



the Source

Mar/Apr 2016 #GettingBusinessDone

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As a result, the daily news is awash with stories on the referendum and the likely impact of staying in or leaving the EU which, to me, simply generate more questions than answers (in the words of Johnny Nash).

Both sides are currently laying out what is wrong with the others' arguments and then accusing each other of scaremongering when what we need is facts.

So, my question to you is "Is membership of the EU positive or negative to your business?" Once we start to understand the issues as they affect business then we can form a valuable opinion.

One of the key issues for this year is likely to be the Referendum on EU Membership. The likelihood is we will see a vote being held in June or in the Autumn, although the latter will need to avoid the Party Conference season.

In other news, we are just weeks away from finding out the winners at this year's Gatwick Diamond Business Awards. The three finalists in each category are listed on the opposite page and all are keenly waiting on the night!

There are still a few tables left at the Dinner so please call the office if you would like to attend.

The networking events programme (p27) brings you every opportunity to grow your business so do make sure that your business is represented. These meetings are always well attended & we often have more demand than spaces.

Once again, my thanks go to Creative Pod for the design & layout of the Source, to Vail Williams for the print sponsorship & to Nova direct for the mailing fulfilment.

Yours,

Previous Meetings & Events: January/ February

The past two month's meetings were:

Express Lunch Networking hosted by The Felbridge Hotel & Spa
www.felbridgehotel.co.uk

January Members Meeting hosted by Roffey Park and Baystar Energy Efficient Systems
www.roffeypark.com
www.baystar.co.uk

Pastries & Networking hosted by Carpenter Box LLP
www.carpenterbox.com

Drinks & Cupid Canapes hosted by Arora Hotel Gatwick/Crawley
www.arorahotels.com

Networking at Ease hosted by Cottesmore Hotel Golf & Country Club
www.cottesmoregolf.co.uk

February Members Meeting hosted by Dorking Halls
www.dorkinghalls.co.uk

Afternoon Tea hosted by Alexander Hotel & Utopia Spa
www.alexanderhouse.co.uk

Elvenses & Networking hosted by The Felbridge Hotel & Spa
www.felbridgehotel.co.uk

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

gdb Online Members Forum

In late 2015 we launched a new exclusive service for members with our online Forum.

The three main areas of benefit will be for the exclusive use of Members:

I Need A ... – where you can post the products, supplies and services you need in your business and that you are going to spend money on

Learning Seminars & Workshops – where we post the seminar content and encourage you to ask questions or share experiences of the subjects

Offers & Discounts – where you can post exclusive offers for other gdb members

The forum is available for you to use and it's free - make suggestions, post comments, offer discounts or find suppliers ... it's about #gettingbusinessdone

Go to www.gatwickdiamondbusiness.com click the Forum tab, sign up and away you go!



Gatwick Diamond Business Awards 2016

The Finalists are announced

So, who are the best businesses in the Gatwick Diamond Region?

Well, you'll need to wait until the 17th March to find out but the Finalists in each of the categories for the Gatwick Diamond Business Awards 2016 were announced on 11th February, at a celebration breakfast of the judges and sponsors, hosted by the Awards Venue Partner Copthorne Hotel London Gatwick.

The Gatwick Diamond is home to a vast range of businesses, which span all sectors of the economy, from household names to

niche companies, and from multinationals to sole traders.

The Business Award Winners are those businesses or people who have shown innovation and inspiration in their work, and have demonstrated a real commitment to this world-class region.

The Winners will be presented by the well-known TV comedian and actor, Sanjeev Bhaskar, at the Gatwick Diamond Business Awards Dinner, on the 17th March at the Effingham Park Hotel. The Headline Sponsors are Gatwick Airport, NatWest, Nestle and Vines BMW & Mini.

Gatwick Diamond BUSINESS AWARDS 2016

The Evening starts with a Pre-Dinner Reception sponsored by Thomas Eggar, and the evening is rounded off with the now highly anticipated After-Show Party, sponsored by Heart Sussex & Surrey.

Finalists in the categories

Green Business of the Year sponsored by Crawley Borough Council

- Baystar Energy
- Denbies Wine Estate Ltd
- Hilton London Gatwick Airport

Responsible Business of the Year sponsored by Lloyds Bank

- Basepoint Centres Ltd
- Clear Computing Ltd
- IT First

International Business of the Year sponsored by the Gatwick Diamond Initiative

- Akixi Ltd
- Frontier Pitts Ltd
- Metricell Ltd

Award for Customer Delight sponsored by Storm Creative Partnership

- Cleankill Environmental Services
- Club Class Chauffeurs
- Sofitel London Gatwick

Award for Place to Meet sponsored by B&CE The People's Pension

- Alexander House Hotel & Utopia Spa
- East Sussex National
- Hilton London Gatwick Airport

Employer of the Year sponsored by Search Consultancy

- 1st Central
- Creative Assembly
- RocketMill Ltd

Award for Developing People for Business Success sponsored by Central Sussex College

- 1st Central
- Chemigraphic Ltd
- Extech Ltd

Award for Innovation and Technology in Business sponsored by Rawlison Butler LLP

- MAS Technical Group (International) Ltd / MAS Design Ltd
- Richard Allitt Associates
- VAT International

Digital Marketing Business of the Year sponsored by Optima Systems Ltd

- Cobb Digital
- Purple Rose Digital
- RocketMill Ltd

Professional Services Firm of the Year sponsored by Preview Visual Communications Group

- Assurity Consulting
- K2 Consultancy Group
- Vail Williams LLP

Award for Supply Chain Excellence sponsored by Hays UK

- Acro Aircraft Seating
- Energy & Carbon Management
- Hilton London Gatwick Airport

New Business of the Year sponsored by the FSB (West Sussex)

- 3F EV Ltd
- First Hand Recruitment Ltd
- IT Document Solutions Ltd

Business Person of the Year sponsored by KPMG

- Penina Shepherd – Acumen Business Law
- Christopher Meeking – Avtura Ltd
- Simon Pringle – Red River Software Ltd

Business of the Year sponsored by NatWest Bank

- Acumen Business Law
- Denbies Wine Estate
- Hilton London Gatwick Airport

Headline Sponsors



Find out what is happening by visiting
www.gatwickdiamondbusinessawards.com
 or follow @gdbizawards on Twitter for
 real-time updates on the night

Are EU in or out?

On p2 I asked for your opinion on whether EU membership is beneficial for you.

To get the debate started I thought you might like to read Stewart Wingate's recent opinion piece - please let me have yours.

"Quite soon, each of us may be asked to vote in a referendum to determine whether Britain stays a member of the EU. For me, the choice is straightforward. As Chief Executive of Gatwick, and as someone who has been involved in the aviation sector for over a decade, I have seen how the single market in Europe has brought competition to air travel, lowering prices and improving service standards to the benefit of passengers everywhere. EU liberalisation of the internal aviation market has led to a step change in the number of routes (and the number of airports served) driven by the facilitation of new airline business models, offering passengers more competition and choice. This benefit is not just restricted to Europe - our aviation industry has benefited both from being part of a liberalised market and from the clout of Europe in negotiating increasingly liberal bilateral air services agreements with other countries and regions. That has facilitated new services around the world enabling, for example, Norwegian to serve multiple US destinations from Gatwick, and WestJet to fly here from multiple cities in Canada.

When you compare the range of destinations, the choice and the fares that are available to us all today with what was available even ten years ago, you can see the progress that has been made: the single market has played a big part in the achievement of that.

More than 60% of the nation's air traffic is to Europe and Gatwick is at the centre of that. At Gatwick, we fly to more European destinations than any other airport in the UK. We all know the benefits such links bring. In business, connectivity with our neighbours means more trade, greater productivity and new markets for our goods and services, so increasing our connectivity in Europe can only be a good thing. Europe is the nation's biggest single trading market - about half of our trade is with Europe - and at Gatwick we're proud to be at the heart of all that activity.

But, seen from the vantage point of the world's busiest single runway, serving the greatest city in the world, our links abroad also mean much more. Connectivity brings together friends and families from all over



Europe, joining those living and working in the city with their relatives and keeping friends in touch in a personal way that just can't be done with social media. It brings a richness to our cultural life that is one of London's most attractive characteristics, whether you care about modern or classical music, street or formal theatre or the visual arts, from photography to painting. Our connectedness to Europe, and the rest of the world, has brought energy and fertility to the capital's artistic life that enlivens us all. And it has allowed us host to some of the most entertaining and exciting sporting events anywhere in the world, whether you prefer Wimbledon or Wembley. Without doubt, being in a connected London is great place to be.

Millions of European passengers pass through Gatwick every month, and millions of Britons leave Gatwick en route to Europe. It's easy then to be reminded of the original reasons behind the formation of the European Union: the Common Market, of course, and all the prosperity that has brought, but also the close personal friendships, the exchange of ideas, the sense that together is better than separate. And I believe that we are at our best when

we're engaged in trying to improve things, to contribute and create, rather than when we withdraw.

I will not suggest that the EU is perfect or that if we left the EU all this would vanish overnight. However, our international life would undoubtedly be more complex, and some of that easy connectivity might vanish faster than we wish. Although we are a resilient nation, and of course we'd do what we could to do to keep in touch with our trading partners, our diplomatic counterparts, our family and our friends, we would start to miss what we may have come to take for granted.

As the world gets smaller many of our more serious issues are getting bigger: isolating ourselves from our neighbours will not help us solve those issues.

I've seen the benefits of our international links built over decades: in twenty or thirty years' time I don't want to be the one explaining to the next generation that we chose disengagement over engagement, isolation over connection. So Gatwick supports staying in the EU and I myself will be voting to stay in."

Opening of new £80 million Pier 5 continues Gatwick's growth and transformation

The new Pier 5 project is now fully operational and represents a single investment of £80 million forming a key part of the North Terminal transformation plan.

The unique design of the pier allowed Gatwick to build a second level and the airport is now able to offer vertically separated arrival and departure routes for passengers. This smooths passenger journeys and creates a more flexible and efficient operation for passengers and airlines.

Pier 5 has a new look called 'London Square' which draws on Gatwick's heritage as a major London airport, incorporating London-themed design into all its gate rooms.

Caroline Ansell MP said: "It is a privilege to open Pier 5 and have the chance to see this substantial investment that will improve the passenger experience and help Gatwick become one of the world's best airports.

"The airport is vital for the economy of south east England and I have made it very clear on a number of occasions I want to see its continued success."

One of the key objectives of the build was the redesign and modernisation of the stands, allowing Gatwick the flexibility



to handle new and changing types of aircraft. It has the ability to accommodate seven large aircraft and 12 smaller aircraft, or a combination of both. This increased efficiency will continue to support Gatwick Airport's growth, while helping to improve the performance of our airlines.

This drives further efficiency and on-time performance. Pier 5 will have a significant impact on the number of passengers Gatwick can handle. From this pier alone, it is estimated that Gatwick can handle an additional 30 flights per day, which equates to approximately 4,200 passengers per day, compared to the old Pier 5 facility.

Gatwick rail transformation continues as airport joins Oyster and Contactless network

The launch of pay as you go Oyster and Contactless payments for Southern, Gatwick Express and Thameslink services at London Gatwick Airport marks yet another important milestone in the ongoing transformation of Gatwick's rail services.

The introduction of Oyster and Contactless payments means a single ticketless system links Gatwick with the whole of Greater London so passengers can benefit from seamless connections to and throughout the capital.

This comes on top of the significant increase in rail capacity being delivered through Gatwick as a result of committed and planned projects to improve resilience and the quality of rail services to and from the airport. It also builds on the new partnership agreement between Gatwick and the train operator GTR, aimed at attracting more rail passengers, increasing rail mode share and enhancing passenger experience.



Gatwick Airport CEO Stewart Wingate said: "This technology is a game-changer for passengers making journeys to and from Gatwick easier and ticketing considerably faster.

"And this is only the start, as Gatwick's rail services are to be completely transformed over the next five years with new trains, a doubling of capacity, and a brand new Gatwick station.

"Independent assessment has shown that Gatwick will be railway-ready for a second runway by 2020 and Gatwick's second runway plan can be built within 10 years of a Government decision.

"This means that, for the first time in decades, the UK has the opportunity to finally reap the benefits of airport expansion. Let's get on and build it."

A fresh new office for Gatwick Diamond Business

Posture People were recently selected to give our office here at GDB a fresh new look. With a portfolio consisting of some of the biggest and brightest companies from Brighton and beyond, we were excited to bring them on board to assist us in creating our dream office.

"Gatwick Diamond Business asked us to refurbish their office to match their fantastic new brand overhaul. As well as installing furniture that fitted with their new brand colours, Gatwick Diamond also wanted to future proof their new offices for expansion with space saving, and flexible solutions.

Our Approach

On this occasion our space planning service was utilised to make better use of their existing space. This ensured extra desk space should they wish to expand further. We also supplied bespoke storage units in GDB's brand colours. These tall units gave them a massive amount of colourful statement storage whilst the small units enabled them to have a small kitchenette within the office.

We used bench desk systems with screening in order to give each staff member a little privacy without being cut off from their co-workers. Gatwick Diamond Business then re-used the existing task chairs covered with their signature pink upholstery that we previously provided for them."

About Posture People

Posture People are an independent furniture consultancy based in Brighton, specialising in ergonomic and design lead products. They have recently celebrated their 10th year of business, and pride themselves on creating offices that look stunning and make for more productive work environments. Visit www.posturepeople.co.uk or call us on 0845 313 1503 to find out how they can make your team happier, healthier and more productive.



Cophall Parking Gatwick with over thirty years' experience of Gatwick airport parking



How do you choose where to park for Gatwick? With so many Meet & Greet parking companies with good looking websites – who do you choose? With so many reported incidents of cars parked on open roads or side streets, 20 plus miles on the clock, dents and damage, speeding fines in different counties whilst owners away – make sure you always choose a "Park Mark", "Buy with Confidence" & "Gatwick Approved Operator" accredited Car Park. So you can be assured your car is always in safe & secure hands. Look out for the logos below:

Cophall Parking Gatwick is just 10 minutes from the airport. Open 24/7, with a fleet of smart minibuses, some fifty amazing employees delivering exceptional customer

service at exceptional prices. Our team works hard to ensure that each and every customer can say they parked their car with a smile!

Offering flexible parking from 1 day, 1 month & even up to 1 year stays. Business trips, group trips or family holidays. Choose Park & Ride or Meet & Greet service direct at the airport - we are a Gatwick Airport Approved Operator for all our services.

As a thank you to the GDB – all members can receive 15% discount - with code DIAMOND

For more info please go to:
www.cophallparking.co.uk or call Linda on 01342 712779

DMH Stallard Brightwave Group in its sale to Capita PLC

DMH Stallard recently acted for the owners and management team of Brighton based E-learning business, Brightwave Group in its sale to Capita PLC.

The Brightwave Group will merge with Capita's Learning Services Division but will keep its brand and operations remain intact. The acquisition will boost Brightwave's existing capability and offer further market reach and potential than either business has previously experienced. Brightwave's senior management team will remain with the business. Caroline Walmsley will become Managing Director of the augmented Group and Charles Gould, Founder of The

Brightwave Group, will join the management team as Executive Director.

Jonathan Grant, Head of the Corporate Group at DMH Stallard commented:

"We were delighted to deliver this quality deal for Charles and the team at Brightwave, which moves the business into the next stage of its development. The deal was completed in just over a month from final



terms being agreed, which is testament to the hard work of the DMH Stallard team, who worked with the RSM Corporate Finance and Tax teams to complete the deal. It is also recognition of the quality of the Brightwave business and management team."

How introducer Nasser Elaheebocus helped a removal company increase turnover by 60%

Nasser Elaheebocus, Director of Business Pulse, is an active member of the Funding Circle introducer family. Since September 2013, he's helped one of his clients Regis Removals Ltd, a removal company based in West Sussex, borrow £269,000 to expand across four Funding Circle loans. The business credits Nasser with helping to increase turnover by over 60%.

"Our Company has been working closely with Nasser at Business Pulse for over two and half years. He has shown us how to market our business better and on numerous occasions, has shown us where we can improve.

Business Pulse pointed us in the right direction to acquire very reasonable business loans from Funding Circle, who were outstanding. They understood our needs and requirements for a greener fleet of vehicles. We cannot recommend Funding Circle enough, and urge businesses to consider them to help with their growth aspirations.

With Nasser's help, there is a firm plan for the future, and a structured forecast for continued growth" said the Regis Removals Directors.



Fresh, hot pizza in under 3 minutes – 24/7

Keith Pordum, the current gdb 'Business Person of the Year' has given up thoughts of retirement to launch his latest challenge, Bon Appetit's 'Let's Pizza' service.

His Bon Appetit service offers 26 food selections for its customers, but even this range misses one product that most people love – PIZZA. He is putting this right with his 'Let's Pizza' kiosk. Location-wise this is best placed in areas of high footfall, as it should prove to be a welcome profit generator for the client/operator. There are four toppings available at any one time, but there are currently 7 variations of pizza to choose from, so changes can be made to satisfy demand.

The ingredients are fresh; the pizza base is kneaded, toppings are added and then it is served in a box within three minutes. It is a pizza making kiosk (you can see the pizza being made), it is NOT a vending machine! It will make everyone's favourite takeaway accessible 24/7, at a price that will beat most takeaways. It is what the market has been waiting for. Key target groups for the service



include Universities/Colleges and the NHS (Bon Appetit already has 27 hospitals as clients of its hot food vending service).

If you want more information about this new innovative hot, fresh pizza service then:

Phone Keith Pordum on 01293 426688 or email keith@hotfoodvending.com, or go to www.hotfoodvending.com and use the contact form to request more information.

To view the Let's Pizza video simply google - <https://goo.gl/bW4Sab>

10-step guide to IP Success

Intellectual Property (IP) is a fundamental part of your business and unfortunately, the more successful your business, the more likely you are of coming under threat. It is therefore imperative that you consider protecting your Intellectual Property rights from the outset – see below our 10-step guide to IP Success...

1. **VALUE YOUR IP** - work out how much your IP means to your business.
2. **AUDIT AND RECORD IP** - audit the whole business for IP.
3. **USE A MULTI-LAYERED APPROACH** – Consider securing a number of IP rights at the same time in order to create a package of enforceable rights. Don't just rely on registered rights such as patents, registered designs and trademarks. Remember unregistered rights such as copyright and rights in databases, as well as the ability to prevent the use of your confidential information and prevent passing-off.
4. **PROCESS IS IMPORTANT** - Don't just think of products you may have designed or made. Look at your processes and the way you do things and think of protection strategies.
5. **CREATE NATURAL BARRIERS** - By securing effective IP rights and creating a robust trading model you can create natural barriers to market entry.

6. **PROTECT YOURSELF FROM UNSCRUPULOUS CUSTOMERS** - Be careful with your customers and keep your trade secrets to yourself.
7. **COLLABORATE AND WORK IN PARTNERSHIP WITH OVERSEAS CONTRACTORS** - Avoid a "colonial" approach when working overseas; invest in your partners and suppliers. Share IP if you can or consider licensing agreements.
8. **USE A CARROT AND STICK APPROACH WITH EMPLOYEES** - Consider incentive schemes, recognition schemes. Invest in developing key staff and show career development opportunities.
9. **BE PREPARED TO PROTECT YOURSELF AND ENFORCE YOUR IP RIGHTS** - Be vigilant and be prepared to show your teeth and take legal proceedings against counterfeiters and companies infringing your IP even including customers.
10. **DO NOT STAND STILL** - Be aware that your competitors are still improving. Do everything you can to maximise the IP in your business and protect it.

If you have any queries at all about how best to protect or enforce your rights, please call me on 01293 605596 or email me on joanna.potbury@dmhstallard.com

Business confidence in Crawley to fuel recruitment drive and salary increases next year

According to the Hays UK Salary & Recruiting Trends 2016 report, which includes a survey of over 3,500 employers and employees in the South East, increased confidence in the region's economy will not only lead to an increase in hiring next year but will see employers come under unprecedented pressure to raise pay.

The report compiles analysis of salary data from Hays job listings, job offers and candidate registrations shows salaries in the region grew by 3.3% in 2015, higher than the national average of 2.3%. The average professional salary for the region is now £48,970 with employees in the construction, marketing and IT sectors seeing some of the biggest salary increases in the region.

The annual survey shows that pressure over pay is only set to increase next year. Over three fifths (70%) of employers in the region expect to increase salaries in 2016 and 16% expect to increase salaries above 2.5%.

The report indicates that confidence in the region's economy is high with 67% of employers in the region expecting business activity to increase next year, while 70% plan to recruit more staff.

Increased economic confidence has consequences for staff retention too, with over half (57%) employees in the region planning to switch jobs next year.

Darren Montagu, Regional Managing Director at Hays, said:

"The highest salary increases for professionals in the South East were in construction, marketing, and IT. The number of businesses expanding into the area and plans for extensive house building show that confidence in the region's economy is high and we are seeing many businesses preparing to hire in anticipation of a busier 2016. However, companies should brace themselves for staff departures as candidates wield further power in the jobs market and look to move in search of better pay and opportunities."

www.hays.co.uk

Say "I Do" at 450ft with a sky high wedding or civil partnership



Imagine saying "I do" at 450 feet, high above the beach, as a breath-taking panorama of 26 miles of Sussex coastline gently unfolds around you. From September, happy couples will be able to do just that on British Airways i360, the world's tallest moving observation tower opening this summer on Brighton beach and one of the world's most unique wedding venues.

The futuristic looking pod, which can hold up to 198 people for wedding ceremonies, provides 360° views through hand-crafted curved Italian glass and glides slowly up the 162m tower.

There is even a Sky Bar on board where guests can toast the bride & groom with

a glass of Champagne before descending gently into the beach building where celebrations can continue.

Said Eleanor Harris, CEO of British Airways i360, "Originally we intended to take wedding bookings from February 2017, but due to popular demand, we have brought this forward so that our first ceremonies will start from September 2016 and we have already got couples booked!"

Get in touch via weddings@britishairwaysi360.com or call on +44 (0)333 772 0360

www.BritishAirwaysi360.com

Pensions – One Year On

New pension rules allowing far greater flexibility over what you can do with your pension pot came into force on 6 April 2015. West Sussex and Gatwick-based chartered accountants, Carpenter Box, are taking a practical look at the pension landscape a year on from the landmark rule changes in a series of Pension Breakfasts over the next two months.

So, what has been Carpenter Box's experience since last April? Some have used their pension pot to pay off their mortgage, whilst others have bought a second property. The media has also reported on individuals purchasing classic cars and antiques with a view to at least maintaining, and hopefully increasing, the purchasing power of their hard earned pension savings.

However, Roy Thompson, Associate at Carpenter Box Wealth Management LLP, warns: "Over the last year I have seen a number of people who have taken money from their pension which has, unwittingly, made them a 40% taxpayer. Also, many do not consider the fact that by moving money

from a pension to a personal investment is moving money from an environment that would allow tax free growth, to an area where they are taxed on any growth in the initial sum invested."

The whole area of pensions can be a minefield without the right advice and more changes to pensions are planned in April 2016, with the Lifetime Allowance reducing from £1.25m to £1m. This could affect 1.5 million savers and not 55,000 as originally claimed by the Treasury.

With so much to take on board in the current economic environment, can you afford not to miss the Pension Breakfasts? The next one is being held at Carpenter Box's offices in Gatwick on 9 February between 8am and 9am. There will also be a Breakfast between the same times on 22 March at the firm's Worthing office. Places are limited at both venues, so if you would like to attend, please either register via the <http://www.carpenterbox.com/event-pensions/> website, or contact Lucy Tunstall at Carpenter Box on 01903 234094.

Planning to make work more fun!

3 business owners came together for the ActionCOACH 90-day planning session at Brighton & Hove Stadium on Friday 29th January. The event takes place every quarter for those being coached by Tim Rylatt, a business coach based in Sussex. "Taking the time to set the next 90 days of priorities, strategies and goals gives business owners and their teams direction for success," explains Tim.

Friday 29th January was also International Fun at Work Day and for the business owners at the event, it was clear that Tim's coaching and strategies had contributed significantly to both their and their team's ability to have fun at work.

Tim gives out awards each 90 days to clients who have really made the most of their coaching. This time, the winners were Dawn

and Paul Hutchings from Lucesco, a bespoke pensions and investments company, and Penny Bailey. Bailey Solutions specialises in library management systems and Penny explained a little about her journey with Tim, "I seemed to have hit a glass ceiling in terms of expanding the business and I think there was an undefined fear factor about how we would cope if we did break through. Tim's given me a whole toy box of new tools to play with and it's great to know that they are based on tried and trusted methods. I'm now having so much fun applying these new tools which after 9 months are already showing results in terms of improved cash flow and increased turnover."

For more information about increasing the fun factor when running your own business or to speak to Tim Rylatt on 01444 440500 or visit: www.bizcoachsussex.com



Is Your Vision Clear?

One of the most important jobs of a manager is to inspire people and lead them to achieve success. To accomplish this, managers need to be very clear what their vision is. And be able to articulate it in a way that makes sense to the people who are going to deliver it.

If you are not clear about where you are heading in your business, there is little chance you will get there. It is too easy to be distracted by new ideas or problems and before long find

yourself travelling in another direction. You may know exactly what you want to achieve, but if your staff doesn't, they will focus on things they think are important. And if these don't align with your expectations you could end up with an outcome you don't want.

Business growth depends on people and people respond to people. Make sure you have a vision that inspires your people and gives them a purpose. Give them clear direction so

they know exactly where to focus their effort. And give them the support they need to achieve your vision.

If you would like more information about inspiring and leading your people, please contact Jenny Johnson, jenny@proteapeople or 01293 454185

People who work together achieve together

Compliance Alliance within the Gatwick Diamond

Assurity Consulting based in Horsham, West Sussex is a leading independent consultancy, specialising in workplace health, safety and environmental solutions.

The company has experience in supporting their customers with workplace compliance management extending back over thirty years. Over that period they have offered impartial advice to organisations of all sizes, across all sectors in the UK, Europe and beyond.

In October 2004, Assurity Consulting decided to join gdb to:

- Raise their profile within the Gatwick Diamond;
- Meet with local companies who could supply services to their company;
- Meet with local companies who could buy services from their company; and

- Build relationships with local authorities, transport and utility companies whose services they use.

"During 2014/2015 our membership of gdb has benefitted our company by generating over £35,000 of income from fellow members. In return we have spent over £110,000 with suppliers and raised over £1,500 for charities who are also members of gdb. Being members of gdb also provides us with a strong voice when dealing with transport, car parking and aviation related issues, which could have an impact on the future growth of our company. In my opinion, gdb is the voice of business in the Gatwick Diamond." Ian Woodland, Head of Business Services, Assurity Consulting.

t. 01403 269375
w. assurityconsulting.co.uk



Changes to the Community Trade Mark System

On 23 March 2016 a number of changes to the Community Trade Mark system will be brought into force. As a result of the changes, the Community trade mark will be called the European Union (EU) trade mark and there will be a change to the fee structure at the newly called European Union Intellectual Property Office (EUIPO). Whilst filing fees for an application in three or more classes will increase slightly, there will be a significant reduction in renewal fees for all registrations.

Apart from the change of name from CTM to EU trade mark, one of the most noticeable changes will be to the filing and renewal fees.

Under the amended regulations, the online filing fee will be reduced by 50 euros for an application in a single class of goods/services but increased by 150 euros for an application in three or more classes. Accordingly, whilst there is a small benefit for applications filed in a single class of goods/services, for applications filed in three or more classes the filing costs will increase slightly.

There are also changes to the renewal fees with significant reductions being seen for all registrations. For example, the renewal fee will be reduced by 500 euros for a registration covering a single class of goods/services. Whilst there are also reductions for registrations in two (450 euro reduction) or three classes (300 euro reduction) of goods/services, further significant reductions will be seen for registrations in more than three classes where the additional class fee will be reduced from 400 euros to 150 euros per class. Accordingly, for a registration in five classes of goods/services, the renewal fee will be reduced from 2150 euros to 1350 euros.

For further information, please contact Mark Sweetinburgh (mark@sweetwindsor.com) or Louise Windsor (louise@sweetwindsor.com).

Manor Royal BID chilled about winter weather

During the recent cold snap, companies located on Manor Royal Business District could be reassured their employees' journeys to work were safer thanks to the Manor Royal BID. Following an agreement with EFP Gritting, preparations have been made to ensure that all the roads not gritted by the council around the business district remain fit for purpose in the event of a prolonged cold snap.

The Manor Royal Winter Maintenance Plan has been agreed and EFP Gritting will provide a team of gritting vehicles armed with enough salt to clear ice and snow from the business district's streets which are not generally part of the council's gritting or snow clearing routes. Road surface temperatures are closely monitored and the new service is activated when conditions suggest a risk of hoar frost/ice or snow that might cause disruption. The service was activated on six occasions in January equating to approximately 30 kilometres of treated road.

Steve Sawyer, Executive Director of the BID said: "Whilst we haven't seen extreme wintery weather for a few years now, we have sought to prepare for heavy snowfall should it arrive. With the council's gritting crews



focused on key arterial routes, we felt that we should help people across Manor Royal get to work safely by clearing snow from the smaller roads that wouldn't otherwise be treated. Additional winter maintenance was one of the priorities identified by businesses at the start of the BID. Without the BID's contribution, these areas would not be gritted, resulting in potentially hazardous conditions."

The Manor Royal BID Winter Maintenance Plan is available via the BID's website and is flexible enough to be adapted to changing circumstances and to accommodate requests from individual businesses and private landlords. For more information about the Manor Royal Winter Weather Service, please contact Steve Sawyer on 01293 519 415.

Hospitality and tourism businesses are going green

25 hotel, tourism and hospitality businesses from across Sussex came together last month for a seminar on the benefits of environmentally conscious business and the actions they can take towards improving their own performance. The event was run by the University of Brighton's Green Growth Platform and was held at South Lodge Hotel in Horsham.

Attendees heard from three sustainability professionals on how to reduce the carbon footprint of their businesses and how to meet industry certification and recognition schemes such as the Green Tourism Award, ISO 14001 and ISO 20121.

Dr Kirsty Smallbone of the University of Brighton, Colleen Theron of CLT Envirolaw and Susie Howells of Greenmetrics shared their insights and advice on the commercial benefits of greening up business operations, which included brand enhancement, reduced operating costs and access to new markets.

According to Dr Smallbone, research shows that 3* and 4* hotels that get ISO14001



environmental certification see occupancy rates increase by an average of over 80%.

Representatives from Brighton's British Airways i360, Elite Hotels, Hilton Hotel, Amberley Museum and The Brighton Dome were amongst the attendees.

The Green Growth Platform is supporting green businesses across Sussex to grow and adopt a more environmentally conscious approach to their operations. Join the 600 member businesses in Sussex accessing growth support, advice on greening up business, innovation support, a business events calendar and skills resources: www.greengrowthplatform.co.uk

Merchant Bank moves into Gatwick to support SMEs

Close Brothers Asset Management (CBAM) has recently announced the opening of its new office in Gatwick as it builds on its regional presence, offering financial planning and investment expertise to those in the local area and across the home counties.

On Monday 22nd February, the office will open with 55 members of staff specialising in retirement and estate planning, trust and investment work, with that number set to double over the next two years. The move is in recognition of the growing demand for guidance and specialist advice in financial planning, made all the more important in the light of ongoing reforms including pensions.

The office will continue to develop private client work through professional connections as well as pre-retirement lectures for staff

employed within businesses in the Gatwick area and throughout Surrey/Sussex/Kent.

An official opening event will be held on 28th April, 5.30-8pm – to which all Gatwick Diamond Business members are invited, with an opening talk from Martin Andrew, CEO of CBAM. Linda Moir, former Director of Customer Service at Virgin Atlantic Airways, who also led the Event Services Staffing Operation at the London Olympics, will be the key note speaker. Contact Patrick.haines@closebrothers.com to confirm your place.

Patrick Haines, Regional Director at Close Brothers Asset Management, said: "The idea of financial planning can be a daunting one, and this is heightened with reforms changing the way individuals must approach their plans around retirement, investment, tax and succession.



For this reason, it's vital that the right guidance and advice is made available, and this is why we have made the decision to boost our presence in Gatwick and Surrey. We are excited at the prospect of using our expertise by working with local businesses to ensure financial planning remains a priority for their employees."

Close Brothers clients range from small to large employers but include PwC, Total Oil, Nestle and GE.

CBAM already has offices in Edinburgh, Glasgow, Newcastle, Manchester, Northwich, Bristol and London.

01293 602720, www.closebrothers.com

Membership
Works
Talk to Sally
on 01293
440088

Follow
@gdbevents
for the best
networking
in the diamond

Crackit! launches across Sussex

Crackit! fuses cricket and the creative industries to make both accessible to 12-16 year olds. Led by Future Proof CIC, Pleece & Co. and the Sussex Cricket Foundation, Crackit! is working with 250 young people across Sussex by Easter 2016. The project is supported by The Printing Charity, and backed by Sport England and Active Sussex through their Sportivate fund.

Through a six-week course students learn the principles of design before creating a character representing them, their classmates and their school. Using these skills they'll design their own cricket bat, kit, and cricket feature for their school.

Encouraging participation in regular sport is also a key driver of the programme. "Crackit! fuses creativity and cricket in a way that makes sport and physical activity attractive to an age group that has plenty of other distractions", said Tim Shutt, Managing Director of the Sussex Cricket Foundation. Crackit! will work with groups of 25 students from each participating school, drawing new players to the sport, irrespective of gender, ability or personal background, while highlighting the health, personal and social benefits that sport can provide.

A number of schools have already signed up but there are still places available so if making sport more accessible to 12-16 year olds

is important to you, or if you want to help develop those pathways into the creative industry then please get in touch. Crackit! is free to those taking part now due to the generosity of the partners involved so there is no cost to the school or the students taking part. All we need is a venue and the support of a teacher. We're also looking for local businesses to get involved – through funding that keeps the programme free for the students, or as volunteers to work with the schools themselves.

To find out more contact Tom Hall from Future Proof CIC (tom@futureproofcic.com) or go to www.crackitcommunity.org for more information.

How to bag a business angel

Business angels are one of the many sources of support for your business and there are generally two things they can offer: cash investment and guidance.

Why would a business angel be right for me?

The ability to give great advice at the right time sets angels apart from other types of investors. Angels want to help others by using their skills and experience as much as their money. If they choose to take you under their wing, you'll have access to the know-how of someone who has already been successful, in addition to their contacts.

So how do I get a business angel?

All angels have their own area of expertise. This might be businesses in a certain industry or size of company.

By now you may be imaging the typical business angel as someone a bit like Peter

Jones from Dragons Den, and they could be. But things are changing. They are still mainly male, but the proportion of women is growing fast. And today, you may meet angels who are still in their 30s.

The perfect angel is out there for almost any business or entrepreneur. Here's a short version of my advice to entrepreneurs who want to bag themselves an angel:

Spend a little to get a lot: I've overheard this conversation many times: 'I really like your idea, but I just don't buy your numbers.' Avoid this scenario by bringing some rigour to your financial planning and forecasting.

Get it all down on paper, and well presented: Break even revenues and timescales; year by year revenues; the future and scenarios. If you get to this stage, the angel clearly likes your idea and now needs to be convinced that they are backing the right person.



Put yourself about: Finding an angel means a lot of door knocking, networking and face time. They want to hear about an idea they understand and see the numbers, but they also want to invest in a hungry, persuasive person.

Luke Streeter, PwC Senior Manager, My Financepartner - Luke.J.Streeter@uk.pwc.com or 01293 594 601

Knighthood Launch Insurance Market Exclusive

Prominent East Grinstead insurance brokerage Knighthood Commercial Insurance have developed an exclusive ground-breaking insurance product for the health foods and supplements industry.

Historically, insurance for manufacturers, wholesalers, and distributors within this industry has always been a real headache. This is particularly true of obtaining sensibly priced cover for the huge costs often incurred in the event of a product recall, leading to many companies simply having to remain uninsured and carry their own risk.

In partnership with international niche insurance firm JLT Knighthood will be marketing and selling "Food Plus". Underwritten by Amlin UK "Food Plus" provides liability insurance cover specifically tailored to the needs of this industry. Critically, the policy includes wide cover at a low premium for product recall, with an excess far below the level that typically applies to this type of insurance.

Comments Development Executive Eric Webb "it's always pleasing when careful thought, analysis and planning accompanied by our market presence produces a really positive result. The development team at

Knighthood are delighted to be able to offer the "Food Plus" policy to businesses in the rapidly growing health foods and supplements market. It represents a true insurance solution for this industry"

Innovation has been a key aspect of Knighthood's success over several decades. "Food Plus" now sits alongside the company's outstanding success in the working with the marine industry, and expertise providing insurance solutions for businesses in many other sectors.

www.knighthoodcorporate.com

Shopper Anonymous

Sussex is on the map for delivering great customer service. Paul and Louise Matthews, the Regional Directors for Shopper Anonymous Sussex, have been recognised for working with Sussex businesses at the National Shopper Anonymous Awards Dinner, which held in Liverpool.

Shopper Anonymous works with more than 900 independent UK businesses, from legal firms to farm shops to opticians, to help them improve their customer service and their sales and profitability.

Jonathan Winchester, Chief Executive, commented "Paul and Louise began their

journey with Shopper Anonymous in January 2015 and have developed it into an extraordinary business. Gaining a silver award out of 18 Regional Directors was a fantastic achievement. I am delighted for all the Sussex businesses that gain so much value from the services Paul and Louise offer."

With almost 100 Sussex clients engaged with the mystery shopping, customer feedback and training programmes, Shopper Anonymous Sussex has offered more than 1000 Sussex staff members the opportunity to receive feedback and development on the service standards they personally offer.

"This process has not only seen individuals grow with confidence but it has also made a significant difference to each business' bottom line, as they retain and delight their customers," says Paul.

"We have big plans for Sussex in 2016, including developing our world class mystery shopper team from 60 to 120 members as we engage with more clients" says Louise.

If you want to learn more about the services Paul and Louise offer to improve your customer service, or to join their team, please go to www.shopperanonymous.co.uk/sussex

Vail Williams and specialist business rates consultancy Bisset Moffatt Hill join forces ahead of the 2017 Rating Revaluation

Just like a top football club strengthening their squad with exciting new talent – Vail Williams have signed some highly skilled new players to join their team.

Commercial property experts Vail Williams has acquired specialist business rating consultancy Bisset Moffatt Hill (BMH) to provide expert support and advice to businesses preparing for rates revaluation in 2017.

The union primes Vail Williams with an enhanced team of business rates experts to support existing and new clients as they prepare for the complexities of the new 'Check, Challenge, Appeal' system that will impact on the upcoming business rates revaluation.

The new arrivals will work under the Vail Williams brand at its offices in Crawley, Reading and London.

Matthew Samuel-Camps, Vail Williams' Chief Executive, said: "The last time business rates were calculated was in 2008 – ahead of the last recession – and it is inevitable that many organisations will face increases. Expert advice



will guide them through the complex process to prepare for and appeal against the likelihood of higher liabilities in order to minimise the impact.

"We've acquired Bisset Moffatt Hill to give us the extra capacity, expertise and know-how to support clients over the entire five year revaluation period. We're ready for the revaluation and we want our clients to be too."

Six surveyors including the three senior Directors from BMH will join their four new Vail Williams colleagues to create a new, ten strong national business rates unit headed by BMH co-founder Simon Moffatt.

For more information please call 01293 612600 and ask for a member of the business rating team.

Success at Combining Skype Integration

VEGA Europe ran a Technology Showcase session 'Combining Skype Integration and Collaboration' at the LEAP Centre at Westcon Comstor offices in Astral Towers, Crawley at the end of January.

With Skype for Business being a hot topic at the moment, many businesses are unsure of how best to integrate it into their communication structure. Showing clearly how Skype for Business can be incorporated into businesses easily with video collaboration and voice, as well as saving money no matter how small or large the business, the interactive event was very well received, with an additional session being organised for the afternoon.

Tim Dobson, VEGA Sales & Commercial Director commented, "The ever changing and evolving world of Audiovisual, IT, Voice and Video has been causing confusion in the market for some time."

He continued, "VEGA understand how all these areas integrate together and are therefore perfectly placed to help companies build their strategy."

Denise Green, Marketing Manager at VEGA, said "The feedback has been fantastic. All



that attended, commented on how useful the event had been. It gave them a clear understanding of the different options available and a good idea of how they should plan their Presentation and Communication strategy going forward."

VEGA are based in the Manor Royal Business District, Crawley and are specialists in Audio Visual integration,

Video Communications, Digital Media, Workspace Management Solutions, Skype for Business integration, Telephony and Voice. Part of a global network spanning 27 offices across 14 countries world-wide, VEGA have a clear focus on making business communications easy.

Tel: 0800 319 6094 Web: www.vega-global.eu

IT Document Solutions provides a paper-less document and print management solution for Tata Ltd

Tata Ltd, the Tata Group's representative in Europe for the worldwide sourcing of materials, equipment and services, is investing in an advanced electronic document management and print management solution supplied by Gatwick Diamond Business member IT Document Solutions.

The 6 month project started with an intensive review by IT Document Solutions (ITDS) consultants of how the procurement department staff interfaced with documents on a daily basis, and they identified that an extra 500 hours of staff time per month was spent using a paper-based order process and filing system. They were also experiencing rising costs associated with printing on low cost to purchase, but high cost to run printers.

Kamal Desai, Procurement Manager at Tata Ltd said, "We had a mix of new and old methods in order to offer a consistent and high quality level of service for procuring products for our demanding clients, but with a combination of new hardware and software solutions recommended and implemented by ITDS we have managed to cut operational costs and significantly improve efficiency"

Having assessed the organisation's requirements, ITDS implemented PRISM



electronic document management system along with shared Xerox MFDs and Lexmark single function printers, supported by ITDS remote diagnostics.

Jermaine Weeden, Sales Director at ITDS, said: "Tata Ltd, were a pleasure to work with and immediately understood that improvements could be achieved. As a result we were able to create an investment proposal delivering the paper-less office environment and cost savings they required."

Following on from this successful project, Tata Ltd are now looking to roll out the solution to the benefit of other departments, such as corporate affairs, in 2016.

Contact: Jermaine Weeden, Sales Director, IT Document Solutions Ltd

T: 0207 101 0096
E: jermaine.weeden@itdocumentsolutions.com

"Strategy" for Dummies (i.e. normal people)

There is nowhere like a big corporate to overuse management speak... and of all the overused words, "Strategy" is thrown around like confetti. Most of the time, the implication is that it must be big-brain stuff which is above us mere mortals. However, as Woody Guthrie said,

"Any fool can make something complicated. It takes a genius to make it simple."

The reason for having a strategy (or in plain English, a "Plan") is to actually achieve something (or get somewhere), usually involving people... hard if either a plan doesn't exist, or is too complicated to understand.

Golden Rules of Strategy for Dummies

- A strategy is only a plan which makes some choices for the future
- You have three main considerations:
 - You (people, capability, product/service strength etc)
 - What you know about your Market
 - What you know about your Competitors
- Perfection is the enemy of progress... don't get lost in detail.
- Describe in plain English what success will be like in terms of heart and head... e.g. numbers, people, atmosphere, morale... the more descriptive you make this, the easier it is for people to strive for.
- Evaluate what you know, and choose a few big things you will push hard to get to that good place
- Be able to also state a few things you will choose NOT to do...
- WRITE IT ALL DOWN (preferably on one sheet of paper, like Woody) and share it liberally with your team.
- Polish as you go and be prepared to amend depending on how good your assumptions were

Now get on with it... The strategy is not an end in itself, it is only the start.

At Engage-Technique, we help leaders and teams to deliver their plans.

For more, please visit www.engage-technique.co.uk

Installing confidence and peace of mind

We are delighted to inform our client base of our existing move to our new offices at Basepoint Business Centre, this will give us the opportunity to expand our services and build upon the excellent after sales service we offer across the south east.

Innovation Fire & Security are an SSAIB accredited consultancy, design, installation, commissioning and maintenance provider for the fire and security industry.

We offer specialist services in intruder alarm, fire alarm, CCTV, access control and gate automation to both residential and business owners throughout Sussex, Surrey and the Home Counties.

Our focus is to offer a customer experience which provides the highest quality of service with minimal impact disruption to our customers. Whether you are residential home user, a local school, university, small business or large corporate we have the experience to provide you with a tailored solution designed for YOUR needs.

www.innovationfs.co.uk



Care Line Live launches at South Lodge

January 28th 2016 saw the launch of new business Care Line Live at South Lodge, near Horsham. Care Line Live was founded by Josh Hough and is a carer support and management system and mobile app, set to revolutionise the way home care agencies work.

The Care Line Live app and system comes with mobile phones, computer monitor and support system, with extensive built in facilities. It allows carers to check in and check out at clients' homes and access carer rotas and client information from their phone. And the system enables managers to track carers and produce electronic timesheets and accurate records of all visit times. The system also ensures that client information, notes and medical records update instantly and it comes with full back up and encryption.

In short Care Line Live means that all those involved in home care have all the information they need at the push of a button and it's designed to be affordable even for the smaller agencies.

Guests at the launch enjoyed wine tasting and the chance to meet Care Line Live's lead developer Dec Norton and



graphic designer Paul Dickie to discuss the technology and concepts behind the brand. Guests then had a unique chance to preview the new system and Josh explained why he's so excited about it,

"Care Line Live provides a really easy to use and understand system for both carers and their managers. Above all else what it means

is that care home agencies will be able to deliver better care, more efficiently as well as making every bodies' lives easier."

You can find more about Care Line Live by visiting <http://www.carelinelive.com> or by contacting Josh Hough on 0800 0124 285.

EU-US Privacy Shield: Safe Harbor 2.0

On 2 February 2016, a new framework for transferring personal data from the EU to the US to replace the defunct safe harbor was agreed. The framework, known as the EU-US Privacy Shield, includes robust obligations on US businesses, limitations on US government access and direct rights for EU citizens.

After months of intense negotiations, the EU and US authorities have finally agreed a new framework to enable personal data to be transferred from the EU to the US. Key features are:

For US businesses: Stronger obligations on handling EU personal data

From the US government: Assurances that its access to EU personal data will be subject to clear limitations, safeguards and oversight mechanisms; and no indiscriminate mass surveillance

For EU citizens: US businesses will have deadlines to reply to complaints and individuals will be able to complain to a new Ombudsman regarding US government access to its personal data.

EU-US Privacy Shield doesn't apply yet. The EU Commission must now prepare a formal "adequacy decision" and the US must put in place the new obligations, mechanisms and Ombudsman.

Although we still need to see the detail, this should be a positive development if it can be delivered. EU-US data flows are essential for modern business and both the EU and US authorities want (and need) this to work.

Until EU-US Privacy Shield applies, our advice remains to treat transfers of personal data to the US (and elsewhere outside of the EU) with extreme caution. For further guidance, please contact Kay Miles (kmiles@rawlisonbutler.com or 01293 527744).

This document is provided for information purposes only and does not constitute legal advice. Professional legal advice should be obtained before taking or refraining from taking any action as a result of the contents of this document.



Tongues and lips at the ready - its vodka luge time!



The talented team of ice sculptors at PSD Ice Art were commissioned by fellow GDBA members Event by Event, to create a unique ice sculpture for an exclusive event taking place in London recently.

Event by Event's client, National Media, proudly rejoiced the end of dry January, by opting to get straight back in to full-on party mode with what is infamously known as the 'National Retox'.

Alice Wingate of Event by Event worked closely with Nicky Salazar at PSD Ice to create something spectacular that would befit such an evening, as well as entertaining and enlivening the guests who were bravely moving from detox to retox.

The result was the epitome of rock 'n roll, brilliantly styled on the iconic tongue and lips of the Rolling Stones. The National Media

logo was the centre of attention, as the ice was cleverly lit up with a bright red lamp to accent the brand as well as the rock 'n roll theming of the venue. Plus each pair of luscious lips also aptly doubled up as an ice luge for party revellers to drink vodka from.

Judging by the social media activity the following day, the luge left a lasting impression on the revellers. We think the ice sculpture will have definitely lasted longer than they did!

If you would like something similar to wow a crowd at your next event, please contact Nicky Salazar on 01342 835348 or email nicky@psdiceart.co.uk for details. Alternatively, visit www.psdiceart.co.uk for more information. For event design, production and management contact Alice Wingate at Event by Event on 01737 852 180 or email alice@eventbyevent.co.uk

A multi-million pound boost to the Health and Life Sciences sector in West Sussex

West Sussex County Council (WSCC) intends to purchase the former Novartis site in Wimbleshurst Road, Horsham. This represents a multi-million pound boost to the local economy and the West Sussex health and life sciences sector.

The County Council had its bid for the site accepted in summer 2015 and since that time have been working on the business case for this development opportunity. Subject to planning approval, the ambition is to develop a new science and business park for med tech, life sciences and related businesses, with a third of the site set aside for residential development.

This is a real coup for WSCC and represents a lot of hard work to get to this stage, and a lot more hard work going forward. The rewards will be considerable both for existing health and life sciences cluster and for the wider county, and firmly supports the Council's key priority to grow the local economy.

A marketing agent is currently being appointed to seek partners to take the development forward.

Any and all enquiries about the science park can be emailed to info@investwestsussex.co.uk

Manor Royal BID Event



Manor Royal BID has helped kick-start 2016 for local businesses by hosting its annual showcase event. Around 120 local companies, business owners and policy makers came together at Virgin Atlantic's 'The Base' in Crawley, to find out more about the BID, meet new contacts and be inspired by the success of local firms who were invited to exhibit at the event. Representatives from the Manor Royal BID Board and its partners were on hand to answer questions about how the BID is working to encourage local trade and maintain the area's profile as a premier business location.

The Manor Royal BID also arranged for the developers and agents of strategic sites located on Manor Royal to showcase their plans. These included the Gatwick Road site which is currently being transformed to include a mixture of offices and retail space, the Acorn Retail Park in Betts Way near County Oak, and the extensive office refurbishment at Churchill Court.

Guests participated in an interactive question and answer session, ensuring their voice continues to be heard about the future priorities of the BID. More than 61% of those participating said they were satisfied with Manor Royal as business location and more than half thought it had changed for the better in the past year. The top issues facing Manor Royal were cited as a) improving the standards of appearance of the business district, b) taking action to address parking and transport issues, and c) providing more eating and meeting facilities. Encouragingly, 96% said they were supportive of the Business Improvement District.

The Manor Royal Showcase Event is one of a number of initiatives the BID delivers for the benefit of Manor Royal companies and their staff. If you represent a company based on Manor Royal Business District and would like to exhibit or attend the BID's next expo event, please book online at www.manorroyal.org.

Switching Water Supplier

From April 2017, the current regional Water monopolies in England will be deregulated offering non-domestic customers in England the opportunity to choose their supplier for the first time.

What does this mean?

When the Water market opens, all non-domestic customers will be given the freedom to choose their water provider. It is believed that a greater choice of suppliers will open the Water market to offer a wider choice of tariffs, improve the standards of service and create tailored service offerings to all.

If you have multiple sites then it may be possible that you could benefit from

consolidated invoicing from just one Water supplier rather than monthly/quarterly invoices from a range of suppliers, saving you precious admin time.

What should I do?

Many suppliers may try to incentivise and reward early commitment to remaining with them beyond April 2017, by offering reduced tariffs that start before the market opens to competition.

If you are looking for advice to help you decide what is best for your business and ensure you minimise your future water costs please get in touch with James Hickling on:



T: 01293 651218 ext 210
E: jhickling@energyandcarbonmanagement.com
www.energyandcarbonmanagement.com

Strood Copy launches new copywriting workshops

This year, professional copywriter and public speaker Lucy Pitts of Strood Copy is launching a new series of four workshops designed and written specifically to help business owners and / or their marketing departments improve their writing and thereby their results. The workshops will cover website content, blogs, newsletters and mailshots as well as how to write a stellar business presentation and one - minute pitch and improve your PR.

The workshops will each be a 3 hour, morning session spread throughout the year and held on the 11th March, 24th June, 7th October and 2nd December at the Horsham Sports Club in Horsham. They will include a take away handout with prompts and tried and tested formulas, as well as practice within the workshops and lots of hands on advice.

Lucy is known not only for her work as a local copywriter, but also as a member of

the Association of Speakers Clubs, former barrister and deputy editor at The Good Life France. She gives regular presentations which are known for being highly informative but also fun.

If you'd like further information about the workshops contact Lucy at: lucy@stroodcopy.co.uk

University seeks professional placements for students

The University of Brighton is looking for professional placement opportunities for its students in the Gatwick Diamond and surrounding area.

Placements are for pre-agreed durations, varying from two-three months, to a whole year across all sectors. The university already has a range of established placements with both private and public sector organisations, but is looking to expand this by working with new providers to develop further undergraduate opportunities.

The environmental sectors are of particular interest for undergraduates studying for degrees in geography, geology, environmental science and earth and ocean sciences. Also of interest are placements in engineering, business and management, and particularly sports business management, for students studying business, finance, law, human resources, marketing, retail, travel, tourism, events and hospitality.



Whatever your business or company size, a placement student can bring many advantages to your organisation:

- a high-calibre employee who is motivated to perform well
- fresh, innovative ideas
- flexible way to resource a short-term project
- cost effective graduate recruitment

Placements can also be linked to the student's formal assessment, meaning that the student

has to complete a piece of academic work during their placement which feeds into their final degree classification. In the more substantial placements, this assessment is often a piece of research, specified in collaboration with the employer, which can benefit the organisation.

For more information contact the University of Brighton's Business Helpdesk. Call Chantal Batchelor on +44(0)1273 643 098 or email businesshelpdesk@brighton.ac.uk.

Tee into Summer for Henry

If you are a keen golfer then the Dame Vera Lynn Children's Charity has the perfect answer for you. Their annual Charity Golf day is taking place on the 19th May at Bramley Golf Club in Surrey. All the money raised on the day will go directly to the charity that supports babies and children under 5 with Cerebral Palsy and other motor learning difficulties.

This normally private members only club set in the majestic Surrey hills has a century of golf behind it. Bacon roll, tea coffee on arrival followed by an amazing round of golf and then a 2 course presentation dinner will complete the day. Enter a team of four for £400.

Catherine Bristow, Events fundraiser said "being a small charity we can really make a difference and guests can feel confident that by helping us by attending our events

or donating they too are doing the same. To give you an idea of how we help, I want to share Andrew and Emma's story whose son Henry is now aged 3.

My husband and I found out that we were having twins, at the time we thought that this would be the biggest challenge we would face – having two babies to look after at the same time. How wrong we were! Sophie came home from hospital at 2 days old but it would be another 6 long weeks and a few emergency ambulance journeys later before Henry was well enough and strong enough to make our family complete. When Henry came home from hospital he was on a cocktail of medication. After a few months Sophie could hold her cup but Henry just didn't seem interested in even trying. In the early days we thought he was being lazy but as he grew older



we realised that there was something not right and that is when we found the Charity and we simply cannot thank them enough for their help.

So if you would like to help Henry and all the other children the charity helps, please contact www.dvlcc.org.uk or call 01403 780444 or email: Catherine.bristow@dlcc.org.uk

Golden Lion Children's Trust & GDB Challenge 2015



What's the connection between go-karting and Joe McEldrey?

Need a clue? Consider the GDB Challenge 2015 teams and a group of local disadvantaged children – now you might get the answer.

The Golden Lion Children's Trust share of money raised was spent on a visit to the Hawth to watch a performance of Joseph

& his Amazing Technicolour Dreamcoat'. Children who possibly have never enjoyed live theatre before had a brilliant time. This was all thanks to the generosity and stamina of everyone who took part in the Challenge or bought raffle tickets at the Dinner Dance.

"Live theatre is so exciting for everyone, especially for family groups who wouldn't usually be able to afford such a treat. To watch

their reactions and see their excitement is wonderful. Thank you to everyone in GDB who helped to make this 'treat' possible."

Lynda Guy (Chairman)

For more information about the GLCT:
www.glct.org.uk
01273 891963
lynda@glct.org.uk

In the Spirit of Christmas

The staff & Management of the Holiday Inn London Gatwick decided to make St Catherine Hospice their nominated charity at the end of last year and collect money in various ways for them.

Over Christmas they auctioned off bottle of Prosecco on each party night and raised over £700. The staff then collected another £241 from holiday parking clients and so raised £941.

Sean Quinney, GM, and some of the staff handed over a cheque for the amount to Sarah Achucarro.

www.higatwickairport hotel.co.uk



Fundraising Success for Richard Place Dobson

The team at Richard Place Dobson, one of the leading Chartered Accountants and Business Advisors in Sussex, has raised almost £450 for various charities since the introduction of a monthly Dress Down Friday in May 2015.

Some of the charities that the Firm has supported include St Catherine's Hospice, Children in Need and Global's Make Some Noise. In December, the Firm also held a Christmas Jumper Day to support ITV's Text Santa which was another big fundraising success, raising money for Save the Children, Macmillan Cancer Support and Make-A-Wish UK.

In addition to Dress Down Days, Team Members got competitive in September during a Bake Off supporting Macmillan Cancer Support's annual Coffee Morning, raising just under £130. The team also completed a 'Big Christmas Card' with Christmas messages for colleagues instead of giving individual cards to raise money for Action for Children, and



donated toys, treats and food to be given to dogs in The Kit Wilson Trust's Animal Rescue Centre at Christmas, as part of the charity's Christmas Shoebox Appeal.

The Firm, based in Crawley, has a specialist charity team which acts for over 100 charities and not for profit organisations, from small local charities to larger charities

that operate internationally. Darren Harding, the Director who heads up the Charities Team, said "Supporting charities is a big part of the philosophy at Richard Place Dobson. We feel it is important when working with charities to engage in the sector as much as possible. As part of this, we encourage the Team to get involved in supporting charities as much as we can."

Roband Vintage Unit Return Benefits' St Catherine's Hospice

Roband is pre-eminent in its field of design, development and manufacture of electronic power supply systems for the most demanding applications. Founded in 1956 it started life in a converted stable in Islington, then moving to Thornton Heath but since 1963 and for the majority of its life has resided at its current home in Charlwood.

2016 will see Roband reaching its 60th anniversary and to celebrate this amazing achievement we are attempting to get hold of vintage units, designed and manufactured by ourselves, to display in our reception area. We already have some, but by no means as many as would like.

Out of the blue in July 2015 a gentleman called Tony Leach from Worcestershire sent us an e-mail saying that years ago he had inherited an old Roband unit type P1338. This was originally designed in the early 1960s as a complex unit to power computers. For some years it had been residing in his garage powering a car radio but it was now disconnected and not being used. As soon as he made contact we asked if we could have the unit back and in return as soon as it was safely in our possession we would donate £100 to a local charity in honour of the occasion.

On route to Gatwick in mid November, Mr Leach kindly dropped off the unit himself

and on Monday 7th December we made good our promise. Presented by Andrew Gold MD of Roband, Laura Kelly received the cheque on behalf of St Catherine's Hospice (see picture below).

It is hoped that the wonderful work that is done by them is recognised by the whole local community and we hope their care and professionalism continues well into the future.

www.roband.co.uk

Action for children

On 11 February anyone that had applied for a place in the ballot for the Prudential RideLondon-Surrey 100 bike ride event found out if they've been successful.

RideLondon 100 is on Sunday 31 July this year, and is described as 'the London Marathon on wheels' – a 100 mile bike ride on specially cordoned-off roads through the Capital and across the Surrey hills, finishing in triumphant style in front of Buckingham Palace.

Action for Children have had fantastic support from a number of staff, including Mark Gambrill, Children's Services Manager, who took part in 2015.

Mark also remembers the challenge well – 'I have worked for Action for Children for 11 years and wanted to be able to raise money for the services I am involved with. Throughout the course of RideLondon,



there were loads of people shouting their support. There were loads of chats and conversations with others on their bikes, which gave a real sense of comradery. When some cyclists struggled at points there was always friendly support offered to get them through the challenge'.

If you've been inspired by Mark's efforts, we have a team taking part in this exciting event! You could join in. To find out more about RideLondon 100 and to register, contact Ruth.dean@actionforchildren.org.uk

Kreston Reeves raise mountains of cash for charity!

Kreston Reeves, one of the leading accountancy and financial services firms located across London and the South East, is delighted to announce that a group of Partners have raised in excess of £6,000, climbing Yorkshire's highest peaks for charity.

The challenge, undertaken late 2015, was in aid of Odyssey and Cancer Research UK and in memory of a much-loved colleague, Bill Gardiner who sadly passed away last year, aged 51 following a battle with cancer. Bill worked at Kreston Reeves as Maintenance Manager for over 13 years.

The team of 15 Partners from across the firm, led by Managing Partner Nigel Fright, included Tim Maakestad, Nick Alder, Tim Levey, James Peach, Richard Heasman, Jenn Williamson, Shirley Smith, Michael O'Brien, Maxine Reid and Mike Dyer.

Nigel Fright said, "This year, strengthened in numbers, we were particularly determined to raise as much money as possible for Odyssey and Cancer Research UK in tribute to Bill. Bill was a highly valued colleague and friend to a large number of people here and will be sorely missed."

Nigel Fright added, "We are all really proud to have participated in this challenge and so thankful to those who have sponsored the Kreston Reeves team in the pursuit of raising funds for these important causes being especially close to our hearts this year."

Kreston Reeves contribute significantly in fundraising throughout the year through a variety of activities and time commitment. The Firm will extend this level of commitment into the next five years of its CSR programme...and will have something even better planned for 2016!"

Business Centre donates over £2,900 to 3 local charities

Basepoint Centres in Crawley, Haywards Heath and Shoreham were delighted to be able to present 3 local charities with a cheque for £2,976 this week.

The Centres worked together with Gatwick Diamond Business to raise the funds through various activities such as a spectacular charity ball and an endurance go-karting challenge.

The 3 charities; The Olive Tree Cancer Support Centre, Golden Lions Children's Trust and Chestnut Tree House Children's Hospice, each received £496 each from the fundraising events. Basepoint then match-funded the money bringing the total for each charity to £992.

Stephanie George, Centre Manager at Basepoint Crawley, comments: "We are delighted to continue our support for our 3 nominated charities with the help of Gatwick Diamond Business. These funds are taking us one step closer to completing this years' pledge to match fund £10,000 to each charity support the essential services they provide."

For further information about The Olive Tree Cancer Support Centre please visit <http://www.olivetreecancersupport.org.uk>.

For further information about The Golden Lion Children's Trust please visit www.glct.org.uk.

For further information about Chestnut



Tree House please visit www.chestnut-tree-house.org.uk.

For further information about Basepoint please visit www.basepoint.co.uk.

Apprentice helps local insurance broker get social

Like most teenagers, Liam Benson thought insurance was boring...until he landed a job at Bennett Christmas Group in Burgess Hill.

Now the 19-year-old apprentice is in the thick of developing and implementing the firm's social media marketing campaign - and he's loving every minute of it.

"Before I joined Bennett Christmas I didn't have a clue what insurance brokers did, to be honest," says Liam. "It's something most young people know nothing about and the perception is it's boring, so I was really surprised when I got here. It can be as exciting as you want to make it."

Liam, who lives in Burgess Hill and is completing a Level 3 Diploma in Creative and Digital Marketing through the training organisation Creative Process, is responsible for implementing the Bennett Christmas' digital strategy. His tweets, posts and blogs have thousands of followers and from speculating on how much it costs to insure the real Downton Abbey to whether intelligent kitchen appliances could be used to steal your car, broking and underwriting have proved anything but dull!

"Liam is the first apprentice the firm has hired," said Bennett Christmas chief executive Mark Bennett, "but his enthusiasm and creativity have been tremendous."



"We knew social media was going to be crucial to the success of our new websites www.bennettchristmas.com and www.bc-uw.com when we launched them late last year. The sites are full of really relevant and up-to-date advice and information that we wanted to get out to customers and other brokers. Using Facebook, Twitter and LinkedIn was the best way of publicising this information but we are also using these networks to build relationships with clients - particularly the younger generation. That's especially important for professional services firms like ours because people need to feel they know you and trust you, so they can turn to you when they need you."

For Liam, who works closely with the firm's marketing agency Creative Pod, it's been an eye opening four months and he's already been told a full-time job is waiting for him with Bennett Christmas when he finishes his course later this year. "I can't wait," he says.

www.bennettchristmas.com

Jonathan takes up post as Chief Executive

Jonathan Sharrock has officially taken up his post as the new Chief Executive of Coast to Capital Local Enterprise Partnership.

He joins Coast to Capital having spent the last three years as a member of the senior management team developing the HS2 high speed rail project; he was previously responsible for overseeing Government transport interests for the 2012 Olympics.

Jonathan also has significant experience of policy development and the leadership of major projects having worked for more than a decade at the interface between government and industry.

In earlier roles, he gained significant experience working with the aviation industry, having been responsible for delivering the aviation security regime, developing UK airport capacity and completing the privatisation of air traffic control.

As Chief Executive of Coast to Capital, he will be responsible for delivering the



LEP's business plan to transform business and economic performance through the region's Growth Deal.

He said: "I look forward to working very closely with our businesses and key partners to ensure that Coast to Capital can help shape the region's future economic growth."

My First Week at Computer-Eyez

Usually, I would feel quite nervous when starting a new job; but it was different this time. I was eager to do well and hungry to learn.

I was recently hired as a marketing apprentice for an IT and telecoms company based in Sussex. After just completing a training course in Cardiff earlier this year, I was ready to apply what I've learnt so far.

What surprised me was the friendly welcome I got from my boss Simon Smyth and all the employees. Everyone here is nice, I thought to myself; what's the catch? After getting to know everyone it was clear that Computer-Eyez invests in the right people. I felt quite special!

Something small that really improves the work place vibe (and I believe all offices should have a go at), is that everyone in the office took a personality test and openly shared their results. We were given a book about each personality type and it taught us how to have the best professional relationship with other personality types. I found this comforting, and very useful to have when just starting up these professional relationships.

When it came to working and learning, I was given lots of interesting books and video courses to run through. I've written a few blogs and started to manage the social media sites. It's all very exciting and I can't wait to be the best I can.

I look forwards to the future and hope to help out this company just as it has helped me so far.

Wish me luck!

Jake Wharton
Computer-Eyez

Computer-Eyez work with businesses that recognise how selected use of new technology can improve efficiency and reduce the time staff spend on IT issues.

For further information, call 01273 806211 or go to www.computer-eyez.com

asb law LLP appoints former legal director at the Football Association to strengthen legal management consultancy

Innovative legal and consultancy firm, asb law LLP, is pleased to announce the appointment of Alistair Maclean, the Football Association's former Group Legal Director and Company Secretary of eleven years.

Alistair joins asb law's legal management consultancy, asb consult, a dedicated service designed to support general counsel in transforming their operations to deliver additional value across the business.

Alistair, whose broad skillset encompasses commercial, litigation and corporate law, joins a dedicated team of experienced lawyers, transformation specialists and legal management consultants who have been working with in-house legal teams to align the activities of internal and external advisers, processes and technologies to the strategic

goals of their business, while driving efficiencies and enhancing the team's performance.

Commenting on his appointment, Alistair said: "Today's GCs are dealing with greater pressures and need a broad range of skills to demonstrate value to their business. I'm impressed by asb's innovative approach to meeting the genuine needs of those that have the challenging task of managing the in house legal function. I am delighted to be joining the team and look forward to supporting the development of the legal management consultancy."

asb law has been applying creative techniques and methodologies in delivering legal services for several years and its efforts have been recognised recently by industry commentators: Andrew Clinton featured in the management category of this year's

The Lawyer Hot 100 list, and the firm's commitment to innovation was noted with a nomination in the Managing Partner Forum Awards (yet to be announced).



Managing Partner, Andrew Clinton said: "We are thrilled that Alistair has chosen to join us. With a wealth of experience and practical insight into the evolution of the legal function, Alistair also has a genuine understanding of the role and challenges facing today's general counsel."

www.asb-law.com

Martin Searle Solicitors have promoted Laura Middleton and Chloe Smith to Associate Solicitors

Chloe Smith joined Martin Searle Solicitor's Community Care Law department as a Trainee. She was recently praised by Senior Judge Lush of the Court of Protection at a local Care Conference for her excellent preparation and advocacy on a case he was hearing. Chloe also leads the Community Care Law team's Services for Professional Deputies. Chloe says, "My cases are diverse and interesting and I enjoy helping my clients achieve a positive outcome that really makes a difference."

Laura Middleton, part of Martin Searle Solicitor's Employment Law team, heads

their Haywards Heath office which was launched in December 2015. She says, "I enjoy being an employment law specialist and I'm proud to be promoted by a firm that puts equality and fairness at the forefront of everything we do."

Fiona Martin and Cate Searle co-founded Martin Searle Solicitors in 2004 and now have six offices in Sussex and Croydon. Fiona says, "Our success is based on the quality of our lawyers and their care and devotion to delivering expert, client centred legal services. Chloe and Laura are a new



generation of solicitors who really do 'give a damn' about their clients".

www.ms-solicitors.co.uk

New Vice-Chancellor takes office

Professor Debra Humphris joins the university from Imperial College in London, where she held the positions of Pro Rector (Education) and Vice Provost (Education) since 2012.

As Brighton's Vice-Chancellor she will be responsible for the leadership and management of the university within the policies laid down by the Board of Governors, including its 21,000 students studying at five campuses across Brighton, Eastbourne and Hastings.

She was drawn to the post of Vice-Chancellor at the University of Brighton because of the emphasis it places on equality, access and inclusion. As an openly LGBT senior leader, she is strongly committed to inclusion and

was Chair of the Imperial College Equality and Diversity Committee, leading change in the college's work on gender equality, sexism and organisational culture.

Professor Humphris, who takes over the post of Vice-Chancellor from Professor Julian Crampton, said: "I'm absolutely delighted to have the privilege to become the next Vice-Chancellor of the University of Brighton. This is a successful institution with a very exciting future and I look forward to working with students, the Students' Union and with staff as we work together to develop our future plans."

www.brighton.ac.uk



PwC named amongst top South East deals advisors

PwC has been named amongst the top deals advisors in the South East in the latest Experian report on UK deals delivered in 2015.

The report says PwC advised on 22 deals during 2015, putting the PwC South East team in fourth place, the highest placed Big 4 firm, amongst the financial and legal advisors in the region. That represents a significant jump from PwC's 10th place in the 2014 deals league table.

While London remains the biggest region with involvement of just under 40% of all UK deals activity, the South East is the second largest deals region, accounting for 14.5% of total 2015 deals activity.

Experian says the South East deals market was worth £157 billion (36% of the UK total deals market by value) in 2015, an increase of over 300% on the 2014 total. The increase can largely be attributed to a jump in the number of smaller deals, the report says.

Nick Jones, Office Senior Partner, PwC in Gatwick said:

"It's fantastic to see such an increase in the value of the deals taking place in the South East, as well as the increasing presence PwC has had the market.

"I am proud to say we have moved up 6 places from the previous year for the number of deals worked on, which is a great achievement. This report highlights the commitment PwC has to the deals market across the South East."

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RSM moves up to 6th in global rankings

RSM, which has offices in Gatwick has announced a six per cent increase in global fee income, moving the brand up one place to become the 6th largest global network of independent audit, tax and consulting firms.

Fee income for RSM's international network rose to US\$4.64 bn for the financial year ending 31 December 2015. Turnover rose by 10 per cent in the USA, 10 per cent in Europe (based on fee income in local currencies), six per cent in the Middle East and North Africa, one per cent in Asia Pacific, and nine per cent in Latin America.

Audit and accountancy fees increased by four per cent to US\$2.27 bn, tax grew by seven per cent to more than US\$1.35 bn, and consulting/advisory was up 6.9 per cent to US\$1.02 bn.

The UK firm, formerly known as Baker Tilly, adopted the RSM brand and trading name on 26 October last year as part of a coordinated global rebranding exercise in 120 countries.

Kirsty Sandwell, office managing partner at RSM in Gatwick said: 'Our rise in the global ranking underlines the strength and depth of our international network. More local firms are needing support to operate in an increasingly complex and changing global environment. At RSM in Gatwick we will be running a series of "Doing Business In Workshops" to support the region's ambitious mid-market corporates, watch this space! Being able to draw on expertise



from across RSM's global network is and will continue to be invaluable.'

During 2015, RSM appointed eleven new member and correspondent firms in Bangladesh, Belarus, Bosnia and Herzegovina, Colombia, Italy, Mali, Niger, Philippines, Sri Lanka, Tajikistan and Zimbabwe. RSM now comprises more than 38,000 staff working across 760 offices in 120 countries.

0845 0570700, www.rsmuk.com

Managing Partner of leading regional law firm, asb law LLP, named one of the "best lawyers in the business"

Andrew Clinton, Managing Partner of asb law LLP, has today, Monday 25 January 2016, been unveiled as one of the "best lawyers in the business" in The Lawyer's Hot 100 list for 2016.

Gathering together the cream of the crop from in-house, private practice and the bar, The Hot 100 list includes lawyers who have made an impact not just on the performance of their firms, companies or chambers, but also the wider business community, with innovation continuing to be at the heart of the list.

Operating in what has been labelled as one of the toughest parts of the UK legal sector (UK 200: the Independents report 2015), The Lawyer's report describes Andrew as asb law's "secret weapon". Having devoted

much of his time over recent years to understanding the market and what clients really want, Andrew has spearheaded the firm's innovative approach to the delivery of legal services, which in turn has helped to position asb law as a "regional trailblazer".

Commenting on the accolade, which sees him feature in the list's management section, Andrew said: "Over the last few years, we've committed to finding better ways of doing things for our clients. This has meant significant investment and transition for our firm and our culture."

For further information on asb's approach and how it has transformed, please contact the communications team on +44 (0)1293 861242.

Kreston Reeves awarded for 'Outstanding Client Service' at Kreston International Awards



Kreston Reeves, one of the leading accountancy and financial services firms located across London and the South East and member of Kreston International, is delighted to announce that they have won the 'Outstanding Client Service' award at the Kreston International Awards 2015 for their work with the Rock-It Cargo USA LLC group.

Kreston International is a global network of independent accounting firms. Currently ranked as the 13th largest accounting network in the world, with member firms in over 100 countries and a resource of

over 20,000 professional and support staff worldwide. Kreston Reeves has been an active and prominent member of the network for over 30 years.

Andrew Griggs, Senior Partner at Kreston Reeves, commented; "We are delighted to have been recognised and awarded in the 'Outstanding Client Service' category at these awards! One of our core values at Kreston Reeves is providing the highest quality client service to our clients and developing long-term relationships with them. Therefore, we are particularly proud

to have been recognised in this award which recognises the full team's work and dedication to this value.

Through Kreston International, the links that have been forged between independent firms around the world add a powerful extra dimension for our clients by providing global coverage and removing the need to negotiate cultural divides. We look forward to continuing to work with the other network members and to further develop the network in the future".

01293 776152, www.krestonreeves.com

Sofitel London Gatwick Celebrates Silver Medal Win from Green Tourism

Sofitel London Gatwick, the airport's premium hotel, has been awarded a silver medal by the Green Tourism Business Scheme (GTBS) for its commitment to green policy and CSR.

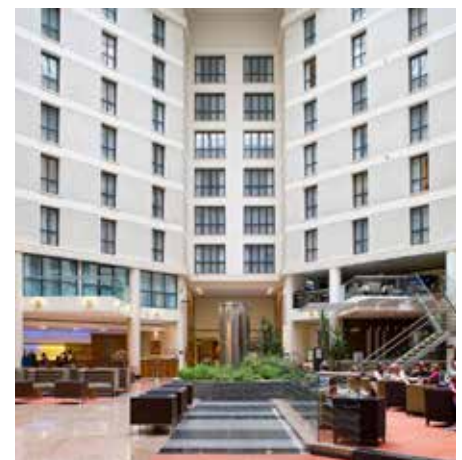
The Green Tourism Award offers independent guidance to tourism businesses wishing to operate sustainably and acts as a stamp of reassurance to guests and visitors of the hotel wishing to make a conscious decision about choosing greener businesses. By rigorously assessing the hotel on criteria such as energy and water efficiency, waste management and biodiversity, the hotel's Silver medal success celebrates an obvious commitment to a greener future and minimising its damage to the environment.

General Manager, James Berry, commented, "Sofitel London Gatwick and our management company, The Arora Group, are fully committed to sustainable tourism and minimising damage to the environment, and

our Green Tourism Silver Medal is a fantastic badge of honour that we will wear proudly. We invest heavily in the energy saving resources that are available to us and see huge value training our staff on efficiency, recycling and green policy in order to meet the standards expected from us as well as providing the highest quality of service."

The hotel exceeds the standards of good practice across a range of sustainable development indicators, receiving 84% for its energy saving efforts. Examples include the significant use of recycled products and the use of LED lighting. Energy and water efficiency are key issues within a hotel and Sofitel London Gatwick received 76% for its efforts towards water efficiency with Eco saving shower heads and sensor taps within public bathrooms.

The Green Tourism Business Scheme is the leading sustainable tourism certification



scheme in the UK, focusing specifically on business such as accommodation providers, visitor attractions and corporate offices.

www.sofitel.com/Gatwick
@SofitelLondonGA

Advanced blend of music opportunities for the local area

East Surrey College is delighted to announce a new partnership venture with The Academy of Contemporary Music; within the sound and music production, and contemporary music fields.

This is another move to further advance the local opportunities available to access outstanding music industry training; preparing local people for all aspects of a career within the growing music and entertainment sector.

Robert Jones, Head of Reigate School of Art at East Surrey College commented: "This exciting new partnership augments the offer that Reigate School of Art provides to the

local area, and at the same time builds on the success of the recent Ofsted visit where the department was recognised as Outstanding. We already offer a range of courses aimed at careers in the music industry in particular production and promotion with our own student run record label Neutral Ground Records. The new partnership with ACM has enormous scope for developing further to expand our centre of excellence within the region to give an even wider range of opportunities to the industry professionals of the future"

Now is the perfect opportunity to visit both locations either at their upcoming Open Events, or to arrange a campus tour:



To arrange a campus tour at The Academy of Contemporary Music you can pre-register online at www.acm.ac.uk/campus-tour/.

East Surrey College www.esc.ac.uk.

Developing National Talent Pipelines

Employers need to play their part

According to the UK Commission for Employment and Skills, employers are facing talent poverty as skills shortages rise 130% in four years. So-called "skills shortage vacancies" now make up nearly a quarter of all job openings, leaping from 91,000 in 2011 to 209,000 in 2015.

The UK commission for employment and skills highlighted the following key areas which need to be focussed on, to address skills shortages and provide future talent pipelines for business:

- employers to take a lead in improving skill levels
- more vocational pathways to work

- more integration between the worlds of work and education
- more apprenticeships
- work experience to become an integral part of education

The Centre of Coaching Excellence (CCE) have already been leading the design and delivery of frameworks to support skills development at every level of an organisation.

Christina Dennis their CEO firmly believes that a more holistic and scalable approach needs to be taken for the benefit of businesses and the communities they operate in.

The CCE supports this agenda by with their unique and award winning employer led pre-employment programme, Our Club which

addresses work readiness, behavioural development and work experience. It offers employers the chance to support the communities in which they operate whilst at the same time strengthening their own talent pipelines.

Act now to build a coalition, working to support our future talent pipeline for those both entering the workplace and those progressing through their career.

Contact the team at CCE to discuss how you can play your part:
T: 01403 212 402
E: info@cocex.org
W: www.cocex.org

Putting travel in the picture

Journalist and TV personality Simon Calder recently visited Central Sussex College to share his thoughts and insights on the world of travel. Student groups from Travel and Tourism and Media had a quick-fire Q&A session with Simon, who was ready to share his opinions on everything from airport security, to the best place in the world to visit in November.

Simon, who is known as 'the man who pays his way', is Britain's leading travel commentator and so was well placed to answer the wide variety of questions that came his way. Immediately dispelling students' nerves, he stated that "There is no such thing as a silly question, but you might get a silly answer".

The students got straight to the point – asking him how the migrant crisis might affect the travel industry and if government budget cuts

in policing would affect airport security. He had a reassuring message about the future of travel, stating that even in light of recent terrorist events, tourists are still safer than ever.

Other questions related to his own travel experiences, with students amused by his responses of "The last place I visited is always my favourite" and "I don't know how many places I've been to, but not enough". He even shared his insights into why the Sound of Music is the best travel film ever made – although he was open to other opinions.

Simon had some valuable advice for students on keeping up to date with travel trends and building relevant experience by visiting as many places as possible. Even the lecturers got to relive some of their own industry-based experiences from travel agents and airlines.



The students were left in no doubt what a rewarding career path travel or journalism would be and many have already been looking online for their next holiday!

www centralsussex.ac.uk



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www.shovelstrobeconsulting.com
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www.tomsetts.co.uk
01273 573347
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Seminars

31st March 2016

Bring your campaign to life - how video can inform, inspire and engage

Presenters:

Shereen Russell & Jenny Parker (Account Directors), Wildwood PR
Nick Webber (Managing Director) Steve Platt (Senior Producer), Take One Productions

With YouTube now owned by Google, more than 1 billion unique YouTube visitors each month, and 300 hours of video uploaded onto YouTube every minute, video is fast becoming one of the most powerful marketing tools helping brands talk directly to customers.

During this session we're going to discuss why businesses should be incorporating video into their marketing and PR plans, how video works as part of a wider campaign and how it is fast becoming one of the most effective communication tools at a brand's disposal, and it doesn't have to cost the earth.

This talk will explore the benefits of using video to communicate with your target audiences – from creating shareable content for your social media channels, to improving your SEO and delivering your PR messages. We'll also be sharing some case studies to demonstrate how engaging video content can transform the impact of your campaign.

29th April 2016

Future Proofing Your Business – Are You Missing a Trick With Health and Safety?

Presenters:

Bhavna Patel Head of Employment Department, pdtsolicitors
Greg Davies, Head of Service Development, Assurity Consulting

Are you aware of how direct or indirect costs of poor health and safety management can affect your business?

Have you considered the broader positive impacts you can make to your business by shaping your health and safety in the right way now and for the future?

This interactive seminar will provide you with key guidance on how to protect you and your business and take the worry out of health and safety compliance.

t: 01293 440088
www.gatwickdiamondbusiness.com
twitter.com/gdbevents

Gatwick Diamond Business
14 Basepoint, Metcalf Way
Crawley RH11 7XX



Forthcoming events

23rd March 2016

Afternoon Tea

Ockenden Manor Hotel & Spa
2.30pm – 4.30pm
£30 members
£40 non-members

31st March 2016

Members Meeting

Mid Sussex District Council at Clair Hall
11am Educational Seminar – “Bring your campaign to life - how video can inform, inspire and engage”
12pm Members Meeting – 2pm
Free for Members

6th April 2016

Pastries & Networking

Arora Hotel Gatwick/Crawley
8.30am - 10am
Free for Members

13th April 2016

Home Time Networking

Hampton by Hilton - London Gatwick Airport
5.30pm - 7pm
Free for Members

15th April 2016

Networking at Ease

Pelham House
12pm - 2.30pm
£40 members
£50 non-members

22nd April 2016

Express Lunch Networking

The Felbridge Hotel & Spa
12pm – 2pm
£25 members
£35 non-members

29th April 2016

Members Meeting

Holiday Inn London Gatwick Worth
11am Educational Seminar – “Future Proofing Your Business – Are You Missing a Trick With Health and Safety?”
12pm Members Meeting – 2pm
Free for Members

5th May 2016

Pastries & Networking

Spofforths LLP
8.30am - 10am
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

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.

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Editor: Jeremy Taylor

Basepoint, Crawley, RH11 7XX

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Birmingham

Our team in Crawley is growing, please read our story on page 13 to find out more

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creative

pod

Do you need collateral and banners for an event? Or looking to build upon your existing collateral? From business cards, flyers and brochures to posters, boards and banners we have you covered!

Our in-house digital & large format print services include:

- Business Cards
- Corporate Folders
- Flyers
- Brochures
- Posters
- Invoice Books
- Banners
- Branded Playing Cards
- Gloss, matt and satin finishes available
- Full colour printing
- Quality printing ensures vibrant colours
- Available in low and high volume runs
- Fast turnaround time
- Eco friendly print

Need help with design? Our in-house designers are available to help...

