



# the Source

Mar/Apr 2018 #GettingBusinessDone

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How far would you go for business...  
Newhaven? Chichester? Croydon? Bulgaria?

I've recently held meetings with the Chambers of Commerce for Chichester, Croydon and Newhaven and all have expressed an interest in us carrying out some form of joint networking event ... you could call it a Trade Mission!

There are some fascinating businesses and some great opportunities with businesses that are keen to work with us. I'm keen to take this forward but need to understand the likely take up of such an idea.

And then I was on the phone to Sofia .... talking to a representative of the British Bulgarian Business Association. The BBBA is planning a trip to the UK in June and we are going to organise an opportunity for members to meet up with them and discuss mutually beneficial trading opportunities. Bulgaria has a £150bn gdp & (trust me) some very nice wine, while Sally recently enjoyed the skiing!

Sofia is well connected to Gatwick with 11 flights per week and a 3-hour flight time. if you want to expand your business and explore opportunities at the very limits of Sussex or South London or Europe, then please get in touch.

In other news, we have the Finalists of the Gatwick Diamond Business Awards revealed on page 4 of the Source. The 15th March promises to be a fantastic night and I am so very proud of how the Awards have developed over ten years,

especially when I look back on what we did in the first year compared to today.

I hope to see you there.

In May we will be holding our second Annual Charity Challenge with (at the moment) 14 teams from businesses competing to win the gdb Challenge Cup!

Later in 2018 we will resume the seminar programme for Gatwick Diamond Meet the Buyers, with the main event. (Date to be announced soon).

All this and our regular set of networking and learning events brings you unrivalled opportunities to make connections and grow your business.

I look forward to working with you

## Chairman's Column

Did you attend the gdb Speakers Conference? I was so impressed with it, an event truly worthy of the Gatwick Diamond Business name.

Entitled Challenging Business Practices, we had four really interesting & engaging speakers. I wanted a share a nugget from each of them for you.

It started with a new concept to me: Unconscious Bias - where the images & messages we see all the time help to shape our thoughts & influence our behaviour.

Then the youngest Welsh woman to climb Everest talked to us about Motivation. What usually stops us achieving is not that something is too hard, it's the fear of failure.

The Futurologist shared the idea of the 4 New Economies:

- Maker - innovations in production, e.g. 4D printing.
- Sharing - the sharing & full utilisation of equipment & assets.
- Circular - getting away from the linear extract-use-dispose model & promote the reuse of materials, which are becoming scarce & expensive.

- Experience - instead of buying stuff, we now want experiences.

Lastly the Hostage Negotiator told us to Listen! This is especially important for networking & sales. Listen & keep the conversation going- that's where the details are.

What did I take away from this? How is it relevant for my company Eshcon & for gdb?

Firstly we need to look at our business practices in a new light. Is it now Business as Unusual?

Think about risks & opportunities for our businesses & what the future may hold. Innovation is key to thinking big, but you've also got to have a more systemised approach.

Our mountain climber told us to remember the three Ms:

- Milestones - set goals & plan the journey.
- Momentum - keep going, fail fast & learn from your mistakes.
- Morale - enjoy it & you can do it!

I'm off to plan my next adventure. Maybe not Everest, but then again...



**Anya Ledwith**  
Eshcon Ltd

[anya.ledwith@eshcon.co.uk](mailto:anya.ledwith@eshcon.co.uk)  
[www.eshcon.co.uk/gdb](http://www.eshcon.co.uk/gdb)

## Gatwick Diamond Business Members' Views on Gatwick

In early February Gatwick Diamond Business (gdb) carried out the regular Poll to measure the Membership's views on a second runway at Gatwick Airport.

The Poll has shown that we should continue to support the development of Runway 2 at Gatwick. The findings are in the table below, but show that 88% of Members who responded are in favour of a second runway at Gatwick whilst 7% are in opposition. The others were unable to express an opinion or needed further information on the issues.

The Poll gives gdb Members the opportunity to further express their opinion and we will look to publish both supporting and opposing views, with permission, in the May edition of the Source magazine.

"As a representative body, we need to know what our Members think and it is important that we check with them on crucial issues such as this.

"Whilst the runway debate continues, and the option of developing Heathrow is still under scrutiny by Parliament and the Transport Select Committee, our Member businesses are obviously keen to see this airport grow. These businesses are invested in the region, they and their staff live and work in the region around Gatwick so it is important we reflect their views.

"We are also keen to listen to those who oppose

Airport growth and look forward to hearing from them."

In previous years, the Survey has shown that there is strong support for the Second Runway from the Membership of Gatwick Diamond Business:

	2014	2015	2016	2018
<b>Support</b>	92%	85%	88%	88%
<b>Oppose</b>	3%	11%	9%	7%
<b>Need more</b>	2%	2%	1%	4%
<b>Abstain</b>	3%	2%	2%	1%

## Manor Royal paves the way

Pavements in Manor Royal Business District are set for significant resurfacing works thanks to additional investment from West Sussex County Council in connection with the Crawley Growth Programme. Over the next few weeks, footpaths along Manor Royal, Fleming Way, Kelvin Way, Newton Road, Priestley Way and Rutherford Way will be improved by replacing old flagstone paving with new tarmac to support walking and cycling.

The works are supported by the recently announced £60m Crawley Growth Programme to unlock new jobs and

employment space, which has benefited from a £14.6m contribution from the Coast to Capital Local Enterprise Partnership. As well as being a boost for businesses and the local economy the Crawley Growth Programme is designed to provide transport infrastructure and highways upgrades and new homes.

Councillor Peter Smith, Cabinet Member for Planning and Economic Development at Crawley Borough Council, said: "I'm thrilled that these pavement resurfacing works are taking place in Manor Royal. The continued success of Manor Royal is critical to Crawley and improvements to the area will help to



maintain Manor Royal as the place to do business, resulting in more prosperity which benefits Crawley as a whole."

County Council contractors began work in December with completion in the first part of 2018.

## Networking works



At Eagle & Beagle Video we are big advocates of networking. For us, it has been a great resource for hearing about innovation and how business is developing in the region. It has also provided opportunities to collaborate with companies that work in the same industry as us.

We have found that people are often willing to help. Usually the only barrier is not

asking! With such a wealth of knowledge and experience amongst the Gatwick Diamond Business membership, it really makes sense to draw upon this expertise.

As with any relationship, those made via networking can move fast and slow. At Eagle & Beagle, we have found that it is beneficial to have an open ear to anyone. You just never know which of your connections might be useful to another member (and vice versa!).

Through networking, Eagle & Beagle formed a relationship with Breakthrough Funding CEO, Sue Nelson. This relationship subsequently provided each party with a useful body of contacts. At the same time, we both gained a deeper understanding of the values, mission and purpose of our respective companies.

As a result, I am very happy to say that Eagle & Beagle produced a video for Breakthrough Funding. The aim was to produce a short film which did do justice (unlike my description above!) to demonstrating the amazing value and brand awareness which Breakthrough provide for their clients. We really enjoyed working with Breakthrough Funding are really happy with the end result!

So, Eagle & Beagle can report that networking certainly does work.

Eagle & Beagle Video  
[www.eagleandbeagle.co.uk](http://www.eagleandbeagle.co.uk)  
 01444 657007  
[ed@eagleandbeagle.co.uk](mailto:ed@eagleandbeagle.co.uk)  
[www.breakthroughfunding.com](http://www.breakthroughfunding.com)

# Gatwick Diamond Business Awards 2018

## The Finalists are announced

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

Well, you'll need to wait until the 15th March to find out but the Finalists in each of the categories for the Gatwick Diamond Business Awards 2018 were announced on 15th 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, Brian Conley, at the 10th Anniversary of the Gatwick Diamond Business Awards Dinner, on the 15th March at the Effingham Park Hotel. The Headline Sponsors are; B&CE, the People's Pension; Extech. co.uk; Gatwick Airport Ltd & NatWest.

The Evening starts with a Pre-Dinner Reception, and the evening is rounded off with the now highly anticipated After-Show Party. Book now to secure your place at [www.gatwickdiamondbusinessawards.com](http://www.gatwickdiamondbusinessawards.com)

The Finalists in each category are below:

### Green Business of the Year

Sponsored by Crawley Borough Council

- 3FEV Ltd
- Hilton Hotel London Gatwick
- Mid Sussex Wood Recycling Project

### Responsible Business of the Year

Sponsored by University of Sussex, School of Business, Management & Economics

- Cleankill Pest Control
- Future Proof CIC
- WeFiFo

### International Business of the Year

Sponsored by the Gatwick Diamond Initiative

- Acro Aircraft Seating
- Frontier Pitts Ltd
- PVL UK Ltd

### The Award for Customer Delight

Sponsored by Thakeham

- Cleankill Pest Control
- Driver Hire Gatwick
- stevensdrake Solicitors

### Employer of the Year

Sponsored by Search Consultancy

- Assurity Consulting
- Eightspace LLP
- Jellyfish Group Ltd

### The Award for Developing People for Business Success

Sponsored by Crawley College

- Ashdown Park Hotel
- Hilton Hotel London Gatwick
- JACE Training Ltd



### The Award for Supply Chain Excellence

Sponsored by University of Brighton

- Eezehaul Logistics
- Eightspace LLP
- PVL UK Ltd

### Manufacturing Business of the Year

Sponsored by asb Law

- Acro Aircraft Seating
- Denbies Wine Estate
- PVL UK Ltd

### Apprentice of the Year

Sponsored by Reigate & Banstead Borough Council

- James Seden-Smith, Red River Software
- Jordan Williams, Merranti Group
- Robert Wiles, Cloud9 Insight

### New Business of the Year

Sponsored by Basepoint Business Centres

- Growth by Design Ltd
- We are ECHO
- WeFiFo

### Business Person of the Year

Sponsored by KPMG

- Christopher White, Denbies Wine Estate
- Rob Pierre, Jellyfish Group Ltd
- Seni Glaister, WeFiFo

### Business of the Year (Up to £1m)

Sponsored by Platinum Publishing Group

- The Creative Group
- Juno Wealth Management Ltd
- ViiSana Ltd

### Business of the Year (Over £1m)

Sponsored by NatWest

- Jellyfish Group Ltd
- MHA Carpenter Box
- PVL UK Ltd

### Business of the Decade

Sponsored by NatWest

*The winners from the past 9 years of Business of the Decade have gone head to head so we can identify the Business of the Decade. We would like to acknowledge and thank Malcolm Hyde, Regional Director of the CBI, for his independent oversight of the judging of this category.*

- B&CE, The People's Pension
- Denbies Wine Estate
- ILG

Find out what is happening by visiting [www.gatwickdiamondbusinessawards.com](http://www.gatwickdiamondbusinessawards.com) or follow @gdbizawards on Twitter for real-time updates on the night



**GDBA**

**2018**

10<sup>TH</sup> ANNIVERSARY

# **DISTINCTIVE CREDIBLE PRESTIGIOUS**

Join us on 15th March 2018 to celebrate the 10th Annual Gatwick Diamond Business Awards in the Millennium Suite of the Copthorne Hotel Effingham Gatwick.

Our presenter for the evening will be Comedy Legend & Star of Strictly, Brian Conley, before he embarks on his UK Tour.

This Strictly Black Tie event starts with a Pre-Dinner Reception followed by a sumptuous three course dinner with wine, and will see the very best of the Gatwick Diamond Business community come together in celebration of the World-Class businesses operating in this World-Class destination.

- 6.30pm Evening starts with Pre-Dinner Reception
- 7.15pm Take your seats for Dinner
- 9.30pm Brian Conley
- 10.00pm Presentation of the Gatwick Diamond Business Awards
- 11.00pm After-Show Party
- 01.00am Carriages

For more information and to book your table, please call 01293 440088 or visit:  
[WWW.GATWICKDIAMONDBUSINESSAWARDS.COM](http://WWW.GATWICKDIAMONDBUSINESSAWARDS.COM)

 @gdbizawards

## Extech to advise on GDPR compliance



Undoubtedly GDPR is the hot topic of the moment and at Extech we have been invited to a number of seminars over recent months to help us understand what it means to be compliant. The key question on everyone's lips is who do we turn to for advice and who can we trust to help us get it right, as currently there is no acknowledged

or standard GDPR certification that you can work towards.

This conundrum got Andrew Hookway at Extech thinking about what was the best way forward to offer assistance to both his own clients and the general business community. Andrew also had to bear in mind that Extech would need to work towards demonstrating full GDPR compliance themselves by May 2018.

With this thought in mind Extech researched the market and found that Cyber Essentials, a government backed certification from the National Cyber Security Centre, was a big step in the right direction towards GDPR compliance. Cyber Essentials helps you guard against the most common cyber threats and demonstrates your

commitment to cyber security. Achieving certification helps reassure customers that you are working to secure your IT against cyber-attack and you have a clear picture of your organisation's cyber security level. It also helps attract new business with the promise you have cyber security measures in place; and for some Government contracts it is compulsory.

The good news for local businesses is that Extech have recently qualified to be a certification issuing body for Cyber Essentials, so if you would like to begin your journey to Cyber Essentials Certification which Extech considers to be one of the pre-requisites to demonstrating GDPR compliance, then please contact Andrew on [Ahookway@extech.co.uk](mailto:Ahookway@extech.co.uk)

## The dangers of not having an appropriate Will in place with property co-ownership and cohabitation

The recent case involving Joy Williams and her deceased partner Norman Martin's family shows how dangerous it is to jointly own property, if you do not also have the appropriate Will in place.

Mr Martin and Ms Williams had become a couple and purchased a house together which was held as tenants in common between them. Mr Martin had separated from but never divorced his wife. Mr Martin died without having made a Will.

Under the provisions of Intestacy, his share of the tenancy in common held property passed to his separated wife on an outright basis.

Ms Williams brought a claim under the Inheritance (Provisions for Family and Dependents) Act 1975 for reasonable financial provision under the heading that she and Mr Martin had lived together as man and wife for more than two years and she was financially dependent on him.

The matter ended up in Court where Ms Williams' claim was upheld.

All of this could have been avoided had the deceased made the appropriate type of Will. What is appropriate for some in a similar situation as Mr Martin, will, to an extent, be driven by what the person making the Will feels is most appropriate for the competing claims

upon their assets on the event of their death, but there are ways to try to satisfy the competing financial needs of say a cohabiting partner and adult children from a previous relationship, even if the deceased's adult children's entitlement may be delayed until the death of their non-surviving parent's co-habitant.

For more information please contact Edward Walter of Buss Murton Law LLP by phone: 01892 502 320 or email: [ewalter@bussmurton.co.uk](mailto:ewalter@bussmurton.co.uk)



## Are businesses facing Facebook Armageddon?

Have you seen the news Facebook is now focusing more on friends, family and communities rather than businesses? Many companies have decided this means 'Facebook Zero' and business pages will no longer show in the newsfeed on the platform.

Some believe organic reach (people who see your posts without you paying for them as well) is dead. However, this reach has been on the decline for a number of years; on average organic reach is already just 2% of your page audience.

However, if your business page is producing engaging content which generates interest and discussion with your target audience then

your business page organic reach will not have declined as dramatically. Even with the new updates, your organic reach will still be higher than average as engagement is key moving forwards.

Consider how you can engage your target audience and build a community. You can no longer rely on 'engagement bait' asking for likes, reactions, shares or comments. Facebook are cracking down hard on pages doing this. You need to think 'why am I posting this' and 'how does it add value to my audience' for each piece of content.

Look at how you can weave storytelling into your social media posts and build a community

around your content. If you struggle with live videos or any video at all, use your Facebook and Instagram business pages as a gallery or a brochure; showcase your blogs, useful articles, graphics and position your business as an expert in it's field.

If you'd like to discuss your social media and engaging your audience, or if you need some social media training or support, please give Michelle at ByJove Media a call on 07976 522792 or email [michelle@byjovemedi.co.uk](mailto:michelle@byjovemedi.co.uk).



## Where are the opportunities?

In the course of our work here at Catalicity, we often encounter a sense of trepidation about change, with fear around where the opportunities really lie.

We have studied three key government strategies, the Industrial Strategy, the Clean Growth Strategy and the 25 Year Environment Plan, to understand how they work together and how they link with key global megatrends.

In our research we found some key underlying themes about the kind of society that we are collectively building. Regardless of which political party has formed the government there are clear ongoing trends. The methods and pace may change but the main parties are all advocating a future in which people are empowered, are healthier and are able to live in strong and thriving environments.

Whilst from time to time key decisions can accelerate or stall specific activities businesses often lead the general direction of travel themselves.

Within the strategies there are major funding opportunities in some markets but beyond that there are insights available which provide food for thought for boards willing to take a fresh look at their strategic direction.

In our year of membership of gdb we have enjoyed numerous exciting discussions about

**Strong, safe and diverse communities, empowered to manage their own lives actively and sustainably**

**A broad range of transport options using innovative technologies, well designed spaces and prioritising clean and self propelled modes**

**An economy which embraces our diverse community maximising opportunities for green growth through development of people, innovation and business growth**

**Inherently sustainable infrastructure designed to support communities, active lifestyles, positive transport choices and development of our green economy**

**Bold visionary global leadership**

**A government which is informed with reliable data and hears the voice of the people it serves**

**Partnerships to deliver the vision**

**Ideas and innovation embraced**

**Enabling a stronger community voice**

**Data designed to support progress**

**A learning culture**

**Embrace complexity and megatrends**

**Service to our community**

Read our white paper 'Where are the opportunities?' Drawing out the possibilities for business within: the UK Industrial Strategy the Clean Growth Strategy the 25 Year Environment Plan

Catalicity

how technology can be combined with data, or processes adapted through collaboration and so much more.

We have captured some of our thinking in our first white paper, 'Where are the opportunities?'. Early feedback from those who have already received a copy has included comments such as 'Many of the themes are exactly what our customers are

wrestling with as well as some very useful insights too.'

This is just the beginning of a series, don't miss out! Get your free copy at <https://catalicity.wordpress.com> join the conversation on Twitter using #myopportunityis or call us for a chat on 07985 601626

## GDPR – Training your employees

As a business, there are many things that you will need to be doing from 25 May 2018 to demonstrate your company's compliance with the GDPR. Putting in place different types of privacy policies, establishing a data protection compliance program and regularly carrying out internal audits of what personal data is processed are just a few of the ways your business can demonstrate its compliance with the GDPR.

But what about employee training? How are you going to make sure that your employees understand and implement your privacy practices? The training required for your HR team will be different to the training required for your IT and Accounts team.

Senior leaders and managers in your business are also likely to need a different level of training. Each of your business units will have access to different categories of personal data, and they will use it for different purposes and will share it with different types of people. They all need

to have a basic understanding of the GDPR, as well as how the GDPR impacts their business function.



If your business does not have established practices and policies in line with the GDPR and is unable to demonstrate how it complies with the GDPR, it could result in an individual (e.g. a customer, supplier or disgruntled employee) making a complaint to the ICO and seeking (unlimited) compensation from you, as well as the ICO imposing an administrative fine of up to the greater of €20m or 4% of your company's total annual turnover in the preceding 12 months.

If you would like help training your employees, please get in contact for an initial chat to see how we can help [lisa@ljdlaw.co.uk](mailto:lisa@ljdlaw.co.uk) or 07758 885578.

Follow  
**@gdbevents**  
for the best  
networking  
in the diamond

## Top Tips on Making Redundancies

Following the article from the Jan/Feb edition, Fiona Martin continues with advice on making redundancies. Many clients, on being made redundant, tell our firm that it's not what's done, it's how it's done. This is why a fair and consultative process is important. This also ensures that morale across the workforce is maintained.

### 5. What is your selection criteria for redundancy?

- They must be fair and objective and capable of measurement.
- When selecting who is to be made redundant make sure this reflects the needs of the business.
- Ensure reasonable adjustments are made when scoring a disabled employee.

### 6. Have you consulted correctly?

- The redundancy consultation process should be meaningful. Once you have identified which employees are at risk of redundancy, they should be advised and told the length of the consultation period. Twenty-one days is enough time to ensure two one-to-one meetings take place.
- It is important to include employees on long-term sick leave or maternity leave in all consultation discussions.
- Where more than 20 employees at a single establishment face dismissal within a period of 90 days there are separate requirements for collective redundancies.



### 7. Have you looked at alternative suitable employment?

- Once people have been identified as being at risk of redundancy you must consider suitable alternative employment, not only in the employer company, but also in any associated company.
- Sufficient detail of the new vacancy should be provided and a trial period of at least four weeks allowed. If this is not successful, the employee should be allowed to accept the original redundancy terms.
- Employees who unreasonably refuse suitable alternative employment will reduce their chances of winning an unfair dismissal claim and may forgo statutory redundancy pay.
- A woman made redundant on maternity leave must be offered any suitable alternative employment otherwise the dismissal will be automatically unfair.

### 8. Have you correctly calculated the redundancy payments?

- Don't forget to work out the cost of contractual notice or payment in lieu of notice and redundancy payments. Is the redundant employee going to work their notice?
- Statutory redundancy payments are based on length of service, age and salary, subject to a current statutory cap of £489 per week. If the employee earns less than this then you calculate the figure based on gross actual pay.

If you need any further information on handling redundancies fairly, contact our specialist employment law team at Martin Searle Solicitors today on 01273 609911 or e-mail [info@ms-solicitors.co.uk](mailto:info@ms-solicitors.co.uk).

## The 7 new business rules

More than half of new UK businesses fail in the first five years and it's notoriously difficult to make a small business succeed profitably. Here are the new business rules:

### 1. Don't fall in love with your product.

Everywhere entrepreneurs are being told "do what you love and success will follow", but that's nonsense. Test your idea first; it's not enough for customers to like what you're doing, they have to be willing to take out their bankcard and pay for it. Be passionate about your business but make dispassionate business decisions with your head and not your heart.

### 2. Make sure you're in a fast-growing sector.

Does the market really need yet another gin brand, or are you going to make a successful living from being a management consultant? You'll have to be extraordinarily good at marketing and business development in overcrowded categories. Instead hitch a ride in a new

and growing market where there is less competition.

### 3. Your people are everything.

Recruit on personality, values and attitudes, and if someone turns out to be a prima donna or just not a 'people person', get rid of them quickly. All staff are your brand, so look after and inspire them.

### 4. The customer comes first.

Don't work in a way that's convenient to your business rather than the client. Everything about your company, from processes to marketing, payment methods to delivery, should be customer-centric.

### 5. Hire the best advisers you can afford, then shut up and listen.

Get the best accountant, lawyer and IT experts you can afford, then listen. They've seen it all before so don't decide you know best and ignore them, especially when they're pointing out where you're inefficient or going wrong.

### 6. Learn how to have difficult conversations.

Think you can be a business owner and avoid tricky conversations with staff, clients or suppliers? Think again. Approach issues head on, with calmness but persistence and never put it off, especially when someone owes you money.

### 7. Forget the 'buzz' and focus on sales.

Some business owners get obsessed with social media follower numbers and facebook 'likes', but it's just vanity and very time consuming. There's only one outcome that really matters and that's sales, so only use the marketing techniques that will get new business.



Sue Nelson is CEO of the Breakthrough Group

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

## Combining Environment & Quality

A number of my clients have an ISO 9001 Quality Management System and now need to manage their environmental impacts. Rather than starting from scratch, it makes sense to use the existing system & amend for ISO 14001.

Many of the ISO standards now use the same high level structure so that management systems can be more easily integrated. This reduces the amount of time and effort needed to fulfil the requirements.

What are the extras you need to focus on to incorporate your Environmental Management System?

- Review all your activities to produce the Aspects & Impacts Register, considering

all stages of the lifecycle of your products & services, not just operations. Significant aspects go towards your EMS objectives.

- Conduct a legislation review & produce your compliance register.
- Adapt the audit programme, although beware that auditors are experienced enough in environmental issues & legislation.
- Linking back to your risks, a focus on emergency preparedness & response is needed.

Then build upon all elements of the QMS to bring in the environmental angle: context & risk analysis, documentation, records,

audits & tracking non-conformities, communication & management review.

Of course there are differences in the detail but using a combined management system means there is less duplication of effort.

It may sound complicated to do all of this. I will guide you through the process & make it easier for you.

Contact Anya Ledwith, Eshcon Ltd, on info@eshcon.co.uk.  
www.eshcon.co.uk



## GDPR – Consent



I have been asked lots of questions around Data Consent under GDPR. Lots of businesses are worried especially when it comes to data obtained

through networking and for marketing purposes. "If someone gives me their business card, surely they are consenting to me adding them to my database and sending them information about my services?"

An individual's consent under GDPR means "any freely given, specific, informed and unambiguous indication of the individual's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement

to the processing of personal data relating to him or her. It specifically bans pre-ticked opt-in boxes. It also requires different consent options for distinct processing operations. Consent should be separate from other terms and conditions and should not generally be a precondition of signing up to a service."

Third-party controllers who rely on the consent must be named and made known to individuals. Organisations must make it easy for people to withdraw consent and tell them how they can do it. Record keeping is paramount under GDPR and evidence must be kept of who, when how and what individuals were told. Organisations must continuously review consent and update it if anything changes.

In certain situations where it's difficult to obtain consent, it's prudent for the organisation

to look for other lawful basis for collecting and processing the data. GDPR empowers individuals; they are in control of their own data. It's designed to improve customer trust and engagement and enhance business reputation.

Getting ready for GDPR is an opportunity for organisations to evaluate the validity of any consents they might currently have in place and for the future and improve current practices if necessary. Current consents conforming to GDPR requirements will remain valid but failure to comply with consents requirements may result in the maximum administrative fines.

Mary Asante CISM  
07523486147  
mary.asante@maysante.co.uk  
www.maysante.co.uk

## Going part-time. The small print

When you recruit a part-time worker, you can often get way more skills for fewer hours at a lower price tag than if you recruited a full-time permanent member of staff. That's because, part-time workers are very good at what they do. They just need greater flexibility in their lives to do it.

Key areas to consider for part-time recruitment

- Play it fair – the law states that part-time employees cannot be treated less favourably than full-time workers. Try to arrange all-company meetings when everyone is in the office so your part-timer isn't left out.
- Pro-rata and the working hours per week – if

your staff are contracted to work 35 hours per week, that's fine. But if it's 42 hours, you need to ensure any pro-rata part-time salary takes this into account.

- Pro-rata bank holidays – if staff are working part-time but not on Mondays, they should be compensated for bank holidays. If they did the same job full-time, they'd be paid to work eight bank holidays a year. So, their full-time colleagues are getting six paid days off.
- Pro-rata annual leave – if an employee works reduced hours over five days, they would still really be entitled to get the same number of real days as a full-time worker. Translate holiday allowance into hours not percentages

for anyone not working full days.

- Staff benefits and incentives – if there's a car allowance or other benefits, your part-time worker should get these on a pro-rata basis also.
- Pay reviews and bonuses – whatever performance appraisal situation is in place, part-time staff should get these just the same as full-time members of staff.

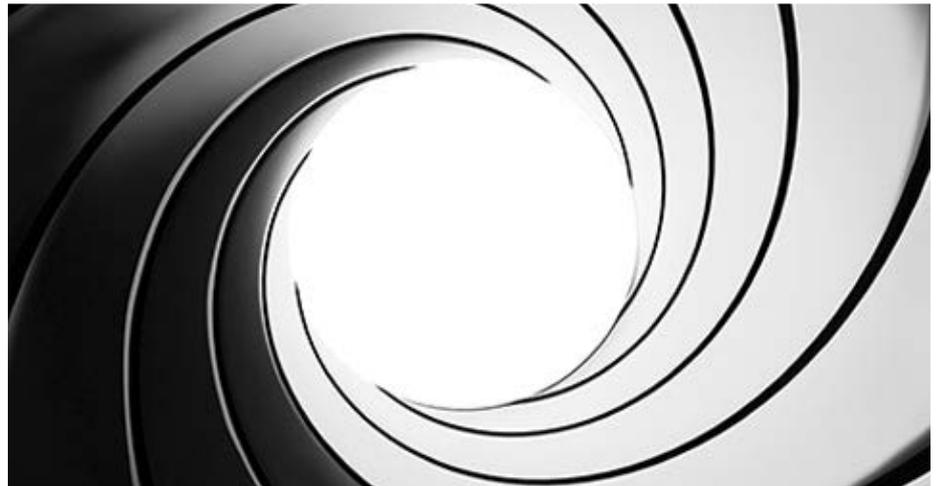
The benefits of part-time/flexible workers are actually quite simple – big boosts to productivity and big rewards for businesses. If you'd like to learn more, please contact Sharon Vibert today. sharon@ten2two.org

## Spectre & Meltdown (update, patch and pray)

The big news of the New Year was the announcement of two major security flaws found within pretty much every processor made since 1995 – Spectre and Meltdown. That includes nearly all servers, desktops, tablets, routers and smartphones. On the face of it, the hack seems relatively innocuous - it only gives someone the ability to eavesdrop on CPU. However, with the right software, it is theoretically possible to steal the username and password for that system, at which point you have total control over everything.

The good news is that whilst the vulnerability was identified by academics working at Google Project Zero, no one outside these circles has yet to turn it into a proper virus. That won't be the case for long.

Most operating systems, browsers, anti-virus, application providers and hardware manufacturers have rushed to release automatic updates and patches. Unfortunately, some of these patches were released too quickly and without proper testing, resulting in the cure causing more damage (through system lock-outs) than the disease. Windows updates in particular had some major problems when they conflicted with certain anti-virus software.



While updates can also have a serious impact on computer performance, causing many IT professionals to hold fire on rolling out 'official patches' until their impact can be fully evaluated.

Our advice (at the moment) is to do the following:

- Make sure you're updating your anti-virus and browser software daily
- Make sure your Operating System auto-updates are enabled

- For any other patching, either seek professional help before applying an update or carefully review other peoples' experiences first.

Unfortunately, whilst operating system and browser updates have helped mitigate the risk of Spectre, IT experts agree the only true fix is a hardware update. As such, Spectre is likely to remain an issue for years to come.

[www.4d-dc.com](http://www.4d-dc.com)

## Bhavna's HR & Employment Column



Bhavna Patel of PDT Solicitors provides some pivotal news.

### Data Protection – Adjust or face the consequences

The ICO has fined Carphone Warehouse £400k. Their breach significantly affected each individual's privacy, leaving their data at risk of being misused. One of their computer systems was compromised by a cyber-attack. The failure to secure the system

allowed unauthorised access to the data of over 3m customers and 1k employees. Compromised data included names, addresses, phone numbers, dates of birth, marital status and, for >18,000 customers, historical payment card details.

WM Morrisons Supermarket PLC was also held accountable for its rogue employee's action. He copied payroll data relating to some 100k staff and then posted their personal details online and to newspapers. 5,600 or so employees have claimed compensation from the company for breach of privacy, confidence and data protection.

The High Court ruled that the company's Senior Auditor, whose role was to handle payroll data, receive it, store it for a while, transfer it to others and then delete it, meant there was a sufficiently close connection between that and the wrongful conduct to make it right for the company to be held vicariously liable.

### Surveillance, take two

The ECHR have ruled in López Ribalda & Others v Spain, and Antović and Mirković

v Montenegro that covert surveillance at work, after the employer's suspicion of theft, was in breach of Article 8 of the ECHR; video surveillance of lecture halls was also deemed to be a violation of a professor's right to privacy.

### Advice?

The decisions are not by any means unsurprising in view of previous cases. It is clear however that there is unlikely to be a breach where data is for a specific legitimate purpose, confined, controlled and time-limited. Staff must also be aware and effectively agree to the measures being taken for any surveillance concerning them. That would include being informed about the existence of the data, how it will be processed, the purpose for collection and the recipients of the data. Clearly additional measures will need to put in place in readiness for the General Data Protection Regulation.

To discuss any HR or employment issue please feel free to contact Bhavna Patel on 01403 831265 or [bpatel@pdt.co.uk](mailto:bpatel@pdt.co.uk).

## Selling your Recruitment Business

Typically, recruitment businesses have relatively short lifecycles; you can go from starting up your agency to exiting within just five years. It is important to be conscious of the key factors that will affect the value of your recruitment business as early as possible so that when you do want to exit, you are ready to go.

### Diversify

Establish a strong temp and permanent division. The permanent division gives you the big wins and the temp division provides dependable, regular income that will help cash flow. This combination of different types of income will reduce the financial risk of your business.

### Recruit Well

Undoubtedly, your business has grown from your expertise, however you should look to create structures that will allow the business to operate at the same levels of success without your input. You want to be selling your business with long serving,



highly motivated key employees and an innovative management team. Foster a positive culture by putting in place loyalty/incentive schemes to keep staff retention as high as possible.

### Get your house in order

It can be difficult to stay on top of all the legal, regulatory and 'good practice' requirements and much easier to add them to 'next week's to do list'. Avoid this by checking out our website to keep up to date with the legislative and regulatory changes.

The factors mentioned above will not be the only ones that will affect your recruitment business as each agency will have their own unique features that will affect its sale. However, if you can focus on the factors above early in your business' life you may just reap the benefits.

If you would like more information on the sale of your recruitment business, give us a call on 0345 070 6000.

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

## Barclays warns businesses to stay vigilant against email impersonation fraud

Barclays is warning its business customers to stay protected from an increasingly prevalent type of fraud impacting SMEs - email impersonation.

With this scam an imposter poses as an employee's boss and demands an urgent transfer of money is made. The imposter will have done their research on the business and may have knowledge of facts which make the email appear genuine, such as the fact that the boss is on holiday. An employee may be unaware of the importance of always checking email addresses and may not notice the slight difference in the email address, and is often placed under time pressure to meet the payment deadline, not realising that the request isn't genuine.

Claire Pratley, Area Business manager for Barclays in Sussex said: "Prevention is of upmost importance in putting a stop to this crime - companies need to consider fraud as critical to their business operation as cost or cash flow. We want to help businesses by providing information and guidance to keep their money safe from any attack and to fight back against the fraudsters. With the number of customers going online rapidly rising the issue of fraud prevention has never been more important."

### Top tips for SMEs to keep safe

- Some of the actions that businesses can take to get fraud smart include creating a cyber-security strategy- raise awareness amongst staff of the common cons used to commit cybercrime.
- Keep contact details up to date: ensure your bank has up-to-date mobile/ telephone contact numbers for your business, so they can speak to you if they spot unusual or suspicious activity on your account.
- Get up to date security software: make sure your computer systems and any web-enabled phones are protected with up-to-date internet security software.
- Treat all unsolicited emails with caution: don't click on links or open attachments in emails you weren't expecting or are not sure about.
- Use strong passwords: passwords should have a mix of letters, numbers and symbols - avoid obvious things like your name, birthday or phone number that others can guess.
- Protect yourself from Invoice fraud - have at least two people authorised to

perform signatories for financial payments, to help verification.

- Verify any new supplier payment details you may be sent, if suspicious speak to the supplier directly to confirm they have changed their details, before making a new payment.

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

Follow  
**@gdbevents**  
 for the best  
 networking  
 in the  
**Gatwick  
 Diamond.**

## asb law advises Freight Transport Association on the acquisition of training business, TrainingTeam

Sussex and Kent-based legal and consultancy firm, asb law LLP, is pleased to have advised the Freight Transport Association (FTA) in the acquisition of T Team Ltd trading as TrainingTeam.

FTA is already an established provider of compliance training for the transport industry. "No one knows logistics quite like us," says David Wells, the organisation's Chief Executive. "This acquisition strengthens our ability to ensure that our members, many of whom are already customers of TrainingTeam, are confident in the security and movement of dangerous goods across all transport modes, and affirms FTA as the go-to provider for high quality training across the logistics sector."

TrainingTeam was founded by Charles Manetta in 1988 after a successful career in airline ground operations and staff training. He was instrumental in the development of specialist training for the handling of dangerous goods and security training in the UK airline industry.

FTA represents all of logistics, with members from the road, rail, sea and air industries, as well as buyers of freight services such as retailers and manufacturers whose businesses depend on the efficient movement of goods.

Wells continues, "We are delighted to add TrainingTeam's excellent range of courses to our existing portfolio, and to strengthen FTA's offering in the Air Cargo Security and Dangerous Goods training market. TrainingTeam will continue to offer its courses to all its existing customers, and FTA will be growing the online training offer which has seen the company reach a global marketplace."

Nikki Ashfield worked with Helen Mead and Lauren Kelly of asb law LLP. Nikki Ashfield states, "It was a pleasure to act for the FTA on this transaction and we are pleased to see the future of TrainingTeam's business secured within the sector"

TrainingTeam's employees will remain at the organisation's Crawley HQ.

[www.asb-law.com](http://www.asb-law.com)

## Biggest summer schedule in a decade at Gatwick



As the back to work blues set in, British Airways is turning up the heat at Gatwick as summer 2018 is set to be the airline's biggest schedule in almost a decade.

In summer 2017 the airline operated around 1000 flights a week at its peak. More than 150 additional weekly flights will take to the skies this summer following the airline's successful acquisition of Monarch's take-off and landing slots.

Weekly flights to Malaga will be boosted from 27 to 35, Alicante from 14 to 22 and Faro from 17 to 21, while the airline's summer flights to Tenerife will increase from six per week to 13, Madeira will be bolstered from three to five flights per week at the Sussex based hub.

Alex Cruz, British Airways' chairman and CEO, said: "We are delighted to be able to further grow our presence at Gatwick by adding extra frequencies and improving our timetable. We are also introducing several new destinations to the Gatwick programme, including Palma (Majorca), Mahon (Menorca) and Gibraltar. These exciting new routes give our customers even more choice of destinations at competitively low prices.

"We've also increased the number of routes we serve by more than 50 per cent; in 2012 we flew to 48 different destinations, whereas now we serve 74. This undoubtedly highlights our commitment and focus to growing our Gatwick operation."

As well as the extension to the short-haul network, British Airways has already introduced more long-haul destinations to Gatwick next summer with the arrival of Toronto and Las Vegas, joining Oakland and Fort Lauderdale which commenced last summer.

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

## Surrey & Sussex's fastest growing businesses contribute over £3bn to UK economy

Fast-growth firms in Surrey and Sussex contributed over £3bn and more than 17,000 jobs to the UK economy in the last year, according to new research published today by accountancy and business advisory firm, BDO LLP.

BDO's second annual Best in Business report, which identifies the top 113 private mid-market companies in the region with the fastest growing sales and profits, reveals these high-growth businesses generated revenues in excess of £3bn and provided jobs for more than 17,000 people last year.

The report, which ranks the top 20 performing mid-sized businesses (those with a turnover between £10m-£300m), by annual sales and profit growth over three accounting periods, reveals these Surrey and Sussex companies grew sales by an average of 60% and profits by an average of 161% in the last year.

These ambitious companies represent the rich diversity of businesses across the region, from well-established family-owned companies in traditional industry sectors, such as manufacturing and construction, to market disruptors in creative media technologies and cyber security.

Sussex's top 20 businesses saw growth of 28% in sales, generating £871m and employing 3,164 people. The top profit performers reported a staggering increase of 120% in profits. Occupying the number one position in the sales league table for the second year running is Horsham-based medical strategy and evidence communications company, Envision Pharma, with a CAGR of 52%. Independent builders' merchant, Chandlers Building Supplies in Lewes achieved a staggering 117% growth in profits.

When asked about key challenges in achieving their growth ambitions, Surrey and Sussex's fast-growth business owners and leaders highlighted the impact of Brexit on the availability of skilled labour and prospect of tariffs as the greatest concerns. Other key challenges to growth include increasing regulation, generally and within specific industry sectors, cyber security and poor infrastructure across the region.

When asked what single thing the Government could do to help them with future growth, resolving Brexit uncertainty unsurprisingly topped the list.

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

## DNA Returns to Gatwick Diamond Business

Crawley based Sameday Express Courier and Logistics provider DNA are very pleased to announce further expansion moving its operation to a 13500sqft warehouse within City Place, Gatwick.

DNA started its journey as a one-man and van operator back in 2006 in a very cold and wet porta cabin in Charlwood. Having steadily grown its position as a leader in first class Logistics solutions looking after various industries that need that "on time" performance, DNA is a company that goes over and above to help its clients meet their deadlines. Operating a fleet of 28 vehicles consisting of large and small vans as well as 7.5t, 18t tail lift and articulated lorries, DNA are well placed to handle some of the most challenging scenarios enabling its clients to focus their minds on their core activities knowing they are in safe hands. Being well networked

across the UK, DNA can reach most areas of the country at short notice, on time every time. In addition to their Sameday activities DNA has recently taken up full membership within the Palletforce pallet network offering overnight pallet distribution services throughout the UK, Eire & Mainland Europe.

DNA have continued to make significant investments into their facilities with the new warehouse being racked out to offer storage of approximately 1000 pallets as well offering cross dock handling and parking on behalf of its clients. DNA's 33 staff also benefit from the very best training with the opening of its own training centre keeping their compliance in Driver CPC, Forklift and First Aid in line with current regulations as well as offering these training services out to the wider market.



Soon to be entering their 13th year of business Group Managing Director Tony Bunn decided it was time for a fresh new look and their entire branding has been completely refreshed including vehicle livery, uniforms, website and literature. Tony has always been proud of what his team has achieved over the years in a very competitive market and believes that diversity and investment have set them apart. He now feels that this fresh new look and new facility will serve them well for many years to come and is excited for the future.

[www.dna2b.com](http://www.dna2b.com)

## Brand new, state-of-the-art gym and indoor cycling studio now open in Crawley

K2 Crawley has just unveiled a brand new indoor cycling studio, and refurbished gym and studios, after Crawley Borough Council invested £900,000 to ensure people living and working in and around Crawley benefit from the very best facilities.

Improvements started with upgrades to the centre's three studios to include new group exercise equipment, flooring and extensions, which has resulted in 400 extra exercise class places being available each week. The gym has been extended and fitted out with completely new equipment – including some of the very latest and most sought after pieces of kit! The full TechnoGym Kinesis™ range is just one of the highlights, making it the only gym in Crawley (and one of few in

the UK) to have the entire collection! This specialist kit allows weight training for all; super easy and gentle for complete novices and older members, yet extremely selectable, making it a must for more advanced weight lifters and fitness fans too.

To complete the improvements a brand new 30-bike indoor cycling studio with the latest virtual TechnoGym Group Cycle offering has been added. It is one of very few examples of its kind away from boutique studios in London – making it by far one of the best cycling studios in the wide area!

Darryl Keech, Freedom Leisure Area Manager, says: "K2 Crawley now boasts one of the best fitness suites in the area and being in a



great location with lots of free parking makes it easy to access, therefore workers at the many businesses in Crawley and Gatwick can easily take advantage during lunch breaks or on their way to and from work."

For further details visit [www.freedom-leisure.co.uk](http://www.freedom-leisure.co.uk) or call 01293 585385.



## keyGO now live across the GTR network

keyGo, the smartcard pay as you go product, has gone live across the GTR network and will enable passengers to tap and go at all GTR stations without having to buy a ticket or load up a balance. After registration, the smartcard is linked to a nominated payment card and at the end of the day the best value walk-up fare for your travel will be charged.

- It will always give the best value walk-up fare for your travel within a day

- It will charge automatically at the end of each day for the journeys you've made that day
- No need to queue at ticket offices or ticket machines
- Just tap through ticket gates
- Get an automatic notification if you're due compensation because of a delayed journey (ADR)
- Once you've activated the card 'out-boundary', you can travel to any GTR stations inside or outside boundary – but NOT to TfL stations

- keyGo can be added onto existing Key smartcards or as a standalone product

keyGo was previously trialled on the Southern network; following feedback from users a number of changes were made before further roll out across the network.

Further information can be found on the below pages:  
[www.thameslinkrailway.com](http://www.thameslinkrailway.com)  
[www.southernrailway.com](http://www.southernrailway.com)

## Vega Global have launches several strategic initiatives to accelerate their international business.



In 2017, AVIXA IOTA (Audio Visual and Integrated Experience Association – Industry Outlook and Trends Analysis) reported that the global AV revenues are expected to increase 4.7 percent annually through 2022. This report has been reviewed by Vega Global Country Managers in their recent Annual Strategy Meeting held in

Cebu Philippines. Having this forecast and continuous partnership with many Fortune Global 500 companies across regions, Vega aims to expand its global sales force to broaden the client base and accommodate the growing demands in the international AV market. "At Vega, we pride ourselves on delivering the best and consistent quality of audio visual technology solutions, we are excited to see that our commitment to innovation continues to propel our growth in the global market." Said Mr. Laurie Chow, Managing Director of Vega Global.

Vega Global also opened the 24/7 Help Desk centre in the last quarter of 2017 to support their existing and new clients. The centre is plugged into the global network allowing clients to instantly communicate with Vega through multi-channelled modes of communication. Lastly, Vega launched its project management communication

platform that will improve the global business operations. The new platform will enable Vega and its clients to monitor projects effectively and allow better collaboration between branch offices to provide a globally consistent approach.

According to Vega Global Management, this enhancement and push towards globalization is a key part of their mission to seamlessly integrate the overall communication and technology strategy of their global clients.

Updates about Vega Global offerings shall be communicated at Integrated Systems Europe on February 6-8, 2018 at RAI Amsterdam.

[www.vega-global.eu](http://www.vega-global.eu)

## British Airways Run Gatwick - Sunday 13th May 2018

The inaugural British Airways Run Gatwick takes place on Sunday 13th May 2018. Held on the same day as the International Half Marathon, 5K and Family Run races, the Corporate 5K aims to encourage runners of all ages and abilities to get active and enjoy the experience of running.

The event starts and finishes at Crawley's Southgate Park and will enjoy a huge bag drop area, an exciting festival stage with live music and commentary, a warm-up and much more. All finishers will receive a bespoke medal and technical t-shirt.

The British Airways Run Gatwick Corporate 5K is without doubt a brilliant opportunity for businesses in the area to get active, promote corporate wellbeing and have fun as a team working towards a common goal. It is a distance that even the busiest people can train for, and a perfectly feasible goal for those new to running. As for the physical and mental benefits of running a 5K together, these include improved fitness, boosted morale, increased efficiency, better focus and reduced stress – proving that the gains extend to the boardroom and beyond.

The event will also offer an exclusive Ambra VIP Zone for runners who would like to upgrade their experience with some post race pampering! Here you will be treated to food and drinks, a relaxed seating area, private toilets and best of all, a massage to ease those aching legs.



If you feel inspired to get your team involved in this year's British Airways Run Gatwick, would like more information about the races, weekly running club or racemaker opportunities,

please get in touch at [info@rungalatwick.com](mailto:info@rungalatwick.com) or register your team at [www.rungalatwick.com/run-gatwick-corporate-5k/](http://www.rungalatwick.com/run-gatwick-corporate-5k/).

## Convention Time - The future is coming!



The time for the ACUMEN BUSINESS CONVENTION 2018 has come with only a few weeks to go before the big day!

The event will be held on the 9th May at The Grand Hotel, Brighton from 12pm and the packed programme starts off with a sumptuous sit down lunch with wine. As ever there is an unmissable Speaker line up, choice of Link & Learn sessions and masses of quality networking opportunities throughout the day with lots of surprises too!

Speakers this year feature Holly Tucker Founder of Not on the High Street as

keynote, Mark Stevenson is the 'reluctant futurist' and award-winning author who is an expert on global trends and innovation. He will give us a whirlwind insight on the next 20 years and how it will affect our businesses. Also Tim Leberecht, a Futurist and Humanist and Co-founder of The Business Romantic Society, will argue that we are entering a new romantic era in response to big data and hyper-connectivity. Penina Shepherd best selling Author and Founder of ACUMEN BUSINESS LAW will share her thoughts on the importance of brand, its future and the emotional experience it entails.

The ACUMEN BUSINESS CONVENTION has become a must attend event for the movers and shakers of the business world of the South with fantastic opportunity to make contacts that really matter among 300 decision makers and be excited, enthralled and entertained throughout!

Thanking our fantastic Sponsors for helping to make this magic happen.

Make sure you secure your ticket today by visiting the Acumen website on [www.acumenbusinesslaw.co.uk](http://www.acumenbusinesslaw.co.uk) and clicking on the 'Conventions' tab.

## University of Brighton



We caught up with Susie Howells, of consultancy Greenmetrics, to ask why businesses should be interested in being more sustainable.

### **What do you mean by sustainability?**

It's a more strategic approach to business, which helps to identify, assess and balance social, environmental and economic risks, prioritising impacts in a way that enhances broader business strategy.

### **Why bother – what are the benefits?**

I can't think of a time when there has been

more uncertainty for business, in terms of current politics and the legal and policy framework, against a background of social challenges, pressure on natural resources and rapid technological change. An authentic approach to sustainability is well-favoured in tender evaluation when going for new contracts. I've found over the years that businesses who do this well report better cost and resource efficiency, more positive employee and community relationships, improved ability to attract and retain good people, increased business resilience; and reputational benefits - all bringing competitive advantage.

### **What will you be covering in the course?**

We will be covering the commercial drivers, the value of formally certified or informal management systems, focus and prioritisation and how to engage stakeholders and employees in your sustainability journey. We will bring it all to life with up-to-date case

studies, discussing companies who do this well and what we can learn from them. It's quite a practical course, designed to be useful once you're back at work.

Susie will be running a half day course in Worthing on 21st March 2018, to help businesses to boost their green credentials. The course is being organised on behalf of the University of Brighton's Green Growth Platform. Places can be booked at [www.muonevents.com/ggp-sia](http://www.muonevents.com/ggp-sia)

Susie is working with, the University of Brighton's Green Growth Platform is a thriving network of green focused businesses in Sussex and the South East. Join for FREE at [www.greengrowthplatform.co.uk](http://www.greengrowthplatform.co.uk)

The course costs £99 and includes lunch. Places can be booked online at [www.muonevents.com/ggp-sia](http://www.muonevents.com/ggp-sia).

## East Surrey College launches Higher Education Course Guide for 2018/19

East Surrey College is delighted to launch the new Higher Education Course Guide for 2018/19 to promote the wide range of courses on offer at the College.

The course guide showcases over 30 Higher Education courses in a variety of subject areas.

For students looking to study in Higher Education, they'll find a variety of options ranging from Higher National Certificates (HNC),

Higher National Diplomas (HND), Foundation Degrees (FdA), Degree and Higher Apprenticeships as well as Professional Courses.

The College is pleased to announce that from September 2018, we will be working in partnership with the University of Chichester on our Foundation Degree programmes. This means that students will be awarded their qualification by the University but will study at East Surrey College.

All of our courses have been tailored to provide students with the skills and knowledge they will need in their chosen industry and to progress in their careers. East Surrey College is a friendly place for students to learn and offers benefits for those wanting to study in Higher Education such as flexible entry requirements, small class sizes and low fees making it a great environment for students to achieve.

[www.esc-ac.uk](http://www.esc-ac.uk)



## Dry your eyes as we say 'Farewell Computer-eyez'



Since Computer-eyez was founded in 2005 by Simon Smyth & James Batchelor, the company has grown to 12 employees, grown to over £1 million turnover, expanded offices, achieved a 98% client retention rate, introduced new services, supported many charities, achieved an overall 97.5% positive customer satisfaction, and created a helpful and positive culture in the office.

IT Support companies have evolved a lot over the past 12 years, and this is especially true for Computer-eyez.

James said: "We don't just support computers like our name would suggest; We service every piece of technology a business uses. Whether that be telecoms, printers, the cloud, patching, credit card machines, door entry systems, CCTV etc, it's fair to say that we are no longer just a computer company. We are a technology company."

Ingenio means Genius in Latin and was chosen for that reason. The team has always strived to - and achieved - greatness. Our

solutions are intelligent, efficient, and often revolutionary to businesses. With 87 years of combined experience in IT, we are confident in saying our team is made up of technology geniuses.

January 1st 2018 saw the official launch date for the new brand. This will include a website refresh, so please check it out! We look forward to keeping in contact with you throughout 2018, and we're very excited for the future.

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

## SecureSearch launches bespoke screening service to drive down recruitment risk

This month sees the launch of SecureSearch, a bespoke pre-employment screening and vetting service that enables businesses anywhere in the UK to manage risk and significantly improve their recruitment process.

SecureSearch is managed by a team of recruitment professionals who work alongside clients, using their expertise and the new portal to fill positions across the UK. SecureSearch is part of Search Consultancy.

Using a new cloud based platform with banking-level secure encryption, the SecureSearch team research a range of pre-employment screening requirements to deliver a tailored, accurate report on the employment, qualifications and criminal history of prospective candidates.

The CIPD estimates that a bad hire costs a business between £8,000 and £12,000



so, as well as saving organisations time by highlighting any potentially unsuitable or unqualified candidates, the SecureSearch service also protects them from increased recruitment and training costs, low productivity, data security and potential reputational damage.

Debbie Caswell, COO of Secure Consultancy, said: "What SecureSearch does is to put

the security and professionalism back into recruiting, ensuring the quality of every hire, helping to mitigate fraud and data security risks and saving valuable time.

A range of screening packages are available depending on your business's requirements. Visit [www.secure.search.co.uk](http://www.secure.search.co.uk) to find out more.

## Gold award makes Cleankill Pest Control an industry world leader



Surrey based Cleankill has become the first pest control company in the world to be awarded the Investors in People Gold Standard, demonstrating the company's

commitment to high performance through good people management.

Cleankill Pest Control has offices in Kenley, South Croydon, and Seaford, East Sussex, and employs 33 staff. The company started trading from a bedroom office in 1995 and now has a turnover of over £2 million.

Cleankill's Managing Director Paul Bates said: "As an award-winning pest management company, Cleankill is extremely proud of its Investors in People accreditation which it has held since 2005. After our 2014 assessment we were awarded Investors in People Silver status – the first pest control company in the UK to achieve this level. We have been working very hard since then to make improvements and take recommendations

on board and this has paid dividends."

Investors in People Assessor Anne Hyde added: "The Investors in People Gold Award is testament to Cleankill's commitment to engaging, empowering, developing and rewarding the whole workforce."

Cleankill has won a number of awards in recent years including: Best Business for Staff Training and Development at the 2016 Croydon Business Excellence Awards and Green Business of the Year at the 2017 Gatwick Diamond Awards. The company was shortlisted for the international Investors in People Excellence in Social Responsibility Award in 2016.

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

## Micro-collaboration – HB Partnership and CoTribe

I have just started working out of CoTribe along with numerous other business start-ups and entrepreneurs. Although new to me the concept of co-working turns out not to be that new. Why more people don't do it is beyond me. Working from home is fine to a point if you can overcome the distractions and demands of family life but you will never have access to the kind of ad hoc collaboration you get working with other like-minded people.

When you think of collaboration it's easy to think of fairly hefty projects. Those can be great collaborations and there are examples at CoTribe of fairly formal collaborations, like that between RNT Fitness, a fitness consultancy company and Get Nourished, a health food & drink company.

Micro-collaborations are far more commonplace and no less helpful though. Within only a couple of hours at CoTribe I had done some brief informal coaching with the person sitting opposite who had a work dilemma, and received help with the back end of my website from Darren Riches, a web-designer sitting next to me. Would we have figured these things out on our own? Yes, probably, but we certainly wouldn't have done them as quickly or as confidently.

One of the goals of HB Partnership is to help organisations make the work place psychologically healthier. Greater autonomy, respect, trust, authenticity, and social cohesion are all things that help psychological health at work. They all lead to greater productivity, and they are all things you feel at Co-Tribe.

Even as I write this Dave King, a copywriter sitting next to me, is helping with the word-smithing and editing.



A good friend recommended gdb and when I found out that Co-Tribe had just signed up too, I knew it was a community I wanted to join. I'm looking forward to meeting everyone and seeing how I can contribute to the network.

James Brown MSc MBPsS  
HB Partnership LLP  
[james.brown@hbpartnership.co.uk](mailto:james.brown@hbpartnership.co.uk)  
07976 645 927  
[www.hbpartnership.co.uk](http://www.hbpartnership.co.uk)  
[www.cotribe.co.uk](http://www.cotribe.co.uk)

## MHA Carpenter Box Heads into 2018 following a record 2017

Sussex-based chartered accountants MHA Carpenter Box is welcoming in 2018 on the back of a record year, driven in part by the rapid expansion of its Gatwick office.

The firm, headquartered in Worthing, has seen its Gatwick headcount grow from four employees at start-up in June 2015 to 27 today, 15 of whom have been recruited in the last 12 months. Driving this growth has been an impressive increase in the client base being managed from Gatwick which, added to the strong performance of the Worthing office has made for an exceptional 12 months.

To aid its long-term growth, MHA Carpenter Box also recruited its highest-ever number

of new trainees last year, nine of whom were taken on at Worthing and three in Gatwick.

Chris Coopey, Partner and Practice Director at the firm, commented: "The last 12 months have been exceptional, with the total number of employees now approaching 160.

Our focus on service innovation and sector-related specialist support along with the national and global reach we can achieve through MHA and Baker Tilly International has certainly paid dividends, to the point that we now count multi-national businesses among our clients, regularly winning new business at the expense of accountancy groups with global profiles."  
[www.carpenterbox.com](http://www.carpenterbox.com)



## RPD takes on record number of trainees, as it continues to go from strength to strength

Over the course of 2017, Richard Place Dobson, Crawley based Chartered Accountants and Business Advisors, took on a record number of new trainees as part of its successful training programme.

The Firm is going from strength to strength with continued growth and lots of new faces joining the team. Driven by RPD's initiative to support the next generation of accountants with a specialist training programme, the Firm are delighted to introduce its three newest members.

Raz Havell joined RPD in August 2017 as an Accounts Trainee having recently

completed his Accounting with Finance degree at the University of Portsmouth. He will shortly commence studying towards his ACA qualification.

Faizan Baig started in September 2017 as an Accounts Trainee. He is already part way through his ACCA qualification and looks forward to continuing to study towards this with the support of the Firm.

Rhea Tomlin also joined the Firm in September 2017 as an Accounts Trainee having just completed her Accounting and Finance degree. She has now started studying towards the combined ACA/CTA qualification.

At the same, Matthew Tyson, Director of Richard Place started 2018 with a landmark anniversary, as he celebrates his 30th year with the firm.

Matthew, who originally started with RPD back in 1988, first came to the firm for careers advice. The firm were so impressed

with him that he was offered a job straight away. However, as Matthew was still attending university at the time, he turned it down. Undeterred and eager to not let Matthew's skills slip away, the Firm offered him a year's work experience whilst Matthew continued his studies. At the end of the year, RPD offered Matthew a permanent position, which he gladly accepted.

Matthew said: "It's been a fantastic 30 years, and for people that like to help other people, this is a fantastic career."

For further information on the services that Richard Place Dobson can offer you, please contact Matthew Tyson on 01293 521191. [www.placedobson.co.uk](http://www.placedobson.co.uk)



## SamCorp Corporate Finance wins Dealmaker of the Year 2018



SamCorp Corporate Finance is pleased to announce that Peter Samuels has secured the prestigious Dealmaker of the Year Award 2018 at the Insider South East Dealmaker Awards.

The highly coveted title, awarded by a panel of judges, recognises the individual who has made the greatest contribution

to the Corporate Finance market place over the past twelve months in the South East region.

Commenting on his achievement, Peter said, "It is most satisfying to be recognised for helping company owners achieve an exit from the businesses they have built, be it by trade sale or, as often in the case of SamCorp, by structuring a management buy-out. 2017 was a great year for us and we look forward to working with many more business owners in 2018, helping them realise the value in their business".

The awards ceremony took place at the Cophorne Hotel, Effingham Park on 1st February and was hailed "one for the

record books" with Insider stating that attendee numbers and nominations were all up on previous years. Over four hundred representatives from the region's Corporate Finance community, including banks, accountancy firms, law firms, private equity funders, asset based lenders and other advisory firms, gathered to celebrate the South East's dealmaking successes of the past year. There were a total of 13 awards presented on the night, which was hosted by compère and former England rugby player Kyran Bracken.

For help and advice on planning your business exit, raising funding or carrying out a Management Buy-out, please contact us on 01737 241414 or go to [www.samcorp.co.uk](http://www.samcorp.co.uk)

## Change of career for Police Officer and Teacher

Confucius said 'we have two lives, the second begins when we realise we only have one.'

Mary and Cath could say the same about their working lives. After 30 years of teaching Cath decided she wanted a change of career, so approached her best friend Mary, who'd retired from the police. Together they now form The Detective Project Mid Downs, which specialises in Crime Scene Investigation workshops and parties.

'Going into business for the first time has been a steep learning curve, but also a lot of fun,' says Mary. 'We're not like the traditional Murder Mystery; our scenarios are based on science and logic. We give you the chance to experience what it's really like for CSI's and Detectives.'

Mary uses her experience on Murder and Major Investigations to bring an authentic feel. 'I love organising the adult events but Cath takes charge when we go into schools



or do children's parties. She knows exactly how to hold their attention to teach them in a challenging but fun way.'

For a bespoke corporate event, workshop or party contact Mary & Cath on 01403 610016 or email [middowns@thedetectiveproject.co.uk](mailto:middowns@thedetectiveproject.co.uk)

## Crawley and Gatwick School Students Learn to Become Role Models

Students from secondary schools in Crawley and Gatwick learnt how to be role models for younger students as part of an on-going programme to improve their confidence and life chances. Students, aged between 13 and 14, are taking part in the inspirational Be the Change programme, which is happening for the second time at Gatwick and Crawley after an extremely successful first year in 2016-17.

Participants at the Be the Change 'Stepping Up Conference' spent the morning learning the importance of leadership skills and working to support others, before being taken by surprise when they were joined by younger children from local primary schools for the afternoon session held at the Hilton London Gatwick Airport on Friday, January 12.



Organised by LoveLocalJobs.com in partnership with Graham Moore of metamooorephosis, the programme has more than 40 volunteers from local businesses and the public sector acting as business guides helping young people fulfil their potential and improve their

life chances. It focuses on happiness, confidence, hope, relationships and employability by identifying and removing barriers to success, encouraging self-belief and raising aspirations. Over the course of the school year the students work with the business volunteers at day long events, one-to-one mentoring sessions and workplace visits.

This year's programme would not be possible without support from this year's sponsors: Arora Hotel, B&CE, Crawley Borough Council, Gatwick Airport (this year's headline sponsors) Hilton London Gatwick Airport, NatWest and the Sussex Community NHS Foundation Trust.

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

## 180th Anniversary for Pitman Training

At Pitman Training we are celebrating our 180th Anniversary! Pitman Training started back in 1837 with the invention of shorthand by Sir Isaac Pitman, fast forward to today and we are still at the forefront of office-based training providing specialist qualifications in Microsoft Office, PA, Business, Finance and IT.

Our local centre in Crawley has been open for just over a year and we offer a welcoming environment for students to study and sit exams; as well as offer training advice to potential candidates and local businesses.

Pitman campus, our online training platform, allows students and employees to study anytime and anywhere as long as they have internet access. All the resources they need to study and learn effectively can be found

on the campus, including relevant software, workbooks and guidance.

Our online courses range from accounting diplomas to Microsoft Excel courses. We also offer training seminars covering all major Microsoft Office products, these can be held on site or at our centre. They are the perfect way to brush up on or improve your Microsoft skills.

The public vote is now also open for our annual SuperAchievers Awards! The aim of the awards is to reward inspirational individuals and support local communities. Make sure you cast your vote to support any local nominees!

For more information call us on 01293 850840 or email [crawley@pitman-training.net](mailto:crawley@pitman-training.net)



## Vazon Technology savour a B2C Christmas trading success with Times Export Track-100 company

Vazon Technology has celebrated a very successful year after delivering several technology change projects to a number of market leading clients in London and the South East.

2017 started with us completing a number of our popular and independent 'IT & Software System Reviews' which culminated with Vazon' winning associated change projects. These technology driven projects have resulted in significant cost benefits and enabled further business growth for our clients, across a range of sectors.

the Source - Mar/Apr 2018

The year ended with the implementation of an Electronic Data Interchange (EDI) solution at Paladone Products in Shoreham. Paladone is a market leading gifting-company that design in the UK, source in Asia and deliver world-wide. EDI has enabled Paladone to scale their B2C operation in the vital six weeks before Christmas by automating the Sales and Operations process through their Shoreham Warehouse. (Order volumes increase significantly during this period from hundreds to thousands per day). The increase in order processing resulted in a happy end to 2017 for Paladone and its



customers which include M&S, Argos, Shop Direct and Amazon.

Vazon has also had a positive start to 2018, picking up a mobile document handling project for Field Engineers in the Power Industry. This solution is for real-time reporting of fault clearances enabling Engineers to become paper-free and shorten the billing cycle significantly.

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

## Extech Driving to Success

The first successful output from Joe Morecroft, the recently appointed the Digital Innovations strategy lead at Extech, was to encourage all of the Extech team to contribute to the ideas pool and he has put in place a Kaizen Project.

Kaizen was originally introduced to the West by Masaaki Imai in his book Kaizen: The Key to Japan's Competitive Success in 1986. Today Kaizen is recognized worldwide as an important pillar of an organization's long-term competitive strategy. It came to the fore in the UK when the Honda, Toyota and Nissan Motor Companies opened manufacturing plants here and Joe has enjoyed success from this process in his last business post at Scientifica. Andrew Hookway the MD of Extech is delighted with this refreshing new approach for a SMB because it builds of

the success of the previous innovative approach to the Extech Apprenticeship scheme. One of the problems for Extech was that when the Engineers finished their apprenticeship their value to Andrew's business was constrained by their lack of mobility.

To solve this problem Andrew now includes complimentary driving lessons for all of the apprentices within their apprenticeship programme which benefits everyone. Gianni the first successful apprentice under this scheme is pictured above collecting his pass certificate.

Gianni said "I was incredibly grateful for all of the help I received, not only was I financially supported through the whole thing but I received sterling advice which is still apply to my driving since passing. Having a full



licence has opened up a whole new world of opportunities "

Andrew Hookway can be contacted on 01444 443200 or [Ahookway@extech.co.uk](mailto:Ahookway@extech.co.uk)

## Patent & Trade Mark firm going from strength to strength with a move to bigger offices in Crawley

Sweetinburgh and Windsor are excited to announce that they have moved offices to allow the firm to continue to expand. Mark Sweetinburgh and Louise Windsor, both highly experienced UK and European patent and trade mark attorneys, started the business from a small office in Basepoint, Crawley, at the heart of the Gatwick Diamond. It's now just over six years later and after a short trip down the road for their latest office move, the firm now includes three fully qualified attorneys, a trainee attorney and a team of support staff. The growth will continue in the coming months as another attorney joins the team from a leading London firm.

The firm specialises in offering advice to companies looking to protect their new ideas with a client base including many companies based in the Gatwick Diamond together with large multi-national corporations, universities, overseas law firms and independent inventors. Whilst specialising in UK and European law, the firm is also able to file patent and trade mark applications anywhere in the world.

Sweetinburgh & Windsor owes its growth to the experience and professionalism of all its staff, as well as the firm's commitment to providing the highest quality of service



possible. Indeed, the majority of new clients are introduced via recommendation from existing clients or contacts. Much of the growth has also arisen from an ever increasing local client base, reinforcing the importance of their continued presence in the Gatwick Diamond and the opportunities this brings.

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

## WDR awarded funding to develop talent in the South East of England



WDR are reaching out to small and medium enterprises (SMEs) in the South East of England to ensure they benefit from their innovative development programmes for new and existing employees.

The government is committed to boosting productivity by investing in human capital.

As part of this, the government is committed to developing vocational skills, and to increasing the quantity and quality of apprenticeships. It has committed to an additional 3 million apprenticeship starts in England by 2020.

Non-levy paying employers will share the cost of training and assessing their apprentices with government - 'co-investment', paying 10% towards to the cost of apprenticeship training and the government will pay the rest (90%), up to the funding band maximum.

WDR are a creative Learning company, delivering exceptional learning solutions,

for over 30 years. Based in West Sussex, WDR are on a mission to turn potential in to progress when it comes to talent in the South East of England. They support organisations with the implementation, management and delivery of the new Apprenticeship Standards, specialising in the delivery of:

Leadership and Management, Customer Services, Business Administration, Project Management and IT Apprenticeship Development Programmes

If you are a non-levy paying organisation (a PAYE bill of under 3 million) contact WDR today on 01403 268251

## CEO of The Creative Group, Matt Turner, named as honorary Patron of Chestnut Tree House

Matt Turner, the CEO of The Creative Group (the umbrella brand for CreativePod, The PrintShop, ECHO and SquareOne) has been named as one of the honorary Patrons for Sussex Children's hospice, Chestnut Tree House, as part of its 15th birthday celebrations. Chestnut Tree House, cares for life-limited children in Sussex and South East Hampshire, providing essential support for those with life-threatening conditions and their families.

Matt has been named alongside model, Jodie Kidd, Footballer, Bruno Salter and singer Chesney Hawkes (just to name a few). Matt has worked with Chestnut

Tree House for many years and has taken part in many of their events to help raise funds for this vital charity. These include everything from jumping off Brighton pier, to taking on the role of Danny Zuko with a grease medley performance at the 2017 Midsummer ball.

Matt Turner, CEO of Creative Group, said: "Being asked to be a Patron, is a tremendous honour and to say I am proud, is an understatement! Chestnut Tree House is a charity which I have worked with for years and is one that is very close to my heart. I look forward to the work we can do together in 2018."



To find out more about The Creative Group and what we can do for your business, visit: [www.thecreative.group](http://www.thecreative.group) or simply follow us on Twitter and LinkedIn for the latest news and updates.

## Sussex singer's dedication to Dame Vera Lynn

Sussex soprano Susan Fleet has paid tribute to her long-time friend and Forces' Sweetheart Dame Vera Lynn by releasing a debut solo album on 15th December.

Titled *Dedication to a Songbird*, the album is a personal milestone for Susan who runs her own PR, marketing and entertainment agency in Burgess Hill and, for the past three years, has acted as Dame Vera's PA after more than two decades of friendship.

Singing has been a lifelong passion for Susan, and her own performances have raised hundreds of thousands of pounds for charity over the years. She said: "It seems serendipitous that I've been given this wonderful opportunity to record my first ever album, as my friendship with Dame Vera has always been inspirational. She celebrated her own musical milestone this

year with her hundredth birthday, and there's no better way to mark this than by supporting a cause close to her heart."

All net profits from the CD will go towards the Dame Vera Lynn Children's Charity which supports under fives affected by cerebral palsy and associated diseases based in Cuckfield.

Susan was encouraged to record the album by top jazz singer and BBC presenter Claire Martin OBE, who first met Susan through a work connection and offered to produce the project.

Susan said: "I am thrilled and honoured to have such strong support from Claire, who not only produces the album but also joins me on vocals for one of the tracks, Give Me The Simple Life. Over the years, my performances have been predominantly in the classical genre

but this has allowed me to explore an exciting smooth jazz repertoire."

Other tracks include Ain't Misbehavin', Bye Bye Blackbird, Lullaby of Birdland, Summertime, and A Nightingale Sang in Berkeley Square.

It is available as an mp3 download on Google Play, Apple Music, iTunes and Amazon. To order a CD, priced at £9.95 + p&p, visit: [www.leagram.com/pr/product/dedication-songbird-dame-vera-lynn/](http://www.leagram.com/pr/product/dedication-songbird-dame-vera-lynn/)

To find out more about Dame Vera's charity, visit: [www.dvlcc.org.uk](http://www.dvlcc.org.uk) [www.leagram.com](http://www.leagram.com)



## Ifield Community College students and staff raise over £6000 for charity!



Students and staff at Ifield Community College (ICC) feel strongly that supporting charities is an integral part of school life and that it is important for us all to think of those

who are less fortunate than ourselves. We are determined to do our best in raising as many donations as possible knowing that they make a significant impact on the local community and society as a whole.

Over the past year, students and staff have raised the fantastic total of £6095.84 towards charities both locally and further afield. This says much about the very generous nature of ICC students and staff, and has meant that very worthy charities have benefitted from the fund raising activities the college has been involved with such as Save the Children, The Poppy Appeal, Children in Need, Teenage Cancer Trust, Springboard and MacMillan Cancer Support.

In addition, last December, students across all age groups rallied together to make up Christmas hampers to be donated to The Easter Team, a locally based Christian charity that helps people who need it the most in Crawley.

At a recent assembly, Mr Corbett, the College's Principal, summed up how very proud we are of all our students and staff who have shown such commitment to helping others in need.

Further information can be found by visiting the College's website at [www.ifieldcc.w-sussex.sch.uk](http://www.ifieldcc.w-sussex.sch.uk)

## Gatwick £10K Giveaway 2017 for local charities

At Gatwick Airport, on 28th December 2017, Hilton London Gatwick Airport the Crawley Observer and the DM Thomas Foundation were delighted to support 13 local projects in support of young people in the Gatwick £10K Giveaway. Local charities, schools and clubs that help youth across the area were invited to apply for a share of £10,000.

"All of the applications received were such worthy causes for the local community which made it incredibly hard to choose one winner. Therefore, the team at the hotel decided that everyone could greatly benefit from these funds and awarded all applicants a share of the award", said Kara Monteiro, general manager, Hilton London Gatwick Airport. "We are delighted that we can support so many young people in our local community and we look forward to a continued partnership with everyone who attended today."

### Award wins:

- Rockinghorse was awarded £650 for music and yoga sessions as part of the outpatient services they offer for local children in Sussex.
- Golden Lion Children's Trust received £750 for cinema and music vouchers for the young people at their annual Christmas Party.
- 1st Turners Hill and Crawley Down Scout Group will use £900 to renew and upgrade its camping equipment, including tents, poles and fly sheets.
- YMCA Downslink Group DLG received £900 for equipment and resources in the large communal area at its shared house to make it a welcome environment for residents.



- Chestnut Tree House Children's Hospice received £500 to fund one day of Community Nursing care.
  - Springboard Project was awarded £900 to improve the social lives of teenagers with disabilities, increase their life skills and independence, and enhance family wellbeing and relationships.
  - 1st Burstow Scout Group will use £600 to fit acoustic panels to upper walls in their meeting room.
  - 172 (Hayward Heath) Squadron Air Training Corps received £1,000 to enable participation of cadets from low income families in musical activities and fitness.
  - Girlguiding Sussex Central was awarded £700 to support their project building two houses and toilets for orphans.
  - Crawley Down Youth Club at Glebe Centre will use £300 to purchase an Xbox One for the young people who use its services.
  - The Avenues Community Association Charity was awarded £800 to support their employment and youth engagement work promoting the knowledge of anti-bullying and lowering anti-social behaviour.
  - Autism Parent Empower received £1,000 for its anti-bullying campaign supporting young children in local schools.
  - 7th Crawley Scout Group was awarded £800 for Android tablets and a camera for Beavers, Cubs, Scouts and Explorers to create montages and videos.
- Media can access additional information about Hilton London Gatwick Airport at [news.hilton.com](http://news.hilton.com).

## Red carpet treatment for Crawley Town fan

Yasin Hussain never misses a home game at the Checktrade Stadium, and was given the red carpet treatment thanks to Driven UK and Crawley Town Football Club.

Organised by Chestnut Tree House children's hospice, who help provide specialist care for Yasin and his family, the special surprise included being the Red Devils' mascot for the day and treated to exclusive VIP treatment.

A luxury Mercedes was supplied by Horley-based award-winning chauffeur company, Driven UK, who offered to transport Yasin and his family from their home to the Checktrade Stadium where Yasin was made

to feel like a star for the day.

He was given a tour of the stadium, accompanied into the Board Room, and saw first-hand the glittering trophy cabinet before being introduced to the players and included in the dressing room team talk given by manager, Harry Kewell.

Yasin joined the players as they walked out onto the pitch before joining his family in the Directors' box to watch beloved Reds win the League Two encounter with Mansfield Town 2-0.

The family's personal chauffeur for the day completed the VIP treatment returning them home after the game.

Terrina Barnes, Corporate Fundraising Manager at Chestnut Tree House said: "We really can't thank the teams at Crawley Town FC and Driven UK enough. They were all so welcoming and did everything they could to ensure that Yasin enjoyed his day out."

Driven UK, who will be supporting Chestnut Tree House in 2018, has upgraded from Bronze in 2016 to Silver in 2017 at Professional Driver QSi Awards. Driven UK wins prestigious award in the UK's only national awards for the private hire, taxi and chauffeur sector.

[www.drivenuk.com](http://www.drivenuk.com)  
[www.crawleytownfc.com](http://www.crawleytownfc.com)  
[www.chestnut-tree-house.org.uk](http://www.chestnut-tree-house.org.uk)

# Gatwick Foundation Fund



In 2016, Gatwick Airport teamed up with community foundations in Kent, Surrey and Sussex to launch the Gatwick Foundation Fund. The intention was to make annual grants totalling £300,000 to non-profit organisations, including charities, social enterprises, community groups and voluntary organisations which play an important role in the local community, across the region. Since then, Sussex Community Foundation has given grants to 30 projects to the value of £150,000.

One of those projects is Springboard Project, who received £5,000 to help fund their Crawley Grasshoppers Group, which supports over 50 disabled children (aged

6-12). The children have a range of conditions including autism, learning difficulties, Down's syndrome, ADHD, epilepsy and physical or sensory impairments.

Feedback from the group told us about one little boy who benefitted.

"We were able to introduce a child with autism to swimming. He went from never even having worn swimming trunks to going right into the pool, splashing and smiling in one session. This child now lists swimming as one of his interests. Initially supported by volunteers, two of our members have formed a friendship during sessions which has now extended to

a play date outside of Springboard. This is a significant milestone in both their lives as both boys have struggled to find, form and maintain friendships in the past."

Sussex Community Foundation manages a number of funds for companies in the gdb area, including the Rampion Wind Farm, American Express, CPJ Field and William Reed Business Media. If you'd like to know more about Sussex Community Foundation and its work, call 01273 409440 or visit [www.sussexgiving.org.uk](http://www.sussexgiving.org.uk) The next deadline for applications to the fund is Friday 4th May.

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

**Networking Works**  
Talk to us on  
01293 440088

**Follow @gdbevents**  
for the best  
networking  
in the diamond.

## CountyClean Group continues expansion goals with new Marketing Manager

Becky Rowland has been appointed as Marketing Manager at CountyClean Group, one of Eastbourne's biggest businesses and one of the leading liquid waste management solutions providers for London and the South East.

Commenting on her new career move, Becky says: "It is an absolute privilege to be joining such a prestigious forward-thinking company which is dedicated to raising standards in the industry and whose values mirror my own. I'm looking forward to evolving CountyClean Group's integrated marketing strategy whilst finding new opportunities for the organisation to sharpen its' brand

awareness effectiveness and further enhance community engagement."

As well as supporting the Business Development team, Becky will be responsible for all aspects of the marketing strategy of the fast growing organisation and will take the lead on all digital and traditional campaigns to support the company's multi-million pound growth. Having been involved with the rebrand project and content generation back in 2016, Becky is very familiar with CountyClean Group's significant progress over the years and major development plans for the future.

CountyClean Group, Commercial Director, Louis Dimmock said: "We are delighted to



welcome Becky on board and we believe that her commercial marketing expertise will really help us to continue driving our ambitious growth plans whilst also ensuring customer focus remains at the forefront of all that we do."

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

## RSM appoints new corporate tax partner in Gatwick



Leading audit, tax and consulting firm RSM has appointed Andrew Lister as a new corporate tax partner. Andrew will lead the corporate tax team at RSM's Gatwick office.

Andrew joins from KPMG where he trained as a chartered accountant and became a partner in 2010.

Andrew has over 20 years' experience in providing corporate tax advice to SMEs and large companies and his expertise covers M&A, financing, restructuring, tax compliance, tax auditing and reporting and general UK tax advisory. In addition to providing UK tax advice Andrew has assisted his clients on international tax matters.

Andrew Lister said 'I am very excited to work with clients of the RSM Gatwick office. This is an exciting time for RSM in Gatwick and I am looking forward to helping our clients navigate the complex world of tax.'

Rowan Williams, office managing partner at RSM in Gatwick said: 'I am delighted to welcome Andrew to RSM. He brings with him a wealth of corporate tax experience and his expertise will be invaluable to our clients. The appointment is part of RSM's strategy to invest in the Gatwick office. We now have three tax partners in RSM Gatwick which ensures we offer our clients a full range of tax services – delivered locally.'

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

## Professor Jane Longmore, Vice-Chancellor, University of Chichester

This winter westerly gales have uprooted five large trees (none with tree protection orders, as it happens) from the ground in front of our Chichester campus. I am a serial optimist so, in some ways, this has been a bonus: the University is now more open and accessible. Coincidentally, my personal vision is for the University to look beyond its walls and to engage more heavily with business and the community.

I was delighted to take up the role of Vice-Chancellor in May last year. For me the University of Chichester epitomises everything that is good about higher education. We help students to grow as learners and as thoughtful citizens; we value people and our environment. Our new Engineering and Digital Technology Park at the Bognor Regis campus is just the latest demonstration of us playing our part in supporting the economic growth of our region by helping to develop much-needed higher

level STEM skills. This includes our leading-edge engineering, digital skills and chartered manager degree apprenticeships.

Over the 180 years since its foundation the University has been responsive to the needs of the world around us: academic excellence and research outputs from creative writing to sport science are impressive but don't indicate an 'ivory tower' mentality. We started as a provider of teachers; now we have a full range of degrees, including postgraduate awards. We don't stand still. As digital and bio-technologies revolutionise the healthcare landscape, I am keen for us to lead change rather than waiting to be asked. The Higher Education Funding Council for England has recognised our ambition and provided us with £200,000 to support our pan-Sussex collaboration with the other universities and all of the further Education Colleges in developing



more pathways into rewarding careers as health and social care professionals.

My message is that the University of Chichester is listening keenly to business and the community and wants to drive economic growth. We are open for business – with or without trees!

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



## ECHO appoints former Macy's Director, Gena Casciano, as its new VP of Partnerships.

ECHO, the corporate sponsorship arm of The Creative Group, is pleased to announce the recent appointment of Gena Casciano as the new VP of Partnerships for North America.

Formerly Director of National Event Marketing at Macy's and previously Senior Director of Global Advertising at American Express, Gena brings a wealth of experience to the role and will be responsible for overseeing and developing partnerships with global brands to create sponsorship and brand activation

opportunities for our clients. ECHO's clients so far range from the NY Islanders, UFC, and LA Galaxy (to name a few), so, 2018 will be an exciting time for ECHO and The Creative Group as a whole, as they marry up more brands, with exciting opportunities.

Matt Turner, Co-Founder of ECHO, said: "Gena will be a tremendous asset to the team. We're all extremely excited to have her on board and to utilise her skill set in the North American market space. 2018 is going to be an exciting year for ECHO and The Creative Group as a whole."

Gena Casciano, VP of Partnerships (North America), said: "The team have been extremely welcoming and I am excited to get started. My goal is to bring brands together, to share brand equity, grow our customer base, and drive sales for the business."

To find out more about The Creative Group and what we can do for your business, visit: [www.thecreative.group](http://www.thecreative.group) or simply follow us on Twitter and LinkedIn for the latest news and updates.

## Vega Europe strengthens Global offering

Vega Europe announced today the appointment of Paul Waller, who has joined the company as Global Account Manager to further develop their growing portfolio of globally managed accounts. Paul comes with a wealth of experience within the industry, having spent the last eighteen years in Business Development and Account Management, where he was instrumental in acquiring numerous large corporate accounts.

Paul joins Vega Europe to continue Vega's recent success providing business services to many of the top companies in America,

APAC and Europe and to further expand the global account management structure.

Paul comments "I am excited to start a new challenge and look forward to working with the team to further develop their already extensive service suite. Over the last four years I have been fortunate to work in a truly global marketplace and have seen an appetite for clients to have a single point of contact for the programme management functions of their projects."

Tim Dobson, Sales & Commercial Director added "Paul brings with him a huge amount

of experience and knowledge in the global marketplace. As Paul will be working with our Vega Global in-country teams, we will be able to provide a truly global offering to businesses, with a consistent approach to all their office communication requirements."

Visit [www.vega-global.eu](http://www.vega-global.eu) for more information.



## Recent Exam Success

Juno Wealth are pleased to announce two recent exam successes.

Minna Panahinejad (Senior Financial Planning Coordinator) and Matt Boreham (Client Relationship Coordinator) are the youngest members of our small team of 5 at Juno Wealth.

Minna has passed the Chartered Insurance Institute exam in Regulation and Ethics which marks the first milestone of her journey towards a Certificate in Paraplanning

Matt has also passed the Regulation and Ethics exam which marks the first milestone of his journey to obtain the DipPFS qualification.

At Juno Wealth we update training and development plans every 4 months for all staff. We support and encourage staff development by financially supporting

professional body memberships and progression towards industry recognised qualifications. All members of the Juno Wealth team are involved in continuous training and development and all are members of the Chartered Insurance Institute.

In addition, all client facing staff are required to complete annual Continuing Professional Development, a minimum of 35 hours per year. Every two years, our staff receive update training on business ethics, bribery, fraud, data protection and money laundering. However, every year our training programme exceeds by a good margin the minimum requirements expected of us in our industry. This ensures our clients only



ever meet Juno Wealth employees that are well trained and fully competent.

We are delighted that both Matt and Minna are studying towards industry recognised qualifications and even more pleased to be able to support their professional development.

Please pop over to [www.junowealth.co.uk](http://www.junowealth.co.uk) and take a look round. And please like us on Facebook to keep up to date with all our articles, insights and news.



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## Get in Touch

t: 01293 440088  
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Gatwick Diamond Business  
14 Basepoint, Metcalf Way  
Crawley RH11 7XX

## Referral thanks

- Carolyn Burchell from Composure Accounting & Taxation Limited for ByJove Media
- Creative Pod for Knight Business Consultants Ltd
- Driver Hire Gatwick for Pitman Training Crawley

## Forthcoming events

6th March 2018

### Express Lunch Networking

Sandman Signature Hotel Gatwick, Crawley  
12.00pm-2.00pm  
£22 plus VAT for members  
£32 plus VAT for non-members

15th March 2018

### Gatwick Diamond Business Awards 2018

Millennium Suite of the Effingham Park Hotel, Cophthorne  
6.30pm-1.00am  
£125 +VAT for individual tickets  
£1,150 +VAT for table of 10

23rd March 2018

### March Members Meeting

Canon UK Ltd and co-host Reigate and Banstead Borough Council  
11am – Educational Seminar – Video & Creative Marketing  
12pm-2.30pm Members Meeting  
Free for gdb members  
£25+VAT for non-members

27th March 2018

### Elevenes and Networking

South of England Event Centre, Ardingly  
10.30am-12.30pm  
Free for Members

4th April 2018

### Stadium Tour & Networking Lunch

Amex Stadium, Brighton and Sodexo Prestige  
11.30am-1.30pm  
£35+VAT for gdb members  
£45+VAT for non-members

10th April 2018

### Afternoon Tea Break

Porsche Centre Mid-Sussex., Burgess Hill  
2.00-3.30pm  
£35+VAT for gdb members  
£45+VAT for non-members

18th April 2018

### Networking at Ease

Brighton Harbour Hotel  
12.00 – 2.30pm  
£35+VAT for gdb members  
£45+VAT for non-members

27th April 2018

### April Members Meeting

Holiday Inn Gatwick Airport  
11am – Educational Seminar – Growing a Sustainable Business  
12pm-2.30pm Members Meeting  
Free for gdb members  
£25+VAT for non-members

## Seminars

23rd March 2018

### Video and Creative Marketing

**Presenter:**

**Jonty Egginton, Managing Director of Egg Media**  
**Simon Ellis, Managing Director of Clockwise Marketin**

Video is transforming the way we deliver information on social media. Jonty, MD of Egg Media, will explain how you can plan, shoot, edit and upload your own business videos and reach new audiences online.

27th April 2018

### Growing a Sustainable Business

**Presenter:**

**Anya Ledwith, Director, Eshcon Ltd**  
**Sandra Norval, Managing Director, Catalicity Ltd**

All organisations have the potential to reduce their environmental impact, improve their business strategy and find those all important cost savings. Most begin because their customers demand it & then realise there are great commercial benefits.

Looking at the risks & opportunities for any business, Anya Ledwith & Sandra Norval will take you through the drivers, benefits & steps to Growing a Sustainable Business.

To book on either or both seminars please visit [www.gatwickdiamondbusiness.com](http://www.gatwickdiamondbusiness.com) and visit the Events page.

## Magazine Disclaimer

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The Source is published by Gatwick Diamond Business

Editor: Jeremy Taylor

Basepoint, Crawley, RH11 7XX

## Previous Meetings & Events:

The past two month's meetings were:

**gdb Speakers Conference at South Lodge Hotel**  
[www.exclusive.co.uk/south-lodge](http://www.exclusive.co.uk/south-lodge)

**What's the Point? at Basepoint Business Centre Crawley**  
[www.basepoint.co.uk/locations/crawley](http://www.basepoint.co.uk/locations/crawley)

**Pastries and Networking at pdt Solicitors**  
[www.pdt.co.uk](http://www.pdt.co.uk)

**January Members Meeting at Roffey Park**  
[www.roffeypark.com](http://www.roffeypark.com)

**Networking at Ease at Sofitel London Gatwick**  
[www.sofitel.com](http://www.sofitel.com)

**Elevenes and Networking at West Sussex Mediation Services**  
[www.wsms.org.uk/2014](http://www.wsms.org.uk/2014)

**Networking at Ease at Cophthorne Hotel London Gatwick**  
[www.millenniumhotels.com/en/gatwick/cophthorne-hotel-london-gatwick](http://www.millenniumhotels.com/en/gatwick/cophthorne-hotel-london-gatwick)

**February Members Meeting at Cottesmore Golf Club**  
[www.cottesmoregolf.co.uk](http://www.cottesmoregolf.co.uk)

**Afternoon Tea and Wine Tasting at Mannings Heath Golf and Wine Estate**  
[www.manningsheath.com](http://www.manningsheath.com)

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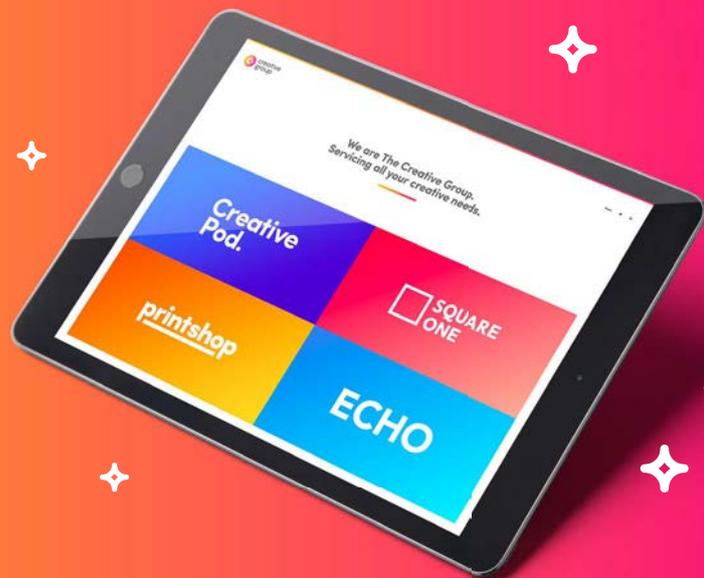
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