice sculpture featuring the CVP logo, live on the stand every day, in front of a very intrigued crowd.



## Sanondaf have added a new service to their successful disinfecting and decontamination business

We are now able to eliminate bedbugs and crawling insects by using the technology we use for viral and bacterial treatments.

Bedbugs are a persistent pest and have built immunity to traditional methods of extermination as many are imported from overseas where they have become hardened to the stronger pesticides used in some countries. Our solution is proven to kill all insects and also benefits from leaving a residual barrier lasting up to 12 weeks to prevent the pests from returning.

The area or room is sprayed with a potent formula through our special electro-static machines. This creates a fine vapour that permeates every nook and cranny of a room, getting into every crack and crevice. The vapour is harmless to humans and animals and can be used on all surfaces, including soft furnishings, bedding, carpets and wood flooring.

This method of eliminating unwanted pests is far more effective and unobtrusive than heat treatment and use of pesticides through

aerosols as it leaves an undetectable barrier on all surfaces and has a long lasting effect.

It is a one-treatment service with a treated room back in service only 90 minutes after treatment!

We pride ourselves on our professional, discrete, fast service and our reasonable rates. For a free consultation and quotation please contact:

Kevin Smith 01444 246597, 07770 833370,  
sanondaf@gmail.com

## Experience Mid Sussex Launch Event



Iain Nicol, CEO of the South of England Agricultural Society, introduced a brand new business consortium in March called 'Experience Mid Sussex', which hopes to give a boost to the tourism sector of the region.

The event was held at Kingscote Vineyards in West Sussex, where 14 of the very best quality attractions, hotels and venues gathered to launch the initiative, supported by Mid Sussex District Council.

"Each of the 14 members of the group represent four hotels, four gardens, three vineyards, two showgrounds and one restaurant - that we believe offer the very best experiences in the region; from breath-taking country houses and gardens, to vineyards, show venues, top quality hotels, restaurants and spas."

The aim of the group is to promote enjoyment and cultivate business in the

region through a single gateway. The website [www.experiencemidsussex.co.uk](http://www.experiencemidsussex.co.uk) will provide a one stop shop and social network where visitors can find out about the top class venues and see what's happening throughout Mid Sussex.

The launch event offered the opportunity for guests, including politician (with Rt Hon Sir Nicholas Soames MP being the guest of honour) media, councillors and other investors, to hear about what this special group has to offer individuals, families, residents, businesses and community organisations.

Some of the venues include: Borde Hill Gardens, Kingscote Wine Estate, Wakehurst Place, Ockenden Manor Hotel and Spa, Alexander House Hotel and Utopia Spa, Ridgeview Wine Estate.

## Crawley-based Varian Selected to Equip Two National Proton Therapy Centers in England

Varian Medical Systems, the world leader in radiotherapy systems and software, announced that it has been selected to equip and service two new national proton therapy centers in England in a contract valued at up to £80 million.

"Varian is proud to have been selected as the preferred equipment supplier for these new proton therapy facilities," said Dow Wilson, Varian's chief executive officer. "As the leading supplier of radiotherapy equipment and software to the National Health Service, we will be able to leverage our existing UK-based engineering and logistics infrastructure to deliver industry leading technology while meeting the NHS requirements for value for money. This major project will result in a number of additional highly-skilled engineering jobs and an expansion of our UK organization, which currently includes both manufacturing and support."

Proton therapy makes it possible to treat certain types of cancer more precisely and with potentially fewer side effects than is possible with conventional radiation therapy. With proton therapy, the risk of damage to healthy tissues and potential side effects is reduced because the beam stops and deposits dose within the tumor site rather than passing all the way through the patient. In pediatric patients the risk of developing a new, radiation-induced cancer later in life may be reduced.

Varian's ProBeam™ system with Dynamic Peak™ Scanning is uniquely capable of high-speed intensity modulated proton therapy (IMPT) which is the most precise form of proton therapy available. ProBeam technology is being used to treat patients at the Scripps Proton Therapy Center in San Diego, the Rinecker Proton Therapy Center in Munich, and the Paul Scherrer Institute in Switzerland. Varian also has contracts for system installations at eight other sites around the world.

## Reigate and Banstead Borough Council - Investing for success

As a council, our emphasis is on creating a commercial environment in which businesses can thrive.

We are driving public and private sector investment in Redhill, Horley, Preston and Merstham over the next five years that will make the borough an even better place to live, work and do business.

Ambitious regeneration plans include redeveloping several key sites to deliver commercial, retail, community and residential developments, including 2,600 homes in two new neighbourhoods.

Nine out of ten of our borough's businesses have fewer than four employees. To recognise their vital role in the local economy we have developed a range of initiatives to help them succeed and grow.

These include:

Business Support Grants of up to £1,000 for small businesses and start-ups who can find it difficult to get the funding needed to develop and grow.

A free Entrepreneur Academy that gives budding entrepreneurs the information and skills they need to get their business started, along with the chance to win £5,000 start-up funding.

Our popular Learning Lunches are an opportunity to hear informative presentations on a range of business topics and network with local like-minded professionals.

We are also working with property owners and agents with the intention of identifying low-cost office space so that home-based micro-businesses wanting to grow have the opportunity to do so.

Over the last three years our innovative Young Workers Scheme has helped 160 18-24 year olds gain valuable skills to help them get a foot on the career ladder. The initiative provides six-month paid work placements, along with learning and development support.

To find out about these and our other small business support initiatives visit our website: [www.reigate-banstead.gov.uk/business](http://www.reigate-banstead.gov.uk/business) or follow us on Twitter for updates: [twitter.com/reigatebanstead](https://twitter.com/reigatebanstead)



## Workplace colour trends

Determining the function of a workspace and deciding how you want your clients and staff to feel in their environment, or what you'd like to encourage them to do, is key to developing the best colour scheme in your office design.

Google have pioneered work-space design and their research has found a clear link between colour and satisfaction within a person's work area, which in turn can boost employee creativity and productivity.'

Whilst the Google brightly coloured 'Crayola' approach to colour may not appeal to all company CEOs, many companies are recognising that a work environment needs to be stimulating and support employees in a way that in turn encourages positive performance.

In general, strong, contrasting colours can be visually exciting and stimulating, whilst softer, muted tones can promote a calmer atmosphere. Certain shades of the right colours have the ability to increase productivity, communication and stimulate ideas.

For example, red is a colour that essentially activates, so it's a useful colour to use in areas where a lot of energy is required. Lighter blue tones can be mentally soothing, whereas stronger blues are more mentally stimulating, so can be suitable for admin/office areas to encourage better thought processes and efficiency.

Yellow inspires self-confidence, optimism and friendliness and so can be an ideal colour to think about using in 'welcome' areas and dining rooms etc. and green is a colour that can be reassuring and restful.

Future interior and workplace design trends include the use of bold colours, inky-blue and fluorescent 'acid tints' as well as a simple and sophisticated palette of grey, stone, charcoal and black.

Trevor Blake, Refurbishment Specialists.  
Contact Ian Poupart on 01293 775 509.



## PwC CEO Survey reveals confidence levels remain high, but note of caution as skills remain a key concern

UK CEOs are the most confident in Europe, according to PwC's 18th annual Global CEO Survey published at the World Economic Forum in Davos. Three out of five (61%) UK CEOs believe there are more growth opportunities for their company today than three years ago – more than any of their European peers.

85% of UK business leaders are confident about their company's prospects for the year ahead, slightly down from 93% 12 months ago. However, after the bullishness of 2014, this year's survey reveals a greater divergence in optimism levels amongst UK CEOs. 39% are 'very confident' about their company's fortunes for the year, up from 27% in 2014. Yet the number not confident about the next 12 months has doubled to 15%, from 7% in 2014.

Views about the short-term may be mixed, but 95% of UK business leaders are confident (with 52% very confident) about growth prospects for their own company over the next three years. This is above the 92% global confidence level and, across Europe, only more Spanish CEOs (63%) are very confident about long-term growth. Russian CEOs have gone from the most

optimistic to least optimistic in the space of 12 months. Confidence is down in other oil-producing nations such as the Middle East, Nigeria and Venezuela.

UK CEOs are among the most upbeat about the growth prospects for the global economy over the next 12 months, with 41% anticipating an improvement. While this is down from 61% last year, it is still above the global average (37%) and, in Europe, only Nordic CEOs are more optimistic. Notably, though, nearly one in five (18%) of UK CEOs believe the global economy will decline in the year ahead, whereas none held this view last year.

When asked about the most important countries for UK company growth in the coming year, 48% of UK CEOs said the US, followed by Germany (41%) and China (26%). Global CEOs ranked the US ahead of China as an important market for growth for the first time in five years.

The full survey report with supporting graphics can be downloaded at [www.pwc.com/ceosurvey](http://www.pwc.com/ceosurvey)

For more information contact Nick Jones on [nick.n.jones@uk.pwc.com](mailto:nick.n.jones@uk.pwc.com)

## Budget 2015

The Chancellor's last Budget before the election did not contain many changes affecting small and medium sized businesses. The main changes announced were to personal tax, and in particular reducing the tax burden on savings income.

He hopes to stop 95% of savers paying any tax on their savings income by introducing a new £1,000 Personal Savings Allowance (reduced to £500 for higher rate tax payers) with effect from 6 April 2016. He also intends to allow savers to take money out of their ISAs and put it back in again in the same year without losing the tax-free status.

Even more changes were announced to the pension rules, with the lifetime allowance due to reduce from the current £1.25m to £1m with effect from April 2016, but with protection available for those affected. For those people who have already purchased an annuity, they will have the ability to sell that for a lump sum, again from April 2016.

On the business front, the Capital Allowances

Annual Investment Allowance is due to reduce from its current £500,000 to £25,000 with effect from 1 January 2016. Whilst not announcing what the new allowance will be, he hinted that this very significant reduction will not happen. If you are planning to invest significant amounts in plant and machinery it might still be worth doing so before 31 December to ensure you do benefit from the Allowance that is currently available.

George Osborne announced changes to Entrepreneurs' Relief (ER) that are effective immediately, designed to prevent its abuse. ER reduces the rate of Capital Gains Tax to 10% when the qualifying conditions are met.

With so many of these changes only taking effect from 2016 and future years, everything could change again depending on the results of the election.

If any of these changes affect you, or you require any tax advice, please contact us.

Daniel Grainge, Tax Partner, Tel: 01403 253 282



## Facebook for grown-ups!

As the social media climate grows and its user base increases, businesses are recognising the importance of social media platforms. Building a social media presence correctly can be one of the best marketing tools to hand, but are you reaching the right people?

Let's look at the facts. For example; Facebook boasts the most online users with 1.32 billion using the social networking site. While many would associate Facebook predominantly with youngsters, research shows that 35-54 year olds make up 31.1% of the user base making them the capital audience on Facebook. Its lowest age demographic is those between 13-17 who make up only 5.4% of the user base and count as only 9.8 million users in comparison to the 56 million people

who connect via Facebook between the 35-54 age brackets.

If we focus on the more dominant and influential networking sites, we are looking at Facebook, Twitter, Instagram, LinkedIn, Pinterest and YouTube. It's important to recognise that the age demographic of the predominant users for each platform vary.

Instagram is a photo sharing network which appeals to on the most-part to the younger generation with 18-29 year olds making up 37% of the user base while 50-64 year olds compose only 6%. The photo sharing network is a creative, visual podium which has grown 50% in 9 months and is now bigger than Twitter. Statistics show that there are now

300 million Instagrammers, sharing more than 70 million photos and videos each day and getting 50 times more engagement than Twitter. While Pinterest's users are 80% female, statistics show that YouTube, although popular across both genders, is accessed more by men.

Keeping in mind the rapid movement of social media, ask yourself what you are trying to achieve and who is your target market. Once you've answered those questions you can decipher exactly what platforms will help achieve those goals but always keep on the ball.

If you need help with your social media please contact us at [info@mediawordwaves.com](mailto:info@mediawordwaves.com) or visit [www.mediawordwaves.com](http://www.mediawordwaves.com)

## Imrich Berta of Happy Go Sushi wins Young Start-up Talent prize fund

Lingfield Park was home to Gatwick's 2015 Young Start-up Talent final where it was revealed that Imrich Berta with his business 'Happy Go Sushi', a student from Central Sussex College was the winner of this year's prize fund. Imrich is hoping to make a success of his Sushi Home Delivery business having noticed a gap in the local market.

During the evening each of the young entrepreneurs liaised with the 200 local business professionals and sponsors who attended the event whilst they promoted their businesses and presented their own assembled stands.

Behind the judging panel this year were leading business professionals and judges, Daryl Gayler - Director for RBS in the South East, Matt Tyson - Richard Place Dobson, Jane McGill - Talent Management - British Airways,

Lorraine Nugent - MD at Media Word Waves and co-founder of Young Start-up Talent, Peter Hitchcock - VP at Thales Crawley, Matt Turner - MD at Creative Pod and co-founder of Young Start-up Talent, Gary Shipton - Editor in Chief of West Sussex County Times Group and Penina Shepherd - MD at Acumen Business Law.

The judges and sponsors were thoroughly impressed with the 2015 finalists where Daryl Gayler of RBS said "There was a hairs width between our five finalists this year".

Ben Towers of Towers Design - 16 year old and multi award winning young entrepreneur was a guest speaker at the event along with Michael Ibbitson of Gatwick Airport and he commented that "Young Start-Up Talent gives forward thinking young people the chance to take the next step into business."



Penina Shepherd of Acumen Business Law further commented on the winner saying, "Imrich has well and truly converted me into a Sushi lover and I wish all the finalists success for the future."

To find out more about the initiative visit [www.youngstartuptalent.co.uk](http://www.youngstartuptalent.co.uk)

## KPMG launches Enterprise offering for UK's army of small and medium businesses

An integral part of KPMG Enterprise is KPMG's Small Business Accounting service, which combines cutting-edge digital technology with KPMG's wealth of expertise to provide select online accounting and tax services, including accounts preparation, bookkeeping, payroll, VAT and corporate tax returns - to small and start up enterprises via the cloud. The service will also offer access to one-to-one advice from KPMG experts, with fees starting from as little as £150 per month.

A recent KPMG/YouGov survey suggests while awareness amongst SMEs of the

plethora of Government-led initiatives such as the Funding for Lending scheme, Business Growth Fund and Seed Enterprise Investment Scheme (SEIS) is high, a surprising 71% of SMEs have not made use of these resources.

David Bywater, head of KPMG in the South East, said: "Our region is an exciting place to be and we want to be the clear choice for all privately-owned businesses both locally and nationally, from formation through every stage of their development and growth.

"KPMG Enterprise makes our knowledge

and expertise accessible to smaller businesses. The SME sector is the growth engine of the UK economy and we want to support early stage and smaller businesses that previously may have believed our services were out of their reach. We can now give hundreds of thousands of small businesses access to KPMG know-how at affordable rates."

For more information, including details of our 60 day free trial, visit [www.kpmgenterprise.co.uk/tcn](http://www.kpmgenterprise.co.uk/tcn), or contact [kerry.mckeown@kpmg.co.uk](mailto:kerry.mckeown@kpmg.co.uk) or [stuart.crane@kpmg.co.uk](mailto:stuart.crane@kpmg.co.uk)

# Cophall Parking Gatwick is 30 years old!

Lots of things have changed since our humble beginnings thirty years ago, just a couple of us in a little wooden office, with one minibus doing all the work and no computers or mobile phones! We are extremely proud to say that we have customers out there that would remember this and are still using us for their parking today!

In 2015 we are a very different Cophall Parking with a fleet of seven brand new minibuses, some fifty amazing employees, and a very slick operation transporting our customers to the airport quickly & content in the knowledge their car is safe and secure 24 hours a day in our Park Mark accredited carpark.

What is so important to us is still the same today 30 years on – delivering exceptional customer service at affordable prices. Our team works hard to ensure that each and



every customer can say they parked their car with a smile!

And of course, we are still run by the same family – just a different generation!

Come & experience for yourself on your next business trip or family holiday. We offer Park & Ride or try our Meet & Greet service direct at the airport, we are a Gatwick Airport Approved Operator for both services.

As a thank you to the GDB for all the support it offers – GDB members can receive 15% discount in 2015, simply register & apply code DIAMOND & let us make you smile!

Find out more at [www.cophallparking.co.uk](http://www.cophallparking.co.uk) or speak to one of our friendly team on 01342 712779 we are open 24 hours a day, 7 days a week

## A law unto themselves

ACUMEN BUSINESS LAW has taken Sussex by storm with their watchwords of innovation, revolution and accessibility.

The opening of a second office in the Gatwick Diamond area last July, with a characteristically marvellous launch party still talked about today, as the first, and currently the only, law firm in the Manor Royal business district.

February 2015 saw the launch of the ACUMEN BUSINESS ACADEMY, a high-level platform for business & legal training sessions to the Gatwick Business Community. Training is delivered in all business specialisms by business experts with a proven record of expertise for business.

Recognising that so many businesses have a need for regular, accessible legal advice, the Penina's Perspective series of 3-4 minute video blogs were created, full of useful, legal business tips. These were launched via Penina's own site [www.penina.biz](http://www.penina.biz), which capitalises on the strength of the Acumen founder's personal brand and a long history of successful offerings to the wider business community.

Next in their busy diary on the 3rd June 2015 at the Grand in Brighton is the highly respected ACUMEN BUSINESS CONVENTION; an event which has since taken a deservedly central place on the business scene in the South East. The 2015

Convention will have Sir Tim Smit (Founder of Eden Project), Jo Fairley (Founder of Green & Blacks Chocolate) and Darren Shirlaw (CEO of the international business coaching company Shirlaws) combined with interactive seminars, networking with top decision makers – all served up with the 'Acumen magic touch' and 'wow factors' throughout the day.

As their website says, you'll be glad they're on your side!

[www.acumenbusinesslaw.co.uk](http://www.acumenbusinesslaw.co.uk)  
08458 678 978

## Growing confidence brings new opportunities and challenges for Sussex employers

**Helen Kirk Brown, Director at Hays:**

The growing economy is bringing new opportunities for Sussex employers, but also new challenges to attract and retain the skilled individuals they need, as 70% plan to increase headcount in the next year.

Within construction, for example, the boom in house building and the commencement of some major projects have led to a demand for a range of construction professionals. Coupled with the loss of some individuals to the profession during the recession, this is

highlighting the issue of skill shortages even further and leading to substantial pay rises.

According to our latest analysis of job placements, while salaries have risen across the UK by an average of 1.8%, some professionals in Sussex have seen increases over 10%. Some of the greatest salary increases have been in the construction, commercial, IT and finance sectors with a number of roles in seeing over 10% pay rises.

This is not just limited to these niche areas, jobseekers across the board often

have the pick of two or three jobs, get snapped up quickly by employers and often receive a counter offer from their current employer, which can push their salary up even further.

Employees rarely move for salary alone but it is an important consideration and employers need to look at what they can offer in order to attract and retain employees in this competitive environment.

To access Hays UK Salary and Recruiting Trends 2015 <http://salaryguide.hays.co.uk>

## BMW i8 - Car of the Year 2015

BMW's multi-award winning plug-in hybrid sports car, the i8, has been crowned UK Car of the Year for 2015. Having fought off stiff competition to the title of Performance Car of the Year, the four-seat technological tour de force also won the overall vote. The win heralds back to back wins for BMW and its 'i' car programme as the BMW i3 was awarded UK Car of the Year in 2014. The BMW i8 was also recently named as Top Gear Car of the year.

Launched in 2014, the UK Car of the Year Awards are judged by 27 of Britain's most-read motoring journalists. Each judge uses their expertise to pick out the top performer in 12 vehicle categories, before deciding the overall winner from their favourites in each class.

The UK has quickly become Europe's biggest market for i8 sales with 450 registrations so far. There is currently a 9 month waiting list for car. The sister BMW i3 is also a sales success with the 1,860 car sold in the UK since its November 2013 launch.

Graeme Grieve, BMW UK CEO, commented:



"The BMW i8 is the culmination of many years of investment, hard work and commitment to creating the world's most progressive sports car. With our first two BMW i vehicles – the i3 and i8 – being named consecutive UK Car of the Year winners, our technology

strategy is being recognised as truly game changing for the car industry."

For more information on the BMW i range, contact your local Vines of Gatwick Development manager on 0845 6732211.

## Gatwick Group – New Addition Hiab

Gatwick Group is extremely pleased to introduce a new addition to their fleet, the Hiab XS088.

This truck was custom built with a 1 ton tail lift and a crane which can lift up to 2 ton. It was designed at a height of 2.9m so it could have easy access through low and confined areas such as the IAB ramp at Gatwick Airport when making deliveries or conducting installations.

Another speciality feature is its fully retractable curtain sider which allows protection of materials throughout transportation.

An open day was hosted in March at the Contractor Support Centre, Gatwick

Airport to showcase this vehicle. The opportunity allowed many current and new faces to come along, see and learn all about it. Since this, the small truck has already debuted in various jobs around the Airport and can't wait to get stuck into some more.

Gatwick Group are a specialist Lifting, Transportation and Logistics company based at the edge of Gatwick Airport providing a range of integrated services to numerous industries.



For further information please get in touch with Gatwick Group on (01293) 824777 or visit [www.gatwickgroup.com](http://www.gatwickgroup.com)

## New buses for Horsham, Crawley Manor Royal and Gatwick

Local bus operator Metrobus is launching new buses that will cut emissions and improve passenger experience. They are running on Gatwick Direct route 200 which serves Horsham, North Heath, Roffey, Bewbush, Gossops Green, Ifield, Langley Green, Manor Royal and Gatwick Airport.

The new fleet comes from a £½ million investment to deliver additional comfort

and features to passengers whilst providing environmentally conscious buses on the route. Designed and built in Britain, the new buses are powered by Euro 6 engines aimed at ultra-low emissions.

With improved seating for added comfort, free Wi-Fi on every bus and next stop information with regular updates, the enhancements for Gatwick Direct route

will provide users with an even better service than before.

Nick Hill, Metrobus' Head of Commercial Development said, 'We are delighted to roll out these shiny new buses on Gatwick Direct route 200, which feature extensive route branding and are among the first to feature our new brighter livery.'



# Hungry workforce fed gourmet-style 24/7 by Business Award-Winner

Keith Pordum saw the potential for a UK-wide "shop and drop" frozen food service long before Tesco invented the phrase. Within 12 months of launching Bon Appetit Gourmet Foods in 1995 he'd built a £9million business listed on the Alternative Investment Market.

But it was Bon Appetit Hot Food Vending, based in Crawley, which took the concept of premium frozen ready-meals out of the kitchen and on to the factory floor, rolling out an army of "little tasty food outlets" that combined a vending machine and bar code reader microwave in one virtual 24/7 canteen.

"It all started when one of my doorstep delivery clients commented that she wished her husband could have the same quality food at work – he was on shifts and didn't have access to a canteen at night. That got me thinking," says Keith, who was named Business Person of the Year at the Gatwick Diamond Business Awards 2015.

The Award recognizes not just Keith's corporate achievement, but also his work locally with Young Enterprise and business network groups, including Gatwick Diamond Business and Manor Royal Business District.



"Catering and facilities managers love us because we are the only hot food vending service cooking from frozen, which means there is zero waste. Inevitably with chilled or ambient products some of it ends up in the bin," says Keith, whose upmarket Bon Appetit spin-off Spencers, supplying dinner-party quality dishes to 30,000 cash-rich, time poor households in the South East, has helped raise the bar for frozen food. Even the BBC has a machine.

"All our product development is done in house. We're passionate about taste and we continually refresh the offer – for instance, this summer we are introducing

a new range of pastry slices with popular fillings such as peppered steak and pepperoni pizza." says Keith.

And having worked out how to satisfy demand here for tasty hot meals, 40% of which are healthier choices, Hot Food Vending is now biting an even bigger chunk out of the global market by launching its first licence in Australia and New Zealand.

"Our aim is to double the size of the UK business within the next two years," says Keith. "When it comes to the number of potential clients out there looking for a low-cost, no-fuss 24/7 hot food service we've really only just scratched the surface."

## LoveLocalJobs.com Judged to be among UK's Best Jobs Boards

LoveLocalJobs.com has been shortlisted for a leading national award.

The company, which started life as BrightonandHoveJobs.com in 2010, has beaten off competition from national and multi-national organisations to be in the running for the Best Jobs/Careers Board award.

The shortlist for the 2015 Recruiter Awards for Excellence is judged by industry, profession and financial experts and it is the first time that LoveLocalJobs.com has entered.

LoveLocalJobs.com has grown from one Brighton-based jobs board into a family of regional job boards. These include BrightonandHoveJobs.com, GatwickDiamondJobs.com, CoastalWestSussexJobs.com, 1066Jobs.com, LoveEastbourneJobs.com. LoveCroydonJobs.com is soon to be launched.

The company was founded by Gary Peters, who initially launched it as a hobby. He is delighted to have LoveLocalJobs.com recognised as one of the best jobs boards in the country.

He said: "We are extremely proud of all of our jobs boards and the career platforms we have developed for young people in the areas we cover. The team works very hard to enable local businesses and employers to connect with the local job market so we are absolutely thrilled to have been nominated."

In addition to the jobs boards LoveLocalJobs.com also offers bespoke recruitment services and works with schools and colleges across the south to create career advice resources to help young people understand and access the workplace.

For more information, please visit [www.lovelocaljobs.com](http://www.lovelocaljobs.com)

## Pitch to Rich

You may have seen the extensive publicity and billboards for Virgin Media Business's 'Pitch to Rich' competition, inviting start ups, new and growing businesses to submit a 90 seconds video pitch outlining how their business would benefit from winning one of the prizes on offer.

Well, gdb's very own 'Businessperson of the Year', Keith Pordum, is entering his Bon Appetit hot food vending business under the growing business category in an effort to win the £250k first prize. To qualify to go through to the next round of the competition requires each entrant to collect as many 'votes' for their online entry.

Keith asks that you go to [www.pitchtorich.co.uk](http://www.pitchtorich.co.uk) and view his 'hotfoodvending by bon appetit' video (search for under category 'grow' and location 'west sussex') and please vote for it if you feel it deserves your support. Thank you.

## Brokers bring 40 years experience to Bennett Christmas

Friends and colleagues Andy Smith and Simon Harris have both underwritten their future with a move to a new employer after almost 30 years combined service at their previous company.

The friends, who recently joined the commercial division of Bennett Christmas Insurance Brokers in Burgess Hill, West Sussex, both spent a long period of their careers with the then family-owned brokerage DF Edmonds & Co, which later became Brighton Insurance Group.

When Andy left Brighton Insurance Group to become senior commercial account executive at Bennett Christmas, it wasn't long before Simon followed as senior commercial account handler - bringing with them a combined total of 40 years of industry experience.

Andy, who lives in Hurstpierpoint, describes Bennett Christmas as a 'close-knit' team. "It's a well-run insurance brokerage with traditional values of service – a family business, but forward-thinking," he says.

Simon, who still lives in Brighton, was also impressed by the firm's local ethos. "It's how I like to work," he adds.

Mark Bennett, Bennett Christmas CEO, said: "Andy and Simon are clearly both team players and we're delighted to welcome them on board at an exciting time for Bennett Christmas as we expand both our brokerage and underwriting divisions."

## Kreston Reeves appoints new Head of Corporate Tax

Kreston Reeves is delighted to announce that international tax structuring expert Brian Mulholland has joined the Firm, to lead the firm's growing tax advisory offering.

Brian has considerable UK and international experience providing integrated cross-border tax offerings to entrepreneurial businesses and their shareholders, providing clients with the right structure for the development of their business and for any future liquidity events.

Clive Stevens, Executive Chairman and Head of Tax for Kreston Reeves comments, "Having worked for Big Four and mid tier accountancy firms in both the UK and overseas, Brian brings invaluable expertise to lead this aspect of our practice for growing business. We are seeing an increase in demand for tax advisory work not only from clients in the UK but also overseas. Brian's experience in dealing with inbound and outbound investment, both to and from the UK, is very appropriate given what we are seeing from clients".

Brian comments, "I am delighted to be joining a forward thinking practice that is committed to working with entrepreneurs and their companies. I believe we will be able to offer a quality of tax advice and support commensurate with that normally seen from the very large accounting firms, but with a more personal and client friendly approach.

In addition to my UK and international tax work, my experience in working in the technology, retail, property, media and telecommunications sectors will build on Kreston Reeves' focus in these areas".

## Matthew Tyson

Richard Place Dobson chartered accountants are delighted to announce that Director, Matthew Tyson is the newly appointed treasurer of Gatwick Diamond Business.

Matthew shall be taking over from David Montgomery who has been at the helm of the finances for the last 14 years. GDB are the voice of business in the Gatwick region including lobbying, networking and the infamous Gatwick Diamond Business Awards.

Matthew will be driving the business forward and outlining the organisations business plan with CEO Jeremy Taylor. Jeremy commented "I am delighted to have Matthew on board as Treasurer. He brings a wealth of knowledge

and experience - I'm looking forward to working with him."

Richard Place Dobson are based in Crawley and have been in business for over 100 years. They work with a multitude of start ups, SMEs and corporates along with their in house specialist tax and charities teams. "It is a real honour to be the treasurer for GDB. They are a highly respected organisation and I look forward to working with them in the coming years." Commented Matthew Tyson.

For further information please visit [www.placedobson.co.uk](http://www.placedobson.co.uk)

## Rawlison Butler appoints Tim Salmon as Chief Operating Officer

Rawlison Butler is pleased to announce that Tim Salmon has joined the firm as Chief Operating Officer.

Tim is a Chartered Accountant, who comes to the firm with a strong background in law firm finance & management. Tim spent 20 years at Arthur Andersen as an auditor and then as CFO, and, more recently, has been COO and Finance Director of a number of law firms, including Reed Smith Richards Butler and McGrigors, where he both managed the back-office and business support functions and developed new offices and locations.

Tim has also been a prep school Governor and Chair of its Finance and General Purposes Committee and is Treasurer of his local church in Surrey.

Tim takes over from Dennis Emson, who will be leaving the firm at the end of March, after 27 years at Rawlison Butler.

Clive Lee, Managing Partner of Rawlison Butler: "We are delighted to welcome Tim to the firm and feel his experience, drive and positive attitude will be an excellent fit with Rawlison Butler's City-quality service and growth ambitions for the future."

Tim Salmon commented: "It's a great time to be joining the firm, which has a real focus on delivering excellent client service through motivated professional people and where the business support functions are recognised as making a real difference."

## Gatwick Health Management

Gatwick Health Management is an independent Occupational Health Provider based in Crawley, West Sussex. We provide outsourced occupational health services to a wide range of clients to help minimise the impacts of health risks to the business in such areas as:

Complying with the Equality Act; identifying work-related disease at the earliest point, to facilitate early intervention and treatment; advising on preventing and minimising work-related illness; complying with health surveillance, assessing fitness for work during and after illness.

### These measures can help:

1. Increase profit and productivity.
2. Reduce risk and cost of litigation.
3. Improve staff attendance and retention by reducing staff turnover.
4. Enable employers to ensure that prospective employees are likely to be fit to perform their role.

### Services we provide:

- Pre-employment health assessments
- Sickness absence case management
- Health surveillance
- Independent medical assessments
- General medical check-ups
- Flu & Travel Advice / vaccinations
- Aviation medicals
- Hand & Arm Vibration Assessment

Whether you're looking to secure a long-term occupational health contract or simply a one-off service please contact Gatwick Health Management on 0800 4334 599 or visit our website on: [www.gatwickhealthmanagement.co.uk](http://www.gatwickhealthmanagement.co.uk)



## Presenting Powerfully for Profit

Presenting is a very effective way of getting your message across. Whether it's a 'Tell' and/or 'Sell' event, being able to engage with your audience and have them do what you want is fundamental.

Establishing your credibility and positioning yourself as the 'go to' expert in your field is an essential skill for any business owner and entrepreneur.

It's not enough to have the subject knowledge or even the experience however valuable it might be. If other people can't access it and don't see the benefits of listening to you, everything goes nowhere.

There are some major considerations to creating and delivering a powerful presentation:

1. Knowing why you are speaking, what you want to achieve and what you want your audience to do
2. Knowing the Why, What and How, and understanding and dealing with potential objections
3. Connecting with your audience immediately: generating high interest and establishing credibility/authority for you
4. Delivering your content to maximum effect in a memorable way to achieve your objectives
5. Being able to stand out from the crowd as a unique presenter/speaker



### Special Offer

As a professional speaker myself and a mentor with the Professional Speakers Academy I am able to coach people into becoming great speakers and presenters.

I am offering a day's training to GDB members on this most valuable of skills. You will:

- Discover the 5 key essentials of successful presentations that are not covered by other training programmes
- Understand what your audience must have if you want them to engage with you and take action
- Feel far more confident as a presenter/public speaker

Simon Drury - Art of Reinvention  
Email - [simon@artofreinvention.co.uk](mailto:simon@artofreinvention.co.uk)  
Tel - 01342 718454  
Mob - 07919 536939

## Training the bright minds of the future

Richard Place Dobson, one of the leading Chartered Accountants and Business Advisors in Sussex welcomes the newest addition to their Trainee Programme, Alex Kipp.

Alex has joined the Trainee Programme after completing an AAT course at Northbook College, Worthing. Whilst at Richard Place Dobson, Alex will move through every aspect of the business, gaining hands on experience with SMEs, auditing, accounting, bookkeeping and tax computations.

Alex is the latest of many successful candidates in the firm's 108 year history, with previous trainees including George Fisher, Londy Tang and Matthew Tyson. George came on board in 2012 after taking part in the Young Start Up Talent competition, a community based project which helps young entrepreneurs build their own business. Matthew Tyson is now a Tax Director at Richard Place Dobson, at the time, the sixth youngest Chartered Accountant to be made a Director in the UK.



Darren Harding, Director at Richard Place Dobson says 'We have had a fantastic success rate with candidates entering our Trainee Programme over the last ten years. Our reputation has been built on our integrity and strong business partnerships whilst nurturing and sustaining positive, robust long-term relationships. Training our team is crucial to our company's success, and therefore we employ personalities that fit our mindset and help nurture their career.'

The company have recently undergone an internal restructure to service customers more efficiently and are always looking for talented people to join their training programme.



## Crawley Food Collective

Crawley Food Collective collects and redistributes food to local charities which provide services to Crawley's most disadvantaged. Some of these charities work with the elderly, others with families or with young people at risk of exclusion.

If your business wants to develop its corporate social responsibility agenda, Crawley Food Collective has the expertise to support you through the process and, by supporting one charity, ensure your

contribution reaches many more. We are available to come into team meetings to discuss how your business can really make a difference.

Local businesses can provide support in a variety of ways: By donating food parcels, participating in team challenges to raise funds or food, or by providing pro bono / in-kind support. For further information please contact David Clay on 01293 657158 or at [david.clay@crawleycvs.org](mailto:david.clay@crawleycvs.org)

## Permanent Solutions Direct

The lovely ladies at Permanent Solutions Direct like a challenge, as you may remember from Lisa's epic nonstop drive from Manor Royal to Milan last April... dressed in full Abba costume!

Now they have committed to walking 13 miles through the night of the 27th June 2015 in memory of Lisa's Mum who passed away in February of this year after her battle with Sarcoma, a rare and aggressive form of cancer.

Rita's final days were spent in the wonderful care of St Catherine's Hospice in Crawley. Lisa and all the family were overwhelmed by the level of kindness, care and support shown by all at St Catherine's; not only to Rita but to all of them at this difficult time.

Their team is aptly named Rita's Ramblers and they will be enthusiastically embracing the carnival fancy dress theme. (Watch this space for photographic evidence!)

As part of their fund raising efforts the team are hosting a quiz night on Thursday 21st May at Copthorne Village Golf Club, which promises to be a night full of fun and frivolity! If you would like join us and enter a team please contact [I.jarvis@permanentsolutionsdirect.co.uk](mailto:I.jarvis@permanentsolutionsdirect.co.uk) or call 01342 710630 to book your place.

They would be grateful for any support you can offer. Donations can be made to their Justgiving page at [www.justgiving.com/Emma-Packer1/](http://www.justgiving.com/Emma-Packer1/) or if you are able to supply a prize for the raffle or as an auction item the team would be extremely grateful.



## Chestnut Tree House held their 2nd Business awards in March

Chestnut Tree House held their 2nd Business awards in March. The aim of the awards was to recognise and reward the Sussex businesses and individual employees who have supported Chestnut Tree House over the years in lots of different ways. Winners of the awards were announced at a sparkling ceremony at South Lodge Hotel and hosted by Olympic gold medalist Sally Gunnell OBE, and Juice 107.2's Ambrose Harcourt. Winners of the awards from GDB were - Fundraising Team of the Year - Gatwick Airport, Outstanding SME - ILG, Outstanding Voluntary Project - HSBC and Outstanding Long Term Supporter - Technetix. The sponsors of the awards from GDB were Creative Pod, Crawley Town Football Club, South Lodge and Prestige Promotional Products.

Hugh Lowson, Chief Executive of Chestnut Tree House said, "The awards are a great

opportunity to say thank you to the companies across East and West Sussex who have raised thousands of pounds in such wonderful and innovative ways. Their great resourcefulness and fundraising means that we can make a real difference to local children with life-shortening illnesses and their families. We need to raise £6,850 per day to provide all our care services, at the hospice and out in the community across Sussex, and with less than 8% of our funding coming from central government, we are reliant on the generosity of local businesses and individuals to continue providing this vital service."

If you would like to find out how your business could get involved in supporting Chestnut Tree House children's hospice, please contact Terrina Barnes, Corporate Fundraiser on 01903 871846 or email [corporate@chestnut-tree-house.org.uk](mailto:corporate@chestnut-tree-house.org.uk)



## Dame Vera Lynn Trust has a Spring in their Step

The Spring ball held on March 21st at the Felbridge Hotel and Spa in East Grinstead proved an event not to be missed. With laughter filling the room through the hysterical comments of Christopher Biggins as Auctioneer the guests could not help but cry with laughter. With Auction such as Sunday lunch for 4 on a private island in the Port Solent compliments of Amazing Venues, there were certainly some tasty treats on offer. If that didn't suit you then tickets to see and meet Peter Andre in concert were also quite a highlight on the night.

Catherine Bristow, Events Fundraiser commented "it was simply an amazing night, the gumption and enthusiasm of our guests was phenomenal. I am truly humbled by the support we have received and the generosity of our guests. The moment CJ Mortimer, a parent of one of the children who attends the school, shared her story on stage you could hear a pin drop. It was truly emotional and inspiring and once she had finished her speech there was not one person sitting in their seat. The standing ovation really said it all.

Steven Lane, Chief Executive Officer of the Dame Vera Lynn Trust commented "I am thrilled with the results of our Spring ball, this event has raised £10,500 and once again the Dame Vera Lynn Trust has organised another "NOT TO BE MISSED" night. Huge thanks to all our supporters who attended the evening and we're now working to make next year's Ball the place to be!"

To ensure you don't miss out next year, why not register your interest with the Dame Vera Lynn Trust so you too can experience a unique evening to remember. Simply contact [Catherine.bristow@dvltrust.org.uk](mailto:Catherine.bristow@dvltrust.org.uk) or call 01403 780444.



## Kreston Reeves does Countdown

Recently the Gatwick office of Kreston Reeves transformed two of its meeting rooms at Griffin House, Crawley into a mock TV studio as it played host to the pilot episode of Kreston Reeves does Countdown!

It was planned, prepared and organised along the lines of the popular TV series, probably more in line with the 10 Cats version than the original. Their Dictionary Corner always beat the teams (possibly with a little help from an anagram solver)! Another member of staff ably took care of the vowels, consonants and sums, whilst Paul Roe did his best to find suitable comments in his role chairing the fun.

Two teams faced off in the battle for honour, glory, and of course, the Kreston Reeves Countdown Winners' Teapot. It was Team Partner (Allan Pinner and Martin Neve) vs.

Team Tax (David Noakes and Charlie Lawson – who bravely stepped in at the last minute!) At some points, it was even both teams vs. the audience!

Undertaken as a fun fundraiser on behalf of their charity this year, Crawley Open House, despite purchasing two extra consonants for themselves in the course of the game (and the presence of Allan's distracting duck mascot...) Team Partner were defeated by Team Tax by a final score of 59 points to 27 – closely followed by the audience who managed a very creditable score 17 points of their own from their contribution in only 2 out of the 10 rounds!

Although the format of the show had been previously unfamiliar to many of the participants, a fun evening was had by all and a decent three figure amount raised.

## Life Saving Charity's Silver Service

Redhill-based Kent, Surrey & Sussex Air Ambulance is appealing to Gatwick Diamond Businesses to get on board and support the charity as it celebrates its special Silver Jubilee.

There are so many ways members can work with the air ambulance and make a huge difference to those people who need its life-saving service, from Charity of the Year partnerships to give as you earn in the workplace, sponsorship and providing gifts in kind.

The air ambulance relies almost entirely on public donations so corporate support is vital to help raise the £6.5million-a-year which is needed to provide the service.

The charity helicopter remains the only one of its kind in the UK to provide a full 24-hour service including blood transfusions which can now be carried out at scene, saving even more lives.

Corporate teams can support the charity by entering this year's Double 100 Cycle Challenge on September 27th – a 100-mile, 100km or 25-mile bike ride which starts and finishes at the helicopter base at Redhill Aerodrome.

### Kent Surrey Sussex



### Air Ambulance

A charity saving lives for



Registered Charity No. 1021367

To register go to [www.kssairambulance.org.uk/involved/Double100](http://www.kssairambulance.org.uk/involved/Double100) or for more information call Julie Clare on 01622 833833, or email [juliec@kssairambulance.org.uk](mailto:juliec@kssairambulance.org.uk)

GDB member Nutfield Priory is supporting the air ambulance in its 25th anniversary year by kindly donating a weekend break and an afternoon tea for two as auction prizes.

There is also a raffle to win a brand new Mini worth £15,000 and tickets can be bought online at [www.raffle.me.uk](http://www.raffle.me.uk).



## Kreston Reeves shortlisted for prestigious Tax Award!

Kreston Reeves, one of the leading accountancy and financial services firms located across London and the South East, are delighted to announce that they have been shortlisted in the prestigious Lexis Nexis Taxation Awards 2015 for the 'Best Tax Practice in a Regional Firm' category.

This is not the first time that Kreston Reeves' exceptional tax expertise has gained national recognition at these awards. In 2011, the Tax team were finalists in the 'Best Tax Team in a Large Firm' category and the team achieved success in both the 'Large

firm' and 'International tax team' categories in 2009. They were also voted Best tax team in the UK in the medium sized category in 2004 and emerged victorious in the large firm category in 2005.

Clive Stevens, Executive Chairman and Head of Taxation at Kreston Reeves, commented; "We are delighted our tax team has been recognised in these awards again. Providing clients with the highest quality service is our core value and I would like to take this opportunity to thank all of our employees for their dedication and commitment to



our clients. Testimonials from clients were provided as part of the judging process so we are particularly proud to have been shortlisted in this award."

## Air Transport World's Awards

Alan Crawford of L3 Flight Simulation was presented with the Air Transport World's (ATW) Award for 'Aviation Technology Achievement' for the modular capability of the RealitySeven simulator at ATW's gala dinner held in Washington DC.

The ATW awards are among the most coveted in the airline industry, and nominees for the Technology Achievement Award are organisations that have demonstrated innovation and follow-through in the application of a new technology or system that has enhanced their operational, financial and/or market share performance. Examples of technology fields include aircraft, avionics,

air traffic control, maintenance, simulation, computer systems, customer-interface systems, in-flight entertainment systems, fuel efficiency and eco-aviation systems.

During the day, we were also presented with an Advertising Award in the 'Training' category for our ad creative that ran in the February 2014 edition of ATW. This award is decided following independent analysis by SIGNET who poll ATW's audience for perception on both print and online ads which have run over a twelve month period.

We also made it onto the Corporate L-3 Facebook site on Thursday 26th February, with the following post:

"We're proud to announce that Air Transport World (ATW) has named L-3 the winner of its 2015 Aviation Technology Achievement Award based on its criteria of outstanding performance, innovation and superior service. The accolade was awarded yesterday at ATW's annual Airline Industry Achievement Awards."

There was a wonderful atmosphere at the awards with the audience including CEO's from airlines and industry leading representations from airports, alliances and companies around the world.

## A gift of an award for Crawley restaurant

After enjoying a three-course meal in the fine dining restaurant last week, an AA inspector deemed the food worthy of this acclaimed award.

Only 10% of restaurants nationwide are of a standard that is of one rosette and above. And within Crawley, The Grill is currently the only restaurant to have an AA Rosette.

"This is a fantastic result, and something we have been working towards for a while," said head chef, Tony Staples. "There are five new chefs in the kitchen, and this is a credit to them and all on the team, who are working so well together to produce quality food of a high standard."

The long-established AA Rosette Scheme awards one rosette to restaurants which "achieve standards that stand out in their local area" and "serve food prepared with



care, understanding and skill, using good quality ingredients."

The dish that clinched the AA Inspector's vote was 'Pan-Fried Cod Fillet with Peas à la Francais and Fondant Potatoes'. The Grill

prides itself on sourcing as much produce from Sussex, Kent and Surrey, wherever possible.

For more information, visit [www.thegrill-crawley.co.uk](http://www.thegrill-crawley.co.uk)



## Apprenticeships are Good for Business

The business community that supports Apprenticeships in the workplace continues to grow; which is reflected in the number of local businesses now welcoming Apprentices to their workforce.

Did you know that Apprentices can be new or current employees?

With the range of Apprenticeships now on offer at East Surrey College you are able to tailor the Apprenticeship to your individual business needs. All business areas can be covered; such as Social Media & Marketing, Management, Business Administration, Accounting, IT, Construction, Motor Vehicle or Barbering & Hairdressing – with many more on offer.

If you are considering how an Apprentice could support your business, and would like to have an informal chat about the opportunities that this offers then contact

the Employer Services team at East Surrey College, Redhill. They will be more than happy to guide you through the process and support you along the way.

For those of you that have already tapped in to the potential of Apprenticeships the Health and Safety Executive (HSE) working with the National Apprenticeship Service are setting up new Free Health and Safety Support to businesses that recruit apprentices in certain areas. The support is centred on specific industrial areas to help improve health and safety in the workplace.

For further information about the scheme, or to see if your business could benefit from this support or from hiring an apprentice, please email the Employer Services team at East Surrey College in Redhill on [employerservices@esc.ac.uk](mailto:employerservices@esc.ac.uk) or contact them by telephone 01737 788316.

## Local jobs board creates new opportunities for employers and employees

Recruiting apprentices and graduates just got a whole lot easier for local business thanks to new initiatives developed by a jobs board specialising in local employment opportunities.

LoveLocalJobs.com has launched two new services, namely an apprenticeship matching scheme and a graduate recruitment service. The apprenticeship scheme aims to help young people in the south east into rewarding careers. Believed to be the first of its kind, the project focusses on creating work placement opportunities for apprentices within local companies.

Gary Peters, LoveLocalJobs.com's Founder, has long been an advocate of apprenticeships. He commented: "The rising cost of university means that more and more young people are looking at alternative career paths and apprenticeships can open doors to professions in almost anything from accounting to digital marketing.

"Any organisation can offer an apprentice scheme and there is government funding available to help with the costs. However, there is simply not enough awareness among businesses as to how apprenticeships work, so the result is that the supply of work placements doesn't meet the demand.

"We provide the missing link between the colleges and employers. We engage with local businesses to identify opportunities

and help them to access government funding to set up an apprenticeship scheme. We will then place an appropriate apprentice who has the requisite skills, motivation and interest to learn the business," said Gary.

Former apprentice, Sam Terry, has been hired to sell the benefits of apprentices to businesses. He said: "The benefit for employers is the opportunity to mould a young person into their ideal employee, without the commitment of a large salary or long contract."

LoveLocalJobs.com's second new service is headed up by Nicky Binning, an award winning recruiter who was formerly head of recruitment at KPMG before she joined LoveLocalJobs.com last year. She is now sharing her wealth of skills, knowledge and experience to help local employers find the best available staff with a specific focus on graduates. She said: "Finding the right graduate to join your team can be a job in itself and many employers simply don't have the resources to make recruitment a priority. But having the right people is key to successful business so LoveLocalJobs.com has launched a recruitment service to help time-strapped bosses through the recruitment jungle.

"Employing the wrong person can cost a company dearly, so it's important to get it right," said Nicky.

## Top Tips for Motivating your Team: Stop Demotivating Them!

Studies show that motivational incentives don't always work and often have the opposite effect. Instead, employers would see more productivity and happier employees if they took away the demotivating factors rather than offer motivational incentives.

Here are our top tips for ensuring your staff aren't demotivated:

### 1. Don't micromanage

This is one of the top demotivators in the workplace. Employees want to feel trusted to do their job their own way. Micromanaging ensures your staff feel controlled, undervalued and untrustworthy.

### 2. Don't withhold information

Not telling your employees about changes and not letting them have a say in things that affect them can be a demotivator. Keeping things from staff will make them feel under-valued. Keeping them informed and asking their opinion will help staff feel that they matter.

### 3. Don't be too controlling

Many employers try to enforce a strict policy when it comes to working times and breaks which frustrates employees. Instead, allow your staff to be flexible and trust them to do their job at the time of day that works best for them. Getting hung up on someone being 10 minutes late will only make them feel like you don't trust them and they'll be less likely to want to work for you.

### 4. Don't make empty promises

If you say you're going to do something, make sure you do it. Nothing kills motivation like empty promises. Employees might forgive you, but they won't forget and it can destroy your relationship with staff.

### 5. Don't stop development

Employees want to feel like what they do matters. If there's no progress in the workplace and if you never take on board their ideas, creativity dwindles and autopilot sets in. Staff should be encouraged to create, learn and develop: they are not just a robot with a payslip.

We know that getting this straight will lead to a more motivated team. Talk to us about putting these ideas into practice.

Ally Maughan, People Puzzles [ally@peoplepuzzles.co.uk](mailto:ally@peoplepuzzles.co.uk)

## New LGW Route



British Airways has announced it will add Vienna to its growing portfolio of city destinations from Gatwick, with the start of a new service from September 17, 2015.

The airline will offer six flights a week to the Austrian capital on board its Airbus A320s.

The service will be British Airways' 45th short-haul route from Gatwick and create a direct link to one of Europe's most historic cities. A further seven new routes will also launch from Gatwick this summer including, Heraklion, Bodrum, Dalaman, Cagliari,

Rhodes, Funchal and Sharm El Sheikh.

Colm Lacy, Head of Commercial Gatwick, said: "Vienna is a beautiful city, perfect for

a weekend escape or a longer break, and with great flight and holiday prices, customers will be able to make the most of their time there."

The six times a week service will operate from Gatwick every day except Saturday from September 17, until the start of the winter schedule in October. British Airways also flies to Vienna from Heathrow.

## Emirates Launches Second Daily A380 To London Gatwick



Emirates has added a second daily A380 service to London Gatwick Airport – on the day it received its 60th A380 – upgrading a service previously operated by a Boeing 777 on the back of strong demand.

EK15 departs Dubai International Airport at 0800s and arrives in London Gatwick at 1230 and the outbound flight, EK16, departs Gatwick at 1425 and arrives in Dubai at 0025.

Deploying a second three-class superjumbo is not only good for Emirates, providing an additional 318 seats a day, but also raises Gatwick's profile amid ongoing discussions on whether to expand runway capacity at Heathrow or London's second airport.

Emirates' increased presence bolsters Gatwick's connectivity, historically one of its weaknesses compared with Heathrow.

Stewart Wingate, CEO, London Gatwick, said: "With the world's busiest single runway and a constant flow of passengers from London's South East, it is important that we offer travellers the best possible connections to worldwide destinations and the new Emirates A380 service allows us to do just that."

For Emirates, the capacity jump enables it to target more trade between London and West Asia, Australia, Africa, the Middle East and Far East, as well as holidaymakers, with the imminent start of the UK summer.

## Raymond Melee appointed development director as Gatwick prepares groundwork for take-off

Gatwick has appointed one of the world's most experienced airport construction project managers to prepare the groundwork and ensure construction of a new runway can start immediately, should the Government and planning authorities give it the green light.

The UK urgently needs more runway capacity and Raymond Melee will make sure not a moment is lost and Gatwick can start construction as soon as a possible after achieving the necessary permissions. If approved, a new runway at Gatwick is set to be operational by 2025 – earlier than other schemes being considered.

As Gatwick's new director of development, Raymond brings with him nearly three decades of experience building over 25 international airports across four continents, including Abu Dhabi International Airport UAE, Mumbai International Airport, India, and Singapore Changi International Airport.

Raymond will also be responsible for taking forward a £1 billion investment programme to improve the existing airport infrastructure, including a complete transformation of the North Terminal.

**Raymond Melee, Gatwick Director of Development, said:**

"The UK has been debating a new runway in the South East for decades and there is little time left for talk. More capacity is urgently needed and, from a construction perspective, Gatwick's plans are comparatively low risk and have few complex hurdles to overcome.

"Gatwick expansion is the most deliverable option and will deliver more passengers and destinations earlier, while boosting choice and competition at a fraction of the cost, complexity, and environmental impact of expansion at Heathrow.

"Give us the green light and our new runway and terminal will be operational by 2025."



Membership of Gatwick Diamond Business, brings you real opportunities to grow your network of business contacts as well as lobby those who control the region's economy.

60% of members have gained business as a direct result of joining.

**Find out how by calling 01293 440088**

#### **Baystar Energy Efficient Systems**

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

01293 851459

Building Services Provider

#### **Bibby Financial Services**

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

07912 795296

Invoice Finance Facilities

#### **Brighton Dome and Festival Ltd**

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

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

01273 260810

Cultural Event & Venue

#### **Brighton i360 Ltd**

[www.brightoni360.co.uk](http://www.brightoni360.co.uk)

03337 720 360

Visitor Attraction

#### **Dorking Halls**

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

01306 881717

Theatre, Conferences & Events

#### **Encoded Ltd**

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

0845 120 9790

Debit & Credit Card Payments

#### **HappyGoSushi**

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

07749 041295

Sushi Delivery & Catering

#### **Harwoods Jaguar Land Rover**

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

01293 404000

Jaguar Land Rover Dealership

#### **HR Insight Ltd**

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

01708 758 958

HR Consultancy & Employment Law

#### **IT Outside the Box Ltd**

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

01372 721506

IT Services

#### **KOGO Limited**

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

01342 333000

Managed Service Provider

#### **Let's Do Business**

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

0844 415 2272

Business Support

#### **Liminal Consulting**

[www.liminal-consulting.co.uk](http://www.liminal-consulting.co.uk)

01273 380683

Organisational Development, Change & Facilitation

#### **Lingfield Notre Dame School**

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

01342 832407

School & Conference Facilities

#### **Pelham House**

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

01273 488600

Hotel & Meetings

#### **Southcoast Conferences**

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

01273 643167

Conference & Meeting Venue

#### **stevensdrake solicitors**

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

01293 596900

Solicitors



"Gatwick Diamond Business networking is one of the best groups in the area for meeting and connecting with other business leaders. A great group of people to share and inspire one another. Worth investing in. I have made some great friends and contacts."

**- Nici Jupp, Talent Gateway**

"Since joining Gatwick Diamond Business in 2014 we've increased our business connections across the sector and we now reach a far wider target audience than with any previous networking organisation. There is a vast range of well attended events throughout the year which are suited to all types of business big or small. More importantly, it's an enjoyable way to be part of a very successful business community. I only wish we joined sooner."

**WS PLANNING & ARCHITECTURE**

**- Spencer Copping, WS Planning & Architecture**



t: 01293 440088

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

[twitter.com/gdbevents](https://twitter.com/gdbevents)

**Gatwick Diamond Business**

**14 Basepoint, Metcalf Way**

**Crawley RH11 7XX**





## Forthcoming events

21st May 2015

### Just Desserts

Hilton Hotel London Gatwick, RH6 0LL  
Includes selection of delicious desserts, tea and coffee  
2pm – 4pm  
£30 inc members  
£40 inc non-members

29th May 2015

### Members Meeting

Central Sussex College Crawley, RH10 1NR  
11am free seminar  
12pm – 2:30pm members meeting  
Free for members  
Guest £30 inc call 01293 440088

5th June 2015

### Networking at Ease

The Felbridge Hotel & Spa, RH19 2BH  
Includes 3 course lunch, tea and coffee  
12pm – 2:30pm  
£40 inc members  
£50 inc non-members

9th June 2015

### Pastries & Networking

Ashdown Park Hotel & Country Club, RH18 5JR  
8:30am – 10am  
Free for members

18th June 2015

### Drinks & Canapés

Hilton Hotel London Gatwick, RH6 0LL  
Includes selection of canapés, wine, beer & soft drinks  
4:00pm – 7:00pm  
£30 inc members  
£40 inc non-members

26th June 2015

### Members Meeting & AGM

Southcoast Conferences, University of Brighton, BN1 8AF  
11am AGM  
12pm – 2:30pm members meeting  
Free for members

### Booking information

E-mail or phone but please do book and don't turn up in the hope that there will be a lunch for you as you may be disappointed! And please don't think that by telling Jeremy, you'll have a place either! Where there is no price stated events are free for members to attend.

Send booking requests to  
[events@gatwickdiamondbusiness.com](mailto:events@gatwickdiamondbusiness.com)

### Bringing Guests

If you know of someone who would like to attend a members meeting, please do check with the office first. Guests are welcome to attend one meeting to see how membership can work for them, but places are limited and we do have to turn some away. The fee for a guest is £30 (which includes VAT)

### Remember!

To let us know if your plans change and you cannot attend, thanks.

## Seminars

29th May 2015:

### Auto Enrolment - Are You Ready?

**Presenter:**  
**David Carstairs, B&CE**

As smaller businesses reach their auto-enrolment staging dates throughout 2015 and beyond, David will be telling the story so far and giving an insight into the future. There'll be a chance for questions, so bring along your workplace pension queries.

## Publisher's Disclaimer

All rights reserved. The views expressed in this publication are not necessarily those of the publisher. The publisher cannot accept responsibility for any errors or omissions relating to advertising or editorial provided by other agencies or parties. No part of this publication may be reproduced without prior written consent from the publisher. No responsibility is accepted for unsolicited materials or for the return of these materials while in transit.

The Source is published by Gatwick Diamond Business

Editor: Jeremy Taylor

[jeremy@gatwickdiamondbusiness.com](mailto:jeremy@gatwickdiamondbusiness.com)

Basepoint, Crawley, RH11 7XX

# FOR THE MOVERS, SHAKERS AND DECISION-MAKERS.

## BIG BENEFITS FOR SMALL FLEETS.

If you manage a fleet of fewer than 50 company cars, our Business Partnership Programme has been designed specifically for you. The full range of MINI models are available to order, along with compelling contract hire rates and comprehensive service and maintenance packages.

To view the latest offers and for more information, contact Vines Corporate on 0845 6732211.

### VINES OF GATWICK

Stephenson Way, Three Bridges, Crawley  
West Sussex RH10 1TN



## MINI Business Partnership



Official Fuel Economy Figures for the MINI Range: Urban 27.2-72.4mpg (10.4-3.9l/100km). Extra Urban 47.9-91.1mpg (5.9-3.1l/100km). Combined 37.7-83.1mpg (7.5-3.4l/100km). CO<sub>2</sub> Emissions 175-89g/km. Figures may vary depending on driving style and conditions.



## Ever fancied your own internal marketing & creative department?

Marketing is an essential cog within any business that wants to grow. We understand that having an internal marketing department is complete luxury for any SME, yet a resource that would be extremely valuable.

Now that luxury can become a reality with Creative Pod. We become your internal marketing department looking after all of your marketing and creative requirements. Once we have developed a clear marketing objective and plan we have a monthly marketing meeting to outline all of the marketing activities that are to take place that month as well as any "house keeping" that needs to be actioned. That way we can ensure brand consistency, as well as continuing to spread your marketing messages month on month.

As your internal marketing department we can look after the following for you:

- Social Media Management
- Marketing planning
- Managing 3rd party suppliers
- Search Engine Marketing
- Exhibitions
- Company newsletters
- Creative copy writing
- Graphic design
- Business development / Telesales
- Email campaigns
- Google Pay Per Click
- Monthly mailers
- Websites
- Press releases



We can become your internal marketing department from as little as 10 hours per month. Simply turn your marketing activity up by purchasing further 10 hour blocks!

T: 01293 817228 // E: [hello@creativepod.net](mailto:hello@creativepod.net) // [www.creativepod.net](http://www.creativepod.net)