



**18th October 2017**

THE ARORA HOTEL, CRAWLEY

# the Source

Sep/Oct 2017 #GettingBusinessDone

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



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Following our AGM in June we introduced you to the Elected Members of the Executive Council. Subsequently, the Council have co-opted in new members to represent business sectors, sizes and locations around the region.

Our new co-opts are:

- Alison Addy of Gatwick Airport to represent Aviation
- John Jory of Reigate & Banstead BC to represent Local Government

- Julie Kapsalis of Crawley College to represent education and the LEP
- Dan Sibley of NatWest Bank to represent Banking sector
- Peter Zielke of Courtyard by Marriott LGW to represent the hospitality industry

We will be highlighting all of the Members of the Executive on the website so please do visit the site to find out more about those who represent you and provide the governance that we should have.

Autumn is going to be very busy as we launch the Tenth Annual Gatwick Diamond Business Awards, with the entry period opening in October. The Dinner is booked for 15th March 2018 and promises to be the business networking event of the year, again.

We are currently in the process of securing sponsors and judges for the Awards so do visit [www.GatwickDiamondBusinessAwards.com](http://www.GatwickDiamondBusinessAwards.com) for more details.

The Gatwick Diamond Meet the Buyers event is on 18th October 2017 at the Arora Hotel and provides you with the best opportunity to meet procurement professionals that have real buying needs. We have already identified in excess of £50m of orders waiting for suppliers from Advertising to Architecture, from Fencing to Flooring, from Machining to Marketing and

from Water to Waste Services. Find out more [www.GatwickDiamondMeettheBuyers.com](http://www.GatwickDiamondMeettheBuyers.com)

As we approach the end of 2017 (& Christmas is coming) we look to be on track to deliver nearly 100 events this year. These are for you to find new business contacts, whether they are clients, partners or suppliers. From October we will be moving to Eventbrite for all of our event bookings.

In other news, we are still looking for some certainty on the next steps for Aviation, Brexit, Interest rates and the ever-increasing tensions in global geopolitics! Let's have a chat about those issues next time we meet as I'd like to understand how they impact your business and how we can help.

I look forward to working with you,

## Chairman's Column

As an environmental management consultant, I help companies become more efficient, reduce risk & win new business. Which sounds rather familiar - just like gdb, we are all about Supporting - Growing - Engaging.

I can't believe I'm already one year into my tenure as gdb Chairman. As I reported to the AGM, it's been a rollercoaster of year for me - all about strategy, budgets, promoting gdb & leadership.

*gdb is evolving & you'll see the changes:*

We have a new & expanding team, taking on new roles and working practices, tracking progress & celebrating success. Our new Ambassadors help to promote gdb and welcome the 'newbies & pinkies'. A referral scheme helps to make use of the 'Good People Who Know Good People'.

We've seen growth - membership is up 17%, we ran 80+ events with 4,000 attendees & continue to make the connections.

We are the voice of the local business community, an influencer with local, regional and national partners. We've also looked at how the Executive operates, with a good exchange of information & we're planning a team-building day later in the year.

What about the coming year? There is more to come. We have set challenging targets for membership growth, covering a mix of business sizes. We are aiming for 100 events, including high profile activities like delivering the Gatwick Diamond Meet the Buyers programme, our speakers conference & the gdb Awards, which celebrates its 10th anniversary. We'll continue to provide networking opportunities & circulate information on regional economic issues. In addition, we'd like to see more member-led activities and peer-to-peer learning.

As you can see, gdb is all about Supporting - Growing - Engaging.

We help you say hello. And you know the saying... A simple hello could lead to a million things!



**Anya Ledwith**  
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gatwick**diamond**  
**Meet** the Buyers

**18th October 2017**  
THE ARORA HOTEL, CRAWLEY

## Don't just Meet the Buyers get yourself connected

The Gatwick Diamond Meet the Buyers Programme brings together Buyers and Suppliers to help each other grow their businesses.

**For Buyers,** you will have the opportunity to meet new Suppliers of the products and services you need as well as explore ways to solve your procurement issues.

**For Suppliers,** you will be able to access the kind of businesses you simply cannot reach elsewhere, with face to face meetings with their procurement professionals.

From June 2017, there will be a programme of free Seminars to help you understand how to engage with Public Sector and large businesses that are seeking new suppliers as well as improve your general sales processes.

**t: 01293 813889    e: [info@gatwickdiamondmeetthebuyers.com](mailto:info@gatwickdiamondmeetthebuyers.com)**

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

 [@GDMeettheBuyers](https://twitter.com/GDMeettheBuyers)

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## Why does a charity become a gdb member?

"Why bother to attend the AGM? " This question asked by two gdb members made me wonder how many other people are curious.

Maybe people don't realise that even an independent charity such as the Golden Lion Children's Trust has to be run as a business.

Our 'clients' are largely from within the gdb area so what happens in this locale impacts on them and their family members. Housing availability. Transport facilities. Future building schemes – are adequate schools and medical provision planned? Employment opportunities – or lack of them. gdb is an efficient way of keeping up to date, and also a 'voice' to flag up concerns.

By getting to know other gdb members and their areas of expertise we have been lucky enough to receive invaluable advice from time to time, and occasionally offer gdb members the chance to implement their CSR policies. Charities aren't just about collecting money.



Today all charities must keep accurate records; be conversant with aspects of law (elements of employment law apply to volunteers); consider Health & Safety; set and adhere to numerous policies; keep scrupulous financial records; hold adequate insurance cover; have good marketing strategies in place; be open to fund-raising opportunities and chances to build relationships with local businesses and all the while ... oh yes, manage to smile and

in the case of the GLCT find time to enjoy organising projects for children with special needs and disadvantaged young people we are privileged to support.

Lynda Guy  
Chairman Golden Lion Children's Trust  
[www.glct.org.uk](http://www.glct.org.uk)  
01273 891963

## gdb Members Survey

Last Month's Members Survey was my first one since joining gdb and I had been set a challenge to beat both Jeremy's & Sally's completed surveys. We had an overwhelming number of responses 152 individual responses from 144 companies thank you to those who completed the survey – and yes, I did beat Jeremy & Sally!

We have been going through the results and overall it has been very positive. Rather than go through each question I thought I would give you some of the highlights, a bit like Match of the Day!

As expected 9 out of 10 responders use the membership "to network and build business contacts" – to quote;

- To meet interesting people & learn about their businesses & life experiences
- Greater understanding of potential customers needs and wants
- To find suppliers and partners that can help our business continue to grow
- To raise awareness of our brand for recruitment purposes
- Make friends and influence people
- To play my part in connecting people and grow gdb membership
- To help raise my profile as a go to professional in my field

Top 3 services used – Networking Meetings, The Source & website (and much to Jeremy's

dismay access to him only came 7th out of 12).

We had extremely positive feedback on what we do well; thank you for all your responses and great comments. We have taken on board all your suggestions and are working on ways we can add value to your membership. (But unfortunately, we are unable to give Jeremy a new instrument or better jokes!) As an overview on what we could improve on we are currently trialling online event booking and assisting the membership in connecting with businesses within membership with our 'old school' noticeboard – "I need a....." which appeared at our August's Members Meeting.

Educational Seminars Services Lunch Networking GDB Charity  
Communication Venues Events New Members  
Networking Local Meetings Contact Business  
Services Issues Range

Highlights from what we do well;

- Connect companies / organisations especially other key issues
- Offer opportunities to network and build business
- Information on key issues affecting the Gatwick Diamond
- Good & regular information provided.

Looking forward to the rest of this year and into early 2018, it seems that Staff Recruitment & Retention is key. With nearly 60% looking

for new hires in new roles and 55% investing in staff development and training.

80% of members are likely to refer gdb to their business contacts; we will be very happy to have a chat about your business contacts who you feel would benefit from gdb Membership.

There has been a vast range of business gained through gdb either direct or indirect, covering office services & supplies, volunteers for charity events, design & manufacturing, marketing & PR and a high number of referrals. With many members stating many of their suppliers are gdb Members, stating through gdb they have saved money on sourcing new suppliers which is enough of a saving to pay for membership.

New question for the survey this year was; 'If gdb were to offer the following services which would you be interested in'. 59% would like to see round table discussions being added to membership benefits – watch this space...

[mandi@gatwickdiamondbusiness.com](mailto:mandi@gatwickdiamondbusiness.com)  
01293 44 00 88



## Major new sporting event coming to Gatwick Diamond on 13<sup>th</sup> May 2018!

If you are looking for a way to give your business exposure and visibility at a major sporting event whilst encouraging health and fitness in the workplace then look no further.

The organisers of the popular and award-winning Intersport Run Reigate Half Marathon & 10K, have confirmed that the brand new "Run Gatwick" will be launching for Gatwick Diamond next May. The date has been confirmed as Sunday 13th May 2018 and further details are due to be unveiled this month. As the name suggests it will be a running event, aimed at athletes of all levels and with a specific corporate angle.

David Kelly, Race Director, commented: "We are excited to announce this exciting, brand new event in the Gatwick Diamond area this month. Run Gatwick will present the perfect opportunity for businesses and companies of all sizes in the Gatwick Diamond area to get involved, whilst encouraging health and fitness in the

workplace and raising substantial funds for a wide range of charities. We also expect many businesses from further afield and from abroad to sign up.

"Running is a great sport that is accessible to everyone, and training for an event in a company environment does not just increase fitness levels of employees but also productivity, positivity and the all important camaraderie in the workplace. "We are looking forward to unveiling further details this September."

Go to [www.rungatwick.com](http://www.rungatwick.com) to register your interest and you will be the first to hear the latest news about Run Gatwick. In the meantime do put 13th May in the diary and encourage your employees and co-workers to get those running shoes out and start training!



## Gatwick Diamond Business appointed Event Delivery Partner for the Gatwick Diamond Meet the Buyers

- Over £22.5m of business is estimated to have been created since 2010
- In 2017, there will be more than 1,000 sales meetings at the Meet the Buyers event in October

Gatwick Diamond Meet the Buyers is free for buying organisations and we will provide you with everything you need to make a success of the day

In previous years, Meet the Buyers has focused on Construction and Infrastructure. These sectors are still important and will be represented in 2017, but we are looking to create more opportunities in other sectors for 2017, we will introduce 5 separate Zones to reflect different business needs and types in the Region.

These Zones are:

- Business Services - to include Professional, Financial, Digital, Educational
- Manufacturing and Innovation
- Public Sector and Utilities
- International Business
- Construction and Infrastructure

1. Register for Meet the Buyers on the website as a supplier by completing the form & returning to [sally@gatwickdiamondmeetthebuyers.com](mailto:sally@gatwickdiamondmeetthebuyers.com)
2. See who is going to be there and their needs



3. Submit your relevant products and services
4. We will match you with the relevant Buyers
5. Use your dedicated appointments to get yourself connected with the types of Buyers you want to do business with

### What does it cost?

Gatwick Diamond Business is a Supporting Partner of this event and as a member you will get the preferential discounted rate of £125 +Vat per delegate (saving of £125)

For more information and to register please go to:  
[www.gatwickdiamondmeetthebuyers.com](http://www.gatwickdiamondmeetthebuyers.com)  
 or contact the organiser:  
[info@gatwickdiamondmeetthebuyers.com](mailto:info@gatwickdiamondmeetthebuyers.com)  
 or follow @gdmeetthebuyers on Twitter.



## Introducing The Creative Group

Sussex based design and marketing agency Creative Pod is going from strength to strength and are pleased to announce the newly formed Creative Group.

Originally established in 2006 by CEO Matt Turner, business has grown exponentially and with the introduction of Rob Nunn, as Managing Director last year, business has been booming - and so, 'The Creative Group' was born. But who exactly are we you ask?

The Creative Group stands for full-service, creative thinking. We cater to all our clients' creative needs through four distinct and specialist marketing services.

### **Creative Pod (The original!)**

A full-service creative design and marketing agency with a difference. With an award-winning team specialising in branding, design, social, PR and outreach, email marketing, SEO and PPC, we work to provide completely integrated marketing campaigns. Find out more about Creative Pod at: [www.creativepod.uk.com](http://www.creativepod.uk.com)

### **The PrintShop**

Originally part of Creative Pod, The Printshop is our dedicated printing solutions specialist. Covering all aspects of print, from concept through to printing and finishing, our in-house print team deliver clients with reliable, high quality, cost effective print solutions with state-of-the-art equipment. Find out more about Print Shop at: [www.printshop.uk.com](http://www.printshop.uk.com)



### **SquareOne**

Is a new and exciting service, specialising in identifying and developing new routes to market from North America to the UK & Ireland, and vice versa. Our expert team of market entry specialists, industry experts and local knowledge gurus, help to export our client's products to the UK, or across to the US. Find out more about SquareOne at: [www.squareone.us.com](http://www.squareone.us.com)

### **ECHO**

ECHO is a global specialist in corporate sponsorship, brand activation and corporate advertising. Our ECHO team provides the brands we work with bespoke opportunities and maximum exposure, by marrying up brands with leading figures, events and opportunities. Find out more about ECHO at: [www.weareecho.us.com](http://www.weareecho.us.com)

What was the inspiration behind the group? Matt told us "With business growing rapidly, along with the services we offer, The Creative Group made perfect sense. By creating four separate companies under one umbrella, our four teams can dedicate their time to all of our clients' needs and requirements - giving us the space to grow and specialise in these creative industries."

"With the creative industry constantly changing, our client's needs and requirements are constantly evolving too. Therefore, at The Creative Group we pride ourselves on our ability to continually adapt and expand our offering further, so that we can provide our clients with the very best service."

For more information on how The Creative Group can help your business, contact the team on 01293 817228

## LoveLocalJobs.com

One of our very own members, LoveLocalJobs.com has committed to solving the problem of recruiting in Gatwick many of our members are currently facing. Through their website [GatwickDiamondJobs.com](http://GatwickDiamondJobs.com) and their other regional job boards that stretch from Brighton to Croydon they generate

well over a million jobs views for Sussex businesses such as American Express, BUPA and Southern Water every year.

Exclusively on behalf of GDB, they are offering a massive 33% reduction on their entire range of recruitment solutions to our members.

You can either contact them directly at [info@lovelocaljobs.com](mailto:info@lovelocaljobs.com) check out their main site at [www.LoveLocalJobs.com](http://www.LoveLocalJobs.com) or look out for their Commercial Director, Arnaud Doggett at our next meet the buyer's event.

## Extech pioneering the way

Extech is blazing new trails with business innovation strategy. Over the past six months Extech has been working closely with the University of Brighton on an exciting new project to obtain grant funding from Innovate UK to develop and implement a business innovation strategy for the company.

The scheme is known as Knowledge Transfer Partnerships, KTP for short. The KTP scheme

aims to fund the most innovative and strategic projects which bring about transformation changes to companies, so it's extremely exciting that Extech's application has been successful! Both Extech and Brighton university are passionate about embracing change, the only constant in business today. The programme officially starts this summer and the successful candidate will work alongside Extech for the next two years, supported

by various industry specialists from within the University, who have a joint objective to develop and implement a transformational and disruptive business innovation strategy.

See below for full details of the KTP programme and what it will entail: [www.brighton.ac.uk/researchand-enterprise/enterprise/ktps/extech.aspx](http://www.brighton.ac.uk/researchand-enterprise/enterprise/ktps/extech.aspx)

## Badenoch and Clark

UK legislation sets minimum standards which cover age, disability, race, gender, sexual orientation – among others, but an effective and efficient diversity & inclusion strategy goes beyond compliance and adds real commercial value to an organisation. Given its growing importance to organisations, Badenoch & Clark, a leading professional services recruitment company operating across 13 European countries, were eager to find out more about the UK's attitude and approach to diversity and inclusion in the workplace,

and so commissioned an in-depth analysis of 2,000 UK employees across the private and public sectors, split by age, gender and disability. The findings suggest that while the upcoming generation of workers is more finely attuned to the importance of fair and equal representation, there is still a long way to go to truly unlock the level of talent in the UK. This becomes particularly pertinent when results show that 54% of British workers believe their employers could be doing much more to truly embrace a culture of diversity and inclusion.



Interested in reading the findings in full? Download your free copy of the 'Inspiring Inclusion in the workplace' whitepaper at [www.badenochandclark.com](http://www.badenochandclark.com)

## Marco embarks on ambitious expansion plan with move to a bigger office



A significant recruitment drive has prompted Marco, one of the UK's most trusted airport contractors, to move into a new purpose-built premises in January, where they have taken a 15-year lease on 6500 square foot of office space.

The decision by Marco to expand and grow its business from its original premises on the Perimeter Road South (but still retain two of their units) follows a period of sustained growth for the company and coincides with

its plans to expand its service offering in the South East, grow its headcount and continue to deliver exceptional service.

Marco have tripled their existing office accommodation, which offers a more efficient layout as well as provide flexible solutions to accommodate further expansion. Having only moved 0.1 miles from where they were at Gatwick Airport they are still able to contribute to local economic growth through direct employment opportunities, as well as encourage nearby businesses to be part of their supply chain.

Over the last five years, Marco has seen its revenue grow by over 200 per cent while

its workforce has tripled in size. David Gill, Managing Director commented:

"As our services have become better known in the industry, demand has risen – and quickly. This office move is the accumulation of over 15 years of hard work and it is an exciting time for us all at Marco.

"It will provide a better work environment for current and future staff, and it underscores our commitment to both our employees and our clients. We look forward to continuing our growth at an even faster rate from our new base."

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

## Lewis Rowell acquired by MHA Carpenter Box

Sussex-based chartered accountants, tax and business advisers, MHA Carpenter Box has acquired Crawley-based chartered accountants Lewis Rowell.

Lewis Rowell co-founder and Partner Peter Rowell and many of his team have joined the Gatwick Office of MHA Carpenter Box, which opened in June 2015 and is now full to capacity with a headcount of around 25.

Lewis & Co. accountants was established in Brighton prior to relocating to Crawley almost 35 years ago and over that time, Peter has gained a wealth of experience in tax, audit and accounts and commercial matters. As well as being a Chartered Accountant, Peter is also a member of the Chartered Institute of Taxation. After qualifying, Peter worked in the London office of a large national practice before moving into commerce gaining experience within the offices of an international bank and an MOD military contractor, returning to general practice in 1985. He then joined

Roland Lewis in partnership as Lewis Rowell operating from a Crawley office.

Peter, who joins MHA Carpenter Box as a Departmental Director in the Business Services Group, commented: "I felt the time was right for the acquisition to take place to support the longer term needs of the business and its clients. After following up on a recommendation from a colleague and already being aware of the excellent reputation MHA Carpenter Box has in the industry, I had no hesitation in agreeing to the acquisition of Lewis Rowell by them. Once I had met with the firm's partners and staff, I knew it was the right move for the business."

Chris Coopey, Partner and Practice Director at MHA Carpenter Box added: "We are delighted to welcome Peter and his team on board and are proud to serve Lewis Rowell's client base for whom we are making the transition as smooth as possible."

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





## Mid Sussex District Council - Digital & You event



Mid Sussex District Council announces the return of its 'Digital & You' event under the Open 4 Business initiative to the King's Centre in Burgess Hill on Tuesday 17th October.

Adopting a digital theme for the second year running, the event is open to all Sussex businesses from start-ups to corporates, who will learn about the latest digital insights and tools from high profile expert speakers. Presentation topics include cybersecurity, maximising LinkedIn, crowdfunding and the digital skills gap.

Sussex entrepreneur Kevin Byrne, founder and CEO of digital trade directory

Checkatrade is the show's keynote speaker, who will talk about his inspiring journey to success and the importance of taking risks in business.

The show will also feature an exhibition, where 21 businesses and organisations will showcase their expertise and be on hand to meet attendees. All presentations will give attendees a powerful toolkit of effective digital skills and ideas which they can take back and use immediately.

The itinerary for the day is as follows:

• 11.55 – 12.00: Simon Hughes, Head of Digital at Mid Sussex Council – opening remarks

- 12.00 – 12.40: Kevin Byrne, CEO of Checkatrade – The Importance of Risk
- 13.00 – 13.20: Jonty Egginton, MD of Egg Media – Using Video in Social Media
- 13.30 – 13.50: James Dempster, MD of Cobb Digital – The Power of LinkedIn
- 14.00 – 14.20: Martin Bannister, MD of Kogo – Cybersecurity: protecting your business
- 14.30 – 14.50: Rebecca Groves, Head of Projects at Wired Sussex: The Digital Skills Gap
- 15.00 – 15.20: Jes Bailey, Founder of Crowdfund360 – The Art of Crowdfunding

[www.o4b.org.uk](http://www.o4b.org.uk)

## Marco expands services

Having already secured a long-term contract with Gatwick Airport Limited (GAL) to provide a framework of design, construction and operational services, Marco have recently expanded its offering to now include drainage, jetting, plumbing and CCTV surveys.

The new solution means specialist engineers will be on call out 24 hours a day, 365 days a year, to assist with toilet and drain blockages and jetting in the terminal and supporting buildings. In addition, Marco has implemented a Planned Preventative Maintenance (PPM) programme, which will allow Gatwick to reduce their reactive maintenance and increase the performance and efficiency of their equipment to reduce breakdown.

In early September, the West Sussex-based airport building refurbishment and maintenance specialist will also be able to offer water chlorination, which is the process of disinfecting and commissioning a building's internal hot and cold domestic system, including all pipe work and storage tanks.

Managing Director David Gill said: "Expanding our service portfolio and securing these works gives us another opportunity to further grow the business, not just with Gatwick Airport but all other airport-based companies, retail outlets and concessionaires, too.

"We take great pride in providing a professional and reliable service, which is why



all of our engineers are highly competent, trained and knowledgeable. They also make health and safety their number one priority when carrying out works, something that is so crucial when working on high security sites such as airports."

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



## How Storm12 helped Metrobus get people on the buses

Attention-grabbing design and creative agency Storm12 helped Metrobus overcome negative perceptions of bus travel, and encourage more people to use the service.

Stefan Buss met fellow Gatwick Diamond Business group member Metrobus at the Gatwick Diamond Speakers Conference last year and the relationship grew from there.

Metrobus were impressed with Storm12's work, and asked how they could help develop a strategy-led campaign to overcome consumers' traditional mindset of bus travel.

Metrobus had carried out independent local market research to gain insight into the transport choices of people travelling regularly or occasionally to Brighton from either Burgess Hill or Haywards Heath.

The research revealed people travelling from Burgess Hill are more likely to be commuting and more open to messages. They also learned that buses are generally chosen only when travelers feel they have no alternative – the belief is buses don't meet their needs and journey times are too long.

Metrobus challenged Storm12 to tackle the negative and instill positive perceptions, particularly around schedules and journey time, and make bus travel a positive choice because it fits with needs and gets people to their destinations quickly.



### Storm12's campaign – 'Bus Myths Busted'

Storm12 developed a visually striking design with snappy and memorable messaging to increase local awareness of the benefits of bus travel, with the design working across online and offline channels.

### What were the results?

Metrobus noted a significant M-ticket app uplift during the campaign, with increased patronage on the key Burgess Hill route.

Charlotte Bruce, Marketing Manager at Metrobus added: "We really enjoyed working

with Storm12, they came up with a really strong creative, and messaging that was sharp, straight to the point and that we could tailor to all kinds of media formats. Currently, we have seen a 6% uplift on sales of our m-tickets."

The design concept received fantastic feedback, and the duration of the campaign was extended from July to September.

Please contact [kate.russell@storm12.co.uk](mailto:kate.russell@storm12.co.uk) for further details.

## Colleges merge

Chichester College and Central Sussex College have formally merged to form a dynamic and ambitious new group.

The merger will create the largest college group in Sussex, providing high quality learning opportunities for around 25,000 students each year.

As part of the merger, Central Sussex College has been renamed to reflect the group's commitment to the local community and will now be known as Crawley College.

Shelagh Legrave OBE DL has been appointed Chief Executive Officer for the group. She is joined by Kieran Stigant, who takes up his position as Chair of the corporation.

A new principal – Vicki Illingworth – has also been appointed for Crawley College. Vicki, who was previously assistant principal at Chichester College, will take up her role while Andrew Green will become executive principal at Chichester College.

Shelagh Legrave said: "We are delighted to be coming together to form a dynamic group of colleges and businesses focused on championing excellence in teaching and learning.

"Our students at all of the group's campuses will be at the heart of everything we do as we strive to ensure we are giving them the very best education and experience that we can.

"The group will also offer increased opportunities to students – as well as employers and communities in Sussex, giving them a greater access to a wide range of courses at many different levels.

"It is our aim that we will create educational institutions that follow sustainable and innovative structures, encouraging growth and investment."

The group covers four main sites – Chichester College, Crawley College, Brinsbury (a land-based campus) and Horsham Training Centre.



It also has an extensive portfolio of successful commercial businesses which operate alongside the colleges, including a chain of childcare nurseries (First Steps Childcare), an examination board, international education and sports and conferencing facilities.

The college merger has been welcomed by local authorities including West Sussex County Council and Crawley Borough Council, along with the Coast to Capital Local Enterprise Partnership.

[www.crawley.ac.uk](http://www.crawley.ac.uk)  
[www.chichester.ac.uk](http://www.chichester.ac.uk)

## Leading regional law firms DMH Stallard and Rawlison Butler confirm merger



Top 100 law firm DMH Stallard and regional law firm Rawlison Butler have announced their merger.

Rawlison Butler currently employs 65 people across two offices in Crawley and Horsham. This merger will bring the number

of partners at DMH Stallard to over 70 and create an overall team strength of nearly 350. Turnover for the combined mid-market firm will exceed £30m in 2017/18, two thirds of which will be in Sussex and Surrey.

Richard Pollins, Managing Partner of DMH Stallard, said: "We believe that this merger will be a game-changer for DMH Stallard and Rawlison Butler in the Gatwick Diamond, and will realise a key strategic ambition for both firms. By adding the first class expertise and experience that Rawlison Butler boasts, particularly within their real estate, private client and business law teams, the merged firm will become the stand-out law firm

for quality work and clients, working with businesses and individuals across the region".

The merger is the largest for DMH Stallard since DMH merged with Stallard in 2005. More recently, DMH Stallard completed two mergers in 2015, first with Guildford law firm AWB Partnership and then Ross & Craig Solicitors in London.

The merger is expected to take effect at the beginning of September 2017. The merged firm will operate from Crawley, Horsham, Guildford, Brighton and London, and will trade under the DMH Stallard name. [www.dmhstallard.com](http://www.dmhstallard.com)

## New Part-Time courses launched to the community



East Surrey College offers a wide range of part-time courses available to Adults with daytime, evening and weekend classes. Whether you are looking for professional qualifications, business training or leisure courses, you will find inspiration in the new Part-Time Guide 2017/18 which is available online at: [www.esc.ac.uk](http://www.esc.ac.uk).

If you are looking to progress your career or take a new career path, you will find an excellent range of qualification and professional training courses on offer. Courses include Accounting & Finance, HR & Management, IT & Computer

Skills, Construction & Engineering, Counselling, Teaching and Hair, Beauty & Spa.

For everyone looking to develop or learn a new skill, there is a wide range of leisure courses which includes Cooking, Languages, Arts, Crafts & Textiles, Fitness & Wellbeing, Hair Beauty & Spa, Floristry, Home & Garden, Life Skills and Science, History & Nature.

To view the wide range of part-time qualifications and leisure courses for 2017-18 please visit [www.esc.ac.uk/part-time-courses-17/18](http://www.esc.ac.uk/part-time-courses-17/18).

## Brighton Catering Supplies Ltd

BCS are pleased to announce the openings of our latest design and build projects, Pascere <https://www.pascere.co.uk/> and Mumar, <https://restaurantsbrighton.co.uk/murmur-restaurant-brighton/>.

We are a locally based catering supplier, passionate about the environment and delivering a tailored, informed, timely, reliable service to our many customers. Just because something looks like it's 'eco' doesn't mean it actually is or will deliver on that promise. We like to dispel the myths in our Sector and make sure you're 'closing the circle.'

What started as a small local business has rapidly expanded into the rest of the UK, growing organically with some of its original clients as they flourish, whilst gathering new business through recommendation and customer loyalty. With such growth, the BCS model has diversified from janitorial and disposables supplies into kitchen fit-outs, new concept

openings and full project management for multiple sites.

BCS was founded by Ben in 2011. A career hotelier who became so frustrated with the lack of efficient and service focussed companies in the sector that he decided to establish his own.

Raised in his parents' hotel in Devon, Ben started working in the family business whilst still at school, progressing through the ranks from service level up to Managing Director of the My Hotels group which spans four hotels, 200 staff and 300 bedrooms. Hospitality is in his blood and places him as uniquely qualified in understanding and supplying at all levels of the hospitality industry. The rest of us, we're quite an international bunch, also come from hospitality backgrounds, so we know the pressures our customers face.

BCS is also a member of the Tourism Alliance, British Hospitality Association, CEDA and Gatwick Diamond Business.



Please contact Claire Ottewell if you'd like to find out more about us and how we can work together on 01273 385536 or at [Claire@bcs.direct](mailto:Claire@bcs.direct)

## The Creative Ways Cyber Criminals Get Your Money

With the increase of techniques cyber criminals use to take your money, so has their creativity. Below are some of the more creative ways that you can become victim to the new age criminals.

### Impersonation

We're so focused on email security, that we often forget the old-fashioned ways... Recently we received a letter from one of our suppliers informing us that they had changed their bank details and requested that we make further payment to that. Of course, this letter was not from said supplier. It was an attempted impersonation from fraudsters.

*Lesson: Always contact the actual business if you receive any emails or letters asking to change bank accounts for suppliers.*

### Tagging along

If you download an unauthentic product online, it's possible that there is malicious content hiding somewhere in the download. Cyber criminals use this opportunity to infect your PC with malware such as spyware – a strain that observes your computer use

anonymously for sensitive information, such as your bank details.

*Lesson: Always download authentic, legitimate files.*

### Facebook Identity Theft

Facebook is a hacker's best friend. All it takes to infect your PC with ransomware or other malicious content is for you to click a link.

You probably wouldn't click on a link from an untrusted source, would you? But what if that link was sent to you from a friend?

Cyber Criminals impersonate your friends on Facebook, by copying their information and photos into a new account. They then send you a friend request in the hope you will accept. Next, you will receive a message from them telling you to 'check out this link' for 'x' reason. This link will have malicious content on the other side.

### USB Drives

Simply plugging a USB in means it has already bypassed the firewall and other defences.



There are many reasons you might plug a USB stick with malicious content into your network.

Recent research by Google shows that over 45% of people pick up USB drives they find on the floor by random and put them in their computers. The reason so many did it was because of altruistic intentions. Although, once the USB was installed, they first looked at pictures rather than the CV, suggestion curiosity had a strong part to play.

*Lesson: Stay away from unknown USB Devices.*

[www.computer-eyez.com](http://www.computer-eyez.com)

## IT Support with a Smile



Earlier this year, e-mpower.IT conducted a feedback survey to find out what our clients thought of us.

Owner and Director of e-mpower.IT, Jaffer Lokhandvala, commented "Whilst we think we do an excellent job, it's always important to obtain feedback from your clients to confirm this."

Jaffer continued by saying, "gaining feedback from customers is vital in that it enables you to build a picture of what your clients think of you. It's giving your customers the tools to offer constructive feedback and find out if there is anything more you could be doing.

We also found it useful to focus a substantial proportion of the questions around the service e-mpower.IT provides".

A customer feedback survey is a must for any business that professes to being in the customer service arena, so here are a few handy tips to help you devise your own survey.

- Remember surveys come in all shape and sizes but, as a rule try not to make the survey too long – we all have time constraints.
- Keep the survey simple, ensure it's easy to navigate and understand.

- Sometimes it's good to provide a couple of free text answer boxes to enable clients to expand on their answers and help understand why your customers have scored you in a particular way.

- Where you are providing a service or products, include questions about what you offer. These will enable you to build a clearer picture of your client needs and, whether there are any other services/products they are interested that you can offer.

A big win for us was finding out overall how satisfied our clients were with the IT Support and service e-mpower.IT offered. 70% answered 'extremely satisfied' and the remaining 30% were 'Very Satisfied' – this was great to hear. For more details on our survey results visit: [www.e-mpower.it/great-service/](http://www.e-mpower.it/great-service/)

To speak to us about IT Support call 01444 250404, email [sales@e-mpower.it](mailto:sales@e-mpower.it) or visit [www.e-mpower.it](http://www.e-mpower.it)



## Is your business ready for your future workforce? Attend the LoveLocalTalent Conference: Attracting and Retaining the Next Generation



In response to a recruitment challenge around Sussex, LoveLocalJobs.com are hosting the first ever LoveLocalTalent Conference on 6th October (1pm - 4pm) at the Old Market Theatre, Hove, Sussex, BN3 1AS.

The theme of this half-day event is "Attracting & Retaining the Next Generation" with an afternoon packed full of expert speakers with useful insights and practical tips that you can use to make sure you are making the best possible hires for your business.

Please note the event is free to attend and we do have limited capacity, therefore, please book as soon as possible to avoid disappointment.

### Why attend

- Learn how to attract and develop your future workforce
- Transform your thinking with the latest industry insight
- Learn from best practice
- Get tips on managing a diverse team

### Who should attend

- Senior decision makers
- HR
- Recruitment
- Learning and Development
- Operations

Those looking to develop their future workforce

<http://promotions.lovelocaljobs.com/lovelocaltalent/>

## Fees Scrapped in Employment Tribunal

In July 2017, the Supreme Court found that fees imposed in respect of proceedings in Employment Tribunals (ET) and the Employment Appeal Tribunal are unlawful. The ruling relates to fees imposed by the Employment Tribunals and the Employment Appeal Tribunals Fees Order 2013. The introduction of these led to a 70% reduction in claims.

The fees were found to be so high that they prevented people from pursuing claims and non-monetary claims. The court found that because of this, the fees represented a disproportionate and unjustified restriction in respect of access to justice and therefore to the exercise of EU rights. And that makes them unlawful.

### What impact does this have?

The fee system had also encouraged early settlement of disputes and discouraged weak or vexatious claims. Depending on the type of claim, employees had been required to pay up to £1,200 to fight their case in tribunal. Because of scrapping the fee based system, ET claims will likely increase because of ease of access, thus there is an even greater need to follow HR practice and employment law when dealing with your staff to be able to defend or prevent claims.

### What next?

Fees are unlikely to be completely abolished but the Employment Tribunal service has



some urgent work to do, re-writing the rules and reprogramming the online claims process. A government consultation may follow and it's likely that a different fees scheme will be introduced, but fees are likely to be much lower so that ET is easily accessible. The Supreme Court made it clear all fees paid since 2013 will need to be refunded. It may involve unpicking settlements where an employer has agreed to pay the fees (or worse still, where it has not been spelt out what a settlement relates to).

If you do have any questions, or if you would like to be added to our e-newsletter for HR snippets and employment updates, please feel free to contact us

Eve Clennell Chartered FCIPD, PgDip, BSc. (Hons).  
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## Later life advice at Star Trek-themed event from Mid Sussex IFA

Mike Oliver Associates is hoping to go beyond the final frontier later this year, as it sets about proving that 'live long and prosper' is more than just Spock's catchphrase in the popular sci-fi show, *Star Trek*.

The Haywards Heath firm of independent financial advisors is hosting 'Live Long and Prosper II' in October, its second Wealth of Difference seminar designed to help people make sense of their later life finances.

The event is a sequel to the firm's successful seminar in February, where attendees were advised on everything from wealth protection to making provision for school fees, estate planning to the sensitive issues around care and how to pay for it.

Principal Mike Oliver said he conceived of the seminar and its sequel to help people avoid the potential pitfalls associated with pensions,

investments and retirement options.

"Later life finances are notoriously difficult to manage," said Mike. "A slew of recent policy changes have made it hard to keep up with the latest regulations. This free seminar is about offering people the chance to beat the bureaucracy and set them on a path to building a better future."

The event is the latest initiative from the business as it continues to grow in its 16th anniversary year. In May, Mike Oliver won 'Charity Champion' at the inaugural BHBiz Awards, and the company has recently expanded to offer a dedicated Estate Planning service.

The seminar Live Long and Prosper II will take place on Thursday 19th October between 17:00 and 19:00 at Borde Hill Garden, Haywards Heath. To book, visit: [www.leagraham.com/pr/livelong](http://www.leagraham.com/pr/livelong)

## Frontier Pitts Secures LPS1175



The Loss Prevention Standard LPS 1175 is a commercial standard by LPCB (Loss Prevention Certification Board at BRE) which is recognised worldwide. The standard is designed to test security manufacturers claims that the security equipment they fabricate performs as they claim to appropriate performance standards.

Part of the LPS1175 standard utilizes a professional attack team to try and penetrate through the Security Equipment. The attack team have a full working knowledge of the materials and makeup of the test items. The

objective of the LPS 1175 standard is to test how long and what tools the security equipment can withstand during a forced attack.

The objective of this Security Gates and Turnstiles is to Deter, Detect, Deny, Delay and Defend a site, allowing the emergency services to reach the location to deal with the attackers.

Following months of Research and Development, Frontier Pitts are very pleased to announce our Platinum Security Range which has successfully achieved LPS1175 Security Rating 2 & 3.

With the first Bi-folding Gate to achieve the LPS1175 accreditation alongside our popular Sliding Cantilevered Gate, Frontier Pitts Security Gate range now offers a complete access control solution to match a LPS1175 Security Rated fence line.

Forcible Attack Security Ratings have different attack times and toolsets. Security Rating (SR) 1 to SR2 largely use manual hand tools, with SR3 and above using a range of more powerful, commonly available battery

powered cutting tools. The Security Rating will be dependent to the requirements of each individual site or location.

The Independent Test Certification from BRE meets the requirements of Secured by Design, adding to our approved products. Click here for our Secured by Design products

LPS1175 covers the "Requirements and Testing Procedures for the LPCB Approval and Listing of Intruder Resistant Building Components, Strongpoints, Security Enclosures and Free Standing Barriers" Products tested and approved to this standard are widely recognised by Government Agencies, Local Authorities, Banks, Insurance Companies and many other large organisations as being an effective means of protecting people and assets; thus reducing the risks of loss to crime or terrorism.

For further advice on the most appropriate and effective perimeter security solution, please contact Frontier Pitts Technical Sales Department to organize a site visit. [www.frontierpitts.com](http://www.frontierpitts.com)

## The true cost of managing documents

Searching for documents is commonplace across many businesses, but how much time and cost is actually involved?

According to a recent survey employees work on approx. 25 documents per day, spending an average 136 seconds looking for each one. Poor document management is costing firms £4,238 per employee each month, so these costs can really mount up. \*

Adopting new practices to manage documents will reduce these costs significantly. Here are some areas where document management can help:

### Document Retrieval

Consider where and how documents are filed across the organisation. Is there version control in place to ensure you have access to the latest documents and do you have the ability to lay your hands on the right information quickly.

### Logical Filing

It's not enough to think about how and where to store documents, you need to consider how the documents are going to get there in the first place. Even the best document repository in the world can fail if it relies on manual processes for filling it with up-to-date content.



### Query handling

Arguably customer satisfaction is one of the most important metrics for an organisation in terms of sustaining long term growth. An effective document management system plays an important role in this process by ensuring that any customer queries can be dealt with quickly and efficiently, providing easy access to quality up-to-date information just as it's needed.

### Process

The ability to control the lifecycle of each document through a specific set of rules ensures things are dealt with promptly and in the right way. It can also provide clarity to your office processes, so that you remain compliant.

### Evolution not revolution

The system should assist in automating and streamlining your current processes to ensure your teams have their time freed up to focus on more productive tasks.

Take positive steps towards more efficient and productive working, which not only reduces your overheads, it improves business productivity too. If you would like to learn more about smarter document management, please contact us on 0207 101 0096 or email [info@itdocumentsolutions.com](mailto:info@itdocumentsolutions.com)

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

\*Survey source: <http://www.itproportal.com/2016/06/22/uk-firms-losing-thousands-each-month-due-to-poor-document-management/>

## Are employee share plans a way of increasing your incentive offering whilst containing escalating payroll costs?



Many companies are still finding that funding auto-enrolment is a challenge. Add in increased payroll costs arising from national minimum wage, national living wage, apprenticeship levy and changes to salary sacrifice and FDs have a tough time ahead managing payroll spend.

Pay and bonus freezes inevitably have an adverse impact on staff engagement, retention and motivation and therefore

the short-term saving is often negated by downstream lost productivity.

This is where a capital form of reward (i.e. as shares in the business, rather than cash) can help.

For private and family-owned businesses, providing shares to employees can be daunting. However, it is often possible to create a separate class of share for employees which might for example be non-voting, carry different dividend entitlement and be subject to forfeiture on cessation of employment. Performance conditions (e.g. tenure, exit, company profit) can be specified for attainment before any equity interest passes to employees. Current shareholders may therefore retain operational control and flexibility whilst offering employees a non-cash incentive that delivers tax-advantaged reward in the future.

Whilst the traditional liquidity event to realise share value is a trade sale or flotation, an internal succession can be facilitated

for owners wishing to retire without compromising the company's independence.

For larger businesses looking for an all-employee incentive, the savings from a Share Incentive Plan are worth exploring and can provide salary-sacrifice style NIC savings when employees buy shares. (If plan maturity periods are met, the ultimate gain on the shares can be received by employees completely tax-free. Corporation tax relief is also available to the employer.

For entrepreneurial businesses, an Enterprise Management Incentive plan is a very flexible and tax efficient way to provide discretionary equity awards. An EMI incentive should only be taxed at 10% in the employee's hands whereas a cash bonus suffers income tax (up to 45%) plus employer and employee NIC (at 13.8% and 2% respectively).

For more information contact Liz Hunter, Head of Share Schemes at Mazars LLP (liz.hunter@mazars.co.uk)

## Notable Employment & HR Developments

Bhavna Patel of pdt solicitors provides a snapshot of some interesting areas of development.

### Queen's Speech

Recently the Queen set out the legislation the Government intends to progress in future parliamentary sessions. It covers next year so the work on Brexit can be facilitated... It's worth noting:

- The Repeal Bill is aimed to provide as much legal certainty as possible for businesses and individuals as the UK leaves the EU.
- National Living/ Minimum Wage will increase to 60% of median earnings by 2020. After 2020, it will continue to rise in line with average earnings.
- The Immigration Bill for UK will establish a new national policy on immigration, including new powers concerning the immigration status of EEA nationals.
- A new Data Protection Bill will give individuals more control over their data, including the right to be forgotten. It will replace the Data Protection Act 1998. Also, it will update the ICO's powers and ability to impose sanctions.

• The Government will consider the Taylor Review in order to ensure fairness for all.

• The Government intends to make further progress in tackling the gender pay gap and reducing discrimination on all grounds.

### A must read; Supreme Court decision

On 26 July 2017, the Court ruled in R (on the application of UNISON) v Lord Chancellor. It surmised the fees for proceedings in all Employment (and Appeal) Tribunals were unlawful from their introduction, as it had the effect of preventing access to justice.

When the fees were first introduced in 2013 there was a circa 70% reduction on claims. Now that the position has been reserved it is extremely likely that more people, especially during such difficult times, will make claims. Naturally this will leave employers vulnerable. Our strong advice therefore is that employers should tread with care and manage all risks at the outset.

To discuss any HR or employment issue please feel free to contact Bhavna Patel on 01403 831265 or bpatel@pdt.co.uk.



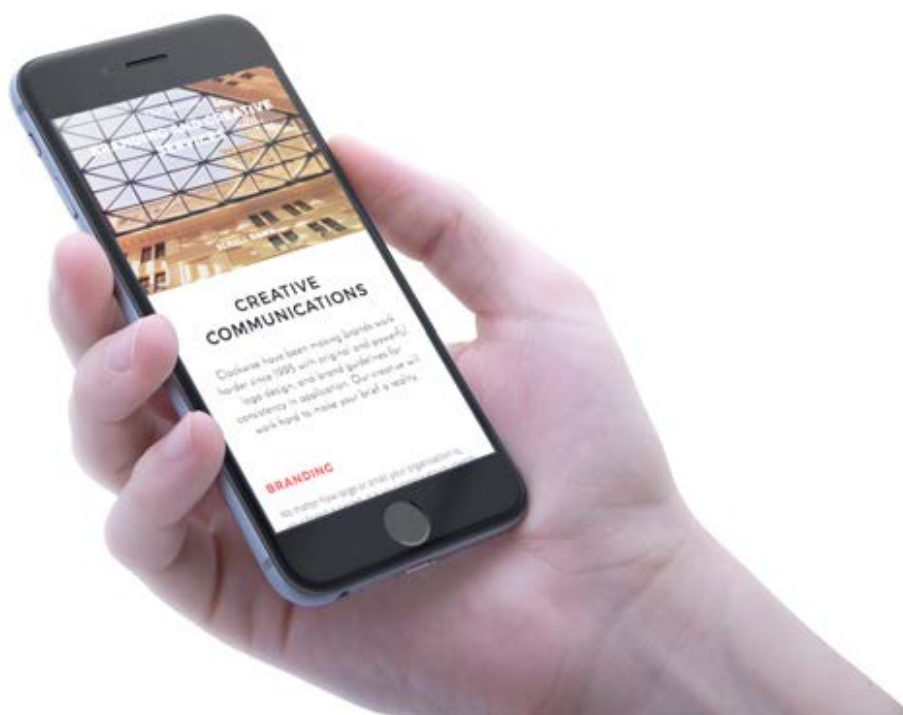


## 8 reasons your site should be 'mobile friendly'

You may or may not be surprised to hear that mobile web usage has now over taken desktop, with over 51% of websites loaded on a mobile device! So if you haven't already, now is the time to be looking at whether your website is mobile friendly.

Other reasons why you should be seriously considering a responsive website are:

- Because customers come first – avoid customer frustration by having an easy to navigate user-friendly site. Potential customers can become easily frustrated when viewing a desktop site on a mobile device, which may increase your drop off rate.
- To be responsive on any device – once you have invested in a responsive website, it will work on any size screen size or device, whether it is on android, iPhone or a tablet.
- For contents sake – RWD (responsive web design) allows you to keep all the content you want or need without having to reconsider or cut down copy or features for a mobile build.
- Because your competitors are already – don't lose customers to the competition by not staying ahead with technological changes.
- For better SEO – Google mobile search results are boosted for mobile friendly / responsive websites.



- For lower maintenance – responsive web design means that you'll only need to maintain one version of your site instead of two (desk top and mobile site).
- Looking ahead – responsive websites will adapt for all future devices, technology and screen sizes are constantly changing. RWD means you won't fall behind.

At Clockwise we combine solid planning, creative thinking and seamless UX design to produce fully user focused responsive websites to meet the needs of your customers. For more information on our web build services, visit us at [www.clockwise.co.uk](http://www.clockwise.co.uk) or call us on 01737 221 221.

## 5 common questions about using Facebook for business

As the largest social network in the world, Facebook has over 2 billion users. It's highly likely that you're one of those people, but is your business using Facebook?

Facebook can be a great platform to build awareness of your brand and reach audiences directly, but there are some things you will need to consider in order to get it right:

Here are our 5 top tips for using Facebook for business.

### 1. Create a business page not a personal page

If your business isn't already on Facebook you'll need to create a business page, not a personal profile. Not only will having the correct type of page maximise your business' potential, it's actually against Facebook's terms of service to use a personal account to represent anything other than a person.

### 2. What's the best time to post to Facebook?

There's no best time to post, as every brand will find different times more effective. B2B brands are more likely to engage with people during working hours, for example. That said, evenings and weekends are often seen as good times to post on Facebook. Thursdays and Fridays see an 18% higher engagement rate, followed by mornings and lunchtime slots during the week.

### 3. Keep your Facebook posts short for more engagement

Facebook posts with 40 characters or less get 86% more engagement, but surprisingly shorter posts are far less common.

Remember it's quality not quantity; get straight to the point and do it quickly.

### 4. Post Videos and photographs

Give people a good reason not to scroll past your post on their newsfeed and give them a reason to interact. The key to a successful



social media post is to use strong, compelling content.

### 5. Target your audience with Ads

Facebook is a pay to play platform. You don't have to spend a lot to make a huge impact. Just £10 per week can go a long way. Using Facebook Ads will increase the reach of your posts and you can segment your audience from niche areas.

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

## Are Your Staff Engaged?.....No, Really Engaged?

A worldwide Gallup survey in 2011 found that just 13% of staff were actively engaged with their employer. By the 2016 survey this figure hadn't changed! Taken in isolation the UK fares slightly better at 17%, but is still flatlining at that rate.

So, what does engagement really mean? It means staff are involved in, enthusiastic about and committed to their work and workplace. Employers with an engaged workforce enjoy increased productivity, lower absenteeism, higher staff retention rates and a fun, enjoyable company culture.

The first step to truly understanding your staff's engagement levels is to measure them. But beware, unless you use a validated system that provides information on where you should be focusing, you run the risk of tackling the wrong issues or prioritising incorrectly.

Nevertheless, measurement without targeted action is pointless.

There are four key ways to drive forward staff engagement in your organisation:

1. Employ the right people – every recruitment process is a chance to increase engagement by looking at personal aptitude and values alongside skills and qualifications.
2. Develop your employees – look at performance and potential and develop a clear, targeted development plan.
3. Enhance employees' wellbeing – create a safe and healthy workplace and review your health and wellbeing interventions.
4. Listen to your staff – be seen to act on their feedback, even if it's to explain the rationale behind a decision.

However, as you transform your business through staff engagement remember that this is not a standalone process. Your highly engaged staff must deliver business

benefit. The key area to look at is your customers. Use your highly engaged staff as brand ambassadors for the company and drive engagement with your customers.

After all, Gallup also found that when organisations successfully engage their employees and their customers, they experience a 240% boost in performance-related business outcomes.

Can you afford to overlook your staff engagement?

chris.sowerby@businessdoctors.co.uk  
0845 1631498



## What legal advice does a start-up business need?



Starting a business can be daunting, but having the right type of legal advice can help ensure that the early stages go smoothly and set you up for successful future growth. With this in mind, there are some key legal issues all businesses, from start-ups to well-established companies, need to consider:

### • Intellectual Property

Your IP can be your most valuable asset, so you need to understand what IP rights you own (eg copyright in software), how to maximise their commercial potential and protect against infringing use.

### • Terms of business

You'll need commercial terms for your transactions with your customers, and terms of use for your website. You should have

supplier agreements reviewed before you sign them.

### • Data Protection

You must process personal data about your customers, supplier and employees in accordance with data protection laws, including the General Data Protection Regulation 2016 (effective from 25 May 2018). You risk significant fines if you are not compliant!

### • Corporate

You may need advice on how to seek investment in your business, the ownership and governance structure, share options, and banking and finance.

### • Employment

You should consider the basis upon which you engage your workers (are they employees or self-employed?), and the contractual terms you have in place with them.

Sound legal advice can be the difference between your business achieving its potential and growing a successful enterprise, or struggling to make ends meet in an unpredictable future.

If you would like any further advice on the legal issues you should consider when

setting up a business, please contact Atiq Bhagwan (abhagwan@rawlisonbutler.com or 01293 558523).

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

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## Data Protection is the New Boardroom Chic

There are trends in everything in life. The boardroom is no exception. This year's latest boardroom fashion is data protection or, more precisely, the GDPR. Do you have a GDPR readiness plan in your boardroom yet?

Like many new management trends, there are many ways to approach the issue. Done badly, the new policies and processes can cripple a business. However, done well, they can enhance the organisation, giving you more efficiency and even a competitive advantage. Often, the difference between the two is whether senior management view this as a box-ticking compliance exercise (and therefore a burden) or an opportunity.

The ethos of data protection is that organisations are custodians, not owners, of personal data. The essence of the transaction is that someone has entrusted you with their personal information and you have an obligation to honour that trust by looking after the data carefully. In many ways, this is just the same as your obligation to look after the health and safety of your staff, customers and others. The regulations distil this ethos



into a legal framework but, essentially, what you must do is very similar to health and safety: you must assess the potential impact of your use of data, take reasonable measures to ensure safety and security, and document the fact that you have done so.

The health and safety mentality can also guide how far you need to go with this in your

organisation. Are you a large-scale data user? Are you dealing with high-risk data? If so, then you need to do more than smaller, low-risk organisations.

So, have you seen the opportunity for your organisation yet? For help with data protection issues, call Tom Crellin, Consultant, on 01825 768980

## How to help your staff avoid sick days



It is inevitable that your employees need to take a day or two off sick from time to time.

Not only are such absences disruptive to your normal working patterns, but the employees involved may also still qualify for pay whilst they are off sick.

It is in your interests as well as your employees', therefore, to help them avoid sick days. Fitter and healthier (both mentally and physically) staff take fewer days off sick, so here are some suggestions for encouraging just that:

- Just getting to work presents an opportunity for some health giving

exercise, so consider taking advantage of the government's Cycle to Work scheme which offers tax incentives for employers to buy and hire out bikes to their workforce;

- It is likely to mean you're having to make room for changing and showering facilities, which might in turn prompt staff into additional physical activity – at lunchtime, say;
- Encourage the use of stairs in your building, rather than always using the lift;
- Invest in some wall mounted antibacterial hand soap dispensers and encourage your workforce to use them regularly. It should help stop the spread of germs;
- Any amount of exercise is valuable, so encourage a range of exercises whilst employees are still at their desks – or alongside them.
- Take advantage of the benefits offered under a comprehensive workplace wellbeing offering which can offer discounted gym memberships and other health and wellbeing products to your workforce;
- If you are responsible for a large team of employees, consider the appointment of a medical adviser or counsellor, to whom you

may refer staff for advice about staying fit and healthy at work – pre-emptive guidance may help those who are regularly taking days off sick;

- Many of your employees may be prepared to work even if they are not 100% fit, provided some adjustments are made to working practices – it is worth your while, and theirs, in making those adjustments;
- If someone does develop a cold or the 'flu, positively encourage them to take a day (or two) off sick, if only to prevent them infecting their work colleagues;
- Finally, there are times when you might want to positively encourage – or at least not discourage – an employee from taking the day off sick, if their own cold or 'flu risks infecting a larger number of their colleagues.

Everyone falls ill at some time or another, but there are positive ways in which you might encourage your employees to adopt a healthier work and lifestyle, so reducing the incidence of sickness absence.

Keep your staff happy and healthy, contact Bernadette Doyle at ViiSana, on 0333 7720761 or 07814 140363.



## Addressing Common Disputes

Here we consider three common types of commercial disputes and the actions available to combat them.

### Partners at War:

Where people work together and set up a business the reality is that things can go very wrong. Shareholders can disagree about direction or be seduced by greed and the court have two main legal solutions for these situations.

Where shareholders cannot agree on direction then the best action may be to wind the company up and have the assets divided up; but this will not be allowed lightly. Conversely if a shareholder acts to the detriment of the other an unfair prejudice action may be necessary where the wronged party is bought out with a valuation before the wrongdoing.

### Imitation is the worst form of flattery:

Many businesses have a badge of origin, whether a registered trade mark or name or logo which denotes their goodwill and reputation.

Policing use of your mark, for example with a periodic search on Google, will enable you to identify potential breaches. It's important to take swift action, to avoid prejudicing your position and devaluing your brand. Often, a robust letter will end a matter, however it's important to understand the routes where it doesn't.

Registered mark holders can initiate proceedings for infringement by virtue of statute or they may be able to bring a



passing off claim, where they have goodwill and reputation. Copyright claims may also be available for designs and logos. Early assessment is essential to maximise your chances of obtaining remedies such as preventing use of the mark or damages.

### Promises, promises:

Contractual promises are frequently broken and these will occasionally be serious enough that the contract cannot continue.

Where a repudiatory breach has occurred it is vital to act swiftly and communicate this to the other parties. This is so that the contract is not affirmed by your actions which can damage any claim. It is important consider early the implications so as to

avoid a hasty attempt to terminate which could be classed as a breach in itself. Where you're entitled to terminate and communicate this then you will be able to seek damages from the other party.

The above situations indicate how important it is to seek legal advice at as early a stage as possible so as to capitalise on any claims whilst also avoiding acting hastily.

If any of these are ringing alarm bells then feel free to give me a ring on 01273 447075.

Alvin Ittoo, Dispute Resolution Solicitor - Acumen Business Law

## The Digital Change - No sooner than the pen was put down...!

Writing an article on a fundamental tax change is brilliant...until everything changes shortly after it goes to print! Anyway, rant over...

On 13 July 2017 the Government announced it will include legislation for Making Tax Digital (MTD) for Business in the next Finance Bill, reaffirming its commitment to digitising the tax system for businesses and their agents.

Businesses, the accounting and tax professional bodies and other stakeholders had, rightly so, been concerned about the pace and scale of the proposed changes. That pace will now be slowed to ensure businesses have plenty of time to adapt to the changes.

Previously, all businesses and landlords with income over £10,000 would be

affected by the new quarterly reporting; this however has now changed. Businesses and landlords under the VAT threshold (£85,000) will not be asked to keep digital records or to update HMRC quarterly until at least 2020.

Only businesses who are VAT registered will move to digital record keeping and be required to quarterly upload to HMRC. This will take effect from April 2019 and only to meet their current VAT obligations.

By introducing MTD on a voluntary basis for most and only making it mandatory for those who already interact with HMRC regularly and digitally, HMRC can smooth the transition and maximise the benefits of a modern digital tax system.



This is undoubtedly going to develop in the coming years, but at least should now do so at a pace that businesses can manage, and in a way that will allow us to help them better. The changes have not gone away, but at least we can now breathe!

Matthew Tyson, Director  
Richard Place Dobson  
[www.placedobson.co.uk](http://www.placedobson.co.uk)

## BGF expands team with appointment of Laura Cockburn



BGF has expanded its team in the South of England with the appointment of Laura Cockburn to focus on direct origination across the South of England.

Laura has more than 15 years' investment experience, including six years as a Director in RBS's Special Opportunities Fund and has held positions with HBOS Joint Ventures, CIT Group Partners and HM Treasury – where she worked as a policy advisor.

Laura joins BGF from Knight Corporate Finance, where she advised businesses and entrepreneurs on a range of transactions

including fundraising, trade sales and institutional investments. Working alongside the management teams, she has held board seats at a number of growing companies.

Laura is a Chartered Financial Analyst (CFA) and holds a degree in Politics Philosophy and Economics from Oxford University.

In her new role with BGF, Laura is based in Sussex and will be responsible for identifying investment opportunities with a focus on Sussex, Kent and Surrey.

BGF is the UK's most active investor in growing companies in the UK and Ireland. With a portfolio of over 180 companies, BGF has year-on-year increased both the volume of cash invested and the number of deals completed since launching in 2011.

Gavin Petken, Regional Director, South BGF said: "We are delighted to welcome Laura into the BGF team. Laura has many years' experience of working with and advising growing companies on a range of transactions. This experience will be invaluable as we continue to identify and support some of the UK's most exciting businesses.

Laura Cockburn added: "In just six years, BGF has become the UK's most active investor, completing close to 60 transactions last year alone. I'm looking forward to working with BGF's network to identify businesses and management teams with the acumen and appetite to fulfil their potential and become the industry-leading names of tomorrow."

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

## Copthorne Hotel

The Copthorne Hotel London Gatwick and Copthorne Hotel Effingham - part of 'Millennium Hotel & Resorts' are pleased to announce two key appointments to their senior team.

Bharat Rai, previously General Manager at the Grange Tower Bridge Hotel, who has many years of experience in the London hotel market managing large operations with specific focus on repositioning and refurbishments. Bharat commented 'I am honoured to join the hotel team and look forward to bringing on the changes and enhancements planned for both properties'.

Sarah Borges de Sousa, previously Director of Sales & Marketing at the London Marriott



Park Lane, who equally has many year of experience in the London Hotel market most recently focusing on luxury repositioning of the Park Lane property. Sarah commented 'I

am delighted to take on this role at such an integral time for the properties'

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

## Senior appointment at Rolf Berryman Consultancy as part of key growth plans



Brighton based Recruitment Consultancy Rolf Berryman LLP has appointed Emma Taylor as its new Operations Director as part of their robust and ambitious growth plans.

Emma is a highly experienced recruitment professional having previously spent over a decade with Hays Specialist Recruitment, in a Senior Management role. Emma has experience in the leadership and growth of multi-specialism Recruitment Services

recruitment businesses, including divisional start-ups and supporting the ongoing development of large teams of Consultants.

Of her appointment, Emma said "Rolf Berryman has done an exceptional job of growing its business from a one-man band to an award winning, niche consultancy specialising in the Legal, E-Discovery, Construction and Finance sectors. Founded in 2009, they have enjoyed continued success and are now ready to implement their significant growth plans, which I have been brought in to support.

"Building strong, collaborative working relationships with clients and candidates together with adopting a supportive and maturely managed environment for staff,

has been the cornerstone to Rolf Berryman's success and I'm thrilled to be part of their journey forward to achieve their ambitions"

Gareth Lautenberg, Partner at Rolf Berryman said: "Emma's proven track record across multiple sectors and team development was of real interest to us. Upon meeting Emma, we knew we had the right person to drive us forward to achieve our growth plans. Her ability to improve processes and identify growth areas will enable us to achieve our £9million turnover target by the end of 2020. We are excited to have secured such a well reputed and respected Recruiter, Manager and Leader and feel it helps to demonstrate our ambition to the wider market"

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



## Manor Royal BID



The Manor Royal BID has taken steps to further improve the look and feel of the business district by appointing a new team to significantly enhance the standards of everyday maintenance in Crawley's main employment area. Having successfully brought investment to improve Manor Royal's entranceways, signage and open spaces, the BID team has also recognised a need to enhance the general upkeep of the area.

In the months ahead, the new maintenance team, proudly wearing their new BID-branded jackets, will be working across Manor Royal in Crawley to spruce up the area. Their work will complement the work of the new Business Rangers Service which will also be launched shortly.

Steve Sawyer, Executive Director of Manor Royal BID is pleased to see the new service introduced. He said: "Improving the standard of maintenance ranked highly in our latest business survey. In response, we have created a new action plan to get our business district looking as good as it can, enhancing the current level of maintenance over and above those Crawley Borough Council are routinely able to provide.

"We've already invested in some big infrastructure improvements, but the little things also matter and can have a big impact on your impression of a place. When you look good, you feel good and that goes for places too!"

Councillor Peter Smith, Cabinet member for Planning and Economic Development

at Crawley Borough Council, said: "This enhanced maintenance programme demonstrates the benefit of Manor Royal Business District and Crawley Borough Council working together and ensures that Manor Royal looks its best, continues to entice businesses and provides a more attractive working environment for the tens of thousands of people who are employed on the business district."

The work of the maintenance team will be regularly reported on the Manor Royal website so that everyone can see and keep track of the positive impact they are making.

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

## Business Pulse News

Business Pulse is pleased to announce that it recently won the Best Business Lending Platform as voted by the readers of Fintech Wealth & Finance magazine.

"The Finance Monthly Fintech Awards recognises the true innovators who help drive the Fintech sector forward and help make the sector what it is today.

The Fintech Awards acknowledge and reward the individuals, firms, start-ups and banks who are recognised as leaders and thought leaders in their area of expertise. Award nominations are open to those that devise and design new

financial technology, those that implement systems, and those who adopt new systems and technology - which in turn enhances customer experience. In addition, key categories include; Payment Innovation, Customer Experience, Data, Trading, Cyber Security and Lending to name but a few.

Each award accolade will be given based on the number of nominations received and research conducted by the Finance Monthly editorial team and judging panel."

"Nass has been working with some of the Entrepreneurs who are part of the

Entrepreneurial Spark Powered by Natwest programme for about 18 months now. Nass adds immense value to the business relationships that he forms and works hard to ensure that connections made are followed up and come to fruition. He is an astute businessman who can spot opportunities on how to help individuals and business. Nass has been a valuable mentor and supporter for our programme.

Fiona Anderson, Fiona Anderson |  
Entrepreneur Development Manager |  
Commercial and Private Banking, Natwest Bank plc



## DMH Stallard advises Change, Grow, Live

Brighton-based charity Change, Grow, Live (CGL) has been supported by law firm DMH Stallard during its acquisition of Lifeline Project as a "pre pack" deal on the appointment of administrators.

CGL is a social care and health charity with a turnover of £158m and staff of over 2,800 that supports people across the UK whose lives are affected by substance misuse and other issues.

DMH Stallard worked with CGL across all aspects of the acquisition, covering the sale agreement, property issues, business recovery, contracts and employee consultations.

David Biddle, Chief Executive at CGL, comments: "All the teams we've dealt with at DMH Stallard have provided exceptional service on this project. They've supported us at both a strategic and practical level and continue to do so as we work through the later stages of the arrangement."

Simon Bellm (pictured), Partner at DMH Stallard, comments: "This was a challenging



project given the need to complete such a large and complex transaction within a matter of four weeks. It required us to quickly put together a multi-disciplinary team and to work closely with CGL to help them make difficult commercial judgements. It's been hugely rewarding

working with CGL's management team to help them secure a deal which is so important not only to CGL but also to staff at Lifeline and, crucially, the service users they support."

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

## RSM named most active M&A adviser in south east



RSM has been named the most active M&A financial adviser in the south east in the first half of 2017.

In total, RSM's corporate finance team has helped to close 12 deals across the south east in the first half, with the firm retaining its top spot in the region for the second year running.

The figures, compiled by Experian, reveal that there were 446 M&A deals in the south east in

the first half of the year, a fall of 24 per cent on the 585 transactions recorded for the same period last year.

Manufacturing was the main industry involved in transactions (127 deals), followed by infocomms (122 deals) and professional services (103 transactions).

The fall in M&A deals in the region reflected the national picture which saw deal volumes decline by 14 per cent against the same period last year.

Kirsty Sandwell, RSM's head of corporate finance in the south east said: 'There has been a marked downturn in deal volumes across the south east reflecting a general decline nationally. Deal levels across the region were at their lowest level since 2014, although volumes remained above the levels seen between 2009 and 2013. On a brighter note, the value of deals increased suggesting there is still a strong desire to proceed with strategically important transactions.'

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

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## Rose Media Group celebrates hat-trick of new client wins



Burgess Hill-based digital marketing agency Rose Media Group (RMG) has landed three new clients in as many months. The new work spans different sectors and disciplines, in keeping with the Group's ambitious growth plans over the next 5 years. RMG was formed in 2016, bringing together Aneela Rose PR, founded in 2004, and Purple Rose Digital, founded in 2014.

Part of the success has been driven by the Burgess Hill digital agency owner Aneela participation in Power Lifting where she has now qualified for the GB Champs in November!

Having undertaken a gruelling weight loss programme to meet the 52kg bodyweight class whilst increasing her strength, this is a massive accomplishment for Aneela who only started competing last year.

Since adopting a growth mindset Aneela has seen huge achievements both personally and within her agency, which has resulted in very positive atmosphere within her team and client relationships.

The new projects include a lead generation campaign via LinkedIn for

The Scarecrow Group, an international brand awareness campaign for the prestigious Grandi Giardini Italiani (Great Italian Gardens) and PR, event management and social media marketing for Mid Sussex District Council's Open 4 Business event in October 2017.

Aneela Rose, MD and founder of Rose Media Group, commented: "These wins are a fantastic representation of the diverse range of services we offer across multiple sectors. From education to technology and culture, these new projects allow us to do what we do best: come up with great ideas and deliver brilliant results in a measured way whilst often having fun along the journey too!"

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

## Surrey Super Growth Awards 2017 – the fastest growing companies announced



The Surrey Super Growth Awards took place on Thursday, 6 July 2017 at Denbies Wine Estate in Dorking. Now in its 2nd year, over 100

people attended this prestigious breakfast event to find out which were the fastest-growing private companies across the region.

Surrey Super Growth is a collaboration between asb law, Lloyds Bank and RSM. It is different from traditional business awards in that the finalists don't apply to participate as the work is already done in their financial reports filed at Companies House. The turnover growth of companies that meet the Awards criteria is assessed over a three-year accounting period to produce a finalist list.

Popular broadcaster, writer and business consultant, Simon Fanshawe OBE, announced the Surrey Super Growth 2017 winner as Weybridge-based Marbank

Construction Ltd, with an outstanding growth rate of 527%. The company has two decades of expertise in the design and construction of commercial buildings, retail parks and distribution centres. Marbank works across a variety of sectors, with bespoke residential properties, student accommodation and medium-rise hotels all featuring in its rapidly expanding portfolio.

Marbank Construction Ltd was followed by runner-up blu-3 (UK), a civil engineering and utility specialist, with a growth rate of 294%. Lee Lawrence, Preconstruction Director at blu-3 said: "I was honoured to have been asked to accept this award on behalf of blu-3 and be given the opportunity to meet so many successful business owners and their representatives. The growth that blu-3 has experienced year-on-year is a real achievement and to be a part of the company's continued success and a member of Team blu-3 is a real privilege."

Third place was awarded to State Oil Ltd, an independent importer and supplier of automotive and industrial fuels, with a growth rate of 226%.

Each of the Surrey Super Growth sponsors added their own congratulations to the finalists during the event. Andrew Hoad, Partner, at asb law LLP explained: "asb law is delighted to have the opportunity to congratulate the Surrey Super Growth finalists. To be recognised as one of the 60 fastest-growing private companies is a fantastic achievement. It was a pleasure to be part of the Awards breakfast and witness a room full of people exuding such positivity regarding the future of their businesses."

The Surrey Super Growth Awards will return in 2018.

Contact [neil.gardner@asb-law.com](mailto:neil.gardner@asb-law.com)

## McCrudden Training win Leadership Training contract with high profile mental health trust.

Sussex-based McCrudden Training has been awarded a contract by West London Mental Health NHS Trust to deliver a major leadership programme.

More than 100 of the trust's clinical and non-clinical managers will undertake the 'Lead by Example' programme provided to 6 cohorts, which will be delivered over the course of one year by McCrudden Training which specialises in 'brain-friendly' learning.

As part of the programme, managers will be supported by McCrudden's specialist trainers to research, plan and implement an improvement project with their teams.

"I'm delighted to have been awarded this contract by West London Mental Health NHS Trust following completion of the tender process. Making sure we make a difference is one of the most important things for us and our leadership programme is tailored to meet the needs of the trust to make a positive difference to staff and patients," says Managing Director Nicky McCrudden.

She adds: "Our trainers are specialists in their subjects and how to teach with creativity and passion. Managers on the 'Lead by Example' programme will have five taught days and self-directed study plus online support as



they work with their teams to deliver their improvement projects."

The programme will cover: change management; coaching conversations; performance management and feedback; team building; and implementing continuous change projects.

"The 'Lead by Example' programme is part of the Trust's commitment to ensure our managers have the skills they need to lead effectively and in doing so, provide excellent patient care while at the same time increasing staff morale. We have made it

our priority to invest in the development of our staff and look forward to working with McCrudden Training to empower managers to use their knowledge and experience to implement improvements in their work areas," says Ali Webster, Assistant Director of Workforce.

If you'd like to find out more about McCrudden Training's brain-friendly training style, contact Kimberley Smith on [kimberley@mccrudden-training.co.uk](mailto:kimberley@mccrudden-training.co.uk) or call 01293 230236.

## Search Consultancy prepares to celebrate its 30th anniversary with ambitious plans for growth



The UK's leading recruitment consultancy is marking 30 years in business with plans to take on more than 150 consultants in the coming months, adding to the current 650 strong workforce which is spread across 13 locations throughout the UK.

The company, which won Recruitment Agency of the Year at the Recruiter Awards

in May, recently announced a management buy out (MBO) which will see significant new investment for the company across the six broad markets and 30 specialist industry sectors it operates in.

It's an exciting period of development for the recruiter which started out as a small boutique agency in Glasgow in 1987. Additional offices followed in Edinburgh in 1988 and Dunfermline in 1990, but it wasn't until the first MBO in 2000 by current chief executive Grahame Caswell that the recruitment firm began to grow rapidly. The subsequent years saw 10 new offices resulting in UK wide coverage and numerous accolades, making Search a go to recruitment consultancy and an employer of choice.

The 30th anniversary will be marked across the company with a series of celebratory events and initiatives aimed at rewarding

staff, associates, clients and candidates, and attracting talented professionals to join the organisation. Reflecting on three decades in the recruitment business, CEO Grahame Caswell said:

"I'm most proud of the talented expert consultants who work for us across all of our offices – their professionalism, attitude and passion for the Search values has meant that we continually provide a great service to everyone we work with. With this in mind, we currently have capacity for 150 new people to join Search this year and we will be looking immediately for skilled, experienced and enthusiastic consultants to join our business."

Anyone interested in building a career with Search Consultancy should visit [www.careersatsearch.co.uk](http://www.careersatsearch.co.uk)



## The People's Pension enrolls its 3 millionth member



The People's Pension, the UK's largest private sector master trust pension scheme and part of Crawley-based firm, B&CE, today announces that it has enrolled its 3 millionth member.

The People's Pension started enrolling members in October 2012 and since that time, has helped over 65,000 employers with their pension obligations. It now manages almost £2.3 billion.

The People's Pension reached one million members in September 2014 and two million members just over a year and a half later in April 2016.

Today's announcement coincides with B&CE celebrating its 75th year and its Charitable

Trust also surpassing £3 million in grants made to organisations helping construction workers in need.

News of the 3 millionth member milestone for The People's Pension comes as B&CE breaks ground on a major renovation of Dormans, a community centre in Gossops Green, as part of its activities to mark its 75th anniversary.

With the help of local suppliers and some clients, B&CE will be fully refurbishing Dormans' facilities over the summer to create a bright and welcoming space in which to run its activities and services for young people in the Crawley area.

Patrick Heath-Lay, Chief Executive Officer of B&CE said: "I am delighted that in our 75th year,

B&CE can celebrate helping 3 million members save for their retirement through The People's Pension and supporting countless construction workers in need through over £3 million of grants made by our Charitable Trust. Donning hard hats and picking up paintbrushes to support Dormans' hugely valuable work in our local community seems a fitting way to celebrate these achievements."

Dormans' aim is to bring the community closer together by challenging stereotypes of young people and encouraging them to be positive role models in the community. This means running youth clubs and events ranging from gigs to coffee mornings, as well as many other great initiatives.

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

## The Gatwick School 'Takes Off' following its first Ofsted Inspection

The Gatwick School in Crawley, an all-through school for children aged 4-16 and operated by Aurora, one of the country's highest performing Multi Academy Trusts, is celebrating after receiving a judgement of Good in all areas in its first Ofsted inspection.

Inspectors praised school leaders for establishing "a unique sense of family across this all-through school". They also said that "pupils, parents and staff are proud to be members of the school community" and that "older and younger pupils exist harmoniously alongside each other".

Tim McCarthy, CEO of Aurora Academies Trust, said "We are absolutely delighted that Ofsted has validated the high standard of education being provided at The Gatwick School. We have been on an incredible journey since we opened in 2014 and I would like to thank all of the parents who have put their faith in us by sending their wonderful children to our school".

Executive Headteacher, Paul Reilly and the new Head of School, Mark Roessler were both singled out for praise for "working effectively" together which has led to "increased rigour and accountability at all levels that is helping standards to rise". Mr Reilly said "I am extremely proud to be the Executive Head here. This report clearly shows how an all-through school can lead to happy children, who feel safe, valued and protected and who are achieving well".

The Ofsted team said that Aurora Academies Trust's "frequent and detailed reviews help leaders to maintain their focus on continual improvement" and that Aurora "provides helpful access to high quality support and training for staff across the school". Tony Blaker, Chair of the Aurora Trust Board said "I am proud that The Gatwick School has benefited from being part of the wider network of Aurora's schools. Ofsted has clearly recognised that fact and this report demonstrates



that Aurora is able to provide effective leadership of schools at both primary and secondary levels."

CEO Tim McCarthy concluded "These are exciting times for The Gatwick School. The education provided is now officially good, parents and pupils are very happy with the school, our numbers are rising sharply and we will soon have the next phase of state of the art classroom spaces completed. For us it is always onwards and upwards!"

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



## Strood Copy launches two new workshops



can book online at Eventbrite: <https://www.eventbrite.co.uk/e/professional-write-for-business-workshop-tickets-35815055796> and <https://www.eventbrite.co.uk/e/pitch-perfect-presentations-tickets-36653560787>

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## Range Rover Velar



I often feel very blessed to have this job as I get to lead a great team in an organisation that is growing, that makes a difference and can have a direct and positive impact on other people.

And I also get to drive nice cars like this one – the Range Rover Velar.

The Velar sits roughly in the middle of the Land Rover/Range Rover range and provides the sort of look, comfort and experience that, sadly, I probably won't ever justify to my wife. It really is a nice place to be.

The ride height and commanding position allow for great visibility on the road; although I did let a small Mazda convertible out of a side

road & it seemed like it drove under the bonnet only to reappear next to the driver's door.

It is a big car, but then it is a Range Rover, and it does feel like you can go anywhere. Driving across the Sussex countryside at the weekend I know that if I wanted to, I could go embark on the whole Sound of Music experience ("Climb every mountain, Ford every stream" ... not DoRaMi).

However, with the beautiful bodywork and those wheels I can't see many owners going too far off the road. As with all 4x4s there are many settings available to cope with any terrain. The 'Sand' setting gives a major clue as to the main market for this car and it really does look ready for Dubai, but in an understated way.

Most of the controls are run from the touchscreens across the dash while the manual controls fall easily to hand. The one criticism I do have is the sound the indicators make, but that's it.

How much power? Enough. How fast? Fast enough? MPG? Over 35. How much space? More than enough?

If you are in the market for this type of car, then I urge you to try the Velar. To find out more and book a test drive, contact Mike Harris at Harwoods on 01293 228278 or [mharris@harwoods.uk.com](mailto:mharris@harwoods.uk.com)

## A new era of Volkswagen design

The new Arteon is eye-catching from any angle, with its elongated contours and low, aerodynamic silhouette. The wrap-around bonnet and frameless side windows exude quality and elegance, reflecting the style of a classic fastback saloon, beautifully complemented by the striking rear design.

The R-Line offers exclusive styling that creates a sportier feel to the exterior, including uniquely styled bumpers, 19 inch 'Montevideo Black' alloys, unique 'C' signature 'Gloss Black' front air intakes, chrome detailing and the characteristic 'R-Line' logo in the radiator grille and below the bonnet line on the front wings.

The sleek bodyline of the new Arteon Elegance is flowing, dynamic and inviting. Every detail is expressive and precise, such as the continuous chrome trim on the lower bodywork, radiator grille louvres, headlights and side window surrounds, with matt-



chrome effect top and matt black lower door mirrors, 18 inch 'Muscat Black' alloy wheels, stylish dual LED headlights with separate LED daytime running lights and stylish 'Elegance' badging on the side panels.

It's a fine looking car & good to see Coupe styling with 4 door practicality

Business lease rates start at £299 and you can try the new Arteon at Motorline Volkswagen Gatwick - <http://www.volkswagen.co.uk/new/arteon/home>

Contact Phil Ashford on 01293 655556, [phil.ashford@motorline.co.uk](mailto:ashford@motorline.co.uk)



## Pulses Race' at corporate networking day raising thousands for Sussex children's charity!



Sussex-based Business Management Consultancy, Business Pulse, raised an incredible £3,701 for Dame Vera Lynn Children's Charity (DVLCC) at their corporate networking day earlier this month. They were presented with a cheque for £3,000 on the night and this was increased to £3,701 from the proceeds of an auction and bucket collection.

Held in the Pavilion Suite at the glorious Lingfield Park Racecourse on 22nd June, the event was organised by Business Pulse's founder Nass Elaheebocus, a long term supporter of DVLCC which supports young children with cerebral palsy and other motor learning disabilities. Throughout the day guests enjoyed a three course dinner and evening of racing with a raffle and auction raising funds for the Charity.

Virginia Lewis-Jones, Dame Vera Lynn's daughter and Vice-President of the Charity also spoke to guests about DVLCC's work and the importance of the early intervention service that it offers to families. Mark Hunnisett, whose daughter Abbie attended Dame Vera Lynn Children's Charity, was then invited to the stage to speak about the difference the Charity made to their lives and how Abbie was taught to do things that they never thought possible - her determination and hard work resulted in Abbie being chosen to represent Great Britain in the London 2012 Paralympic Games in the Club Throwing event and she will be taking part in the forthcoming World Championships this Summer in London.

Pilar Cloud, Executive Manager of the Charity, said:

"What a fantastic day and a very big thank you to Nass Elaheebocus for holding the event in aid of our Charity and raising so much money. We would also like to thank everyone who attended for all their generosity and support and Lingfield Park for hosting the event."

Dame Vera Lynn Children's Charity has helped more than 500 families across the South East. It receives no statutory funding and relies entirely on the community to raise the funds needed to be able to offer this vital early intervention service to families.

For more information about its services call 01444 473274, email [info@dvllcc.org.uk](mailto:info@dvllcc.org.uk) or visit [www.dvllcc.org.uk](http://www.dvllcc.org.uk). Early intervention sessions are held on Mondays and Fridays alongside monthly coffee mornings and talks.

## Macro 4's ManCrawl for MDNA



Macro 4's ManCrawl was an epic cycling challenge from Macro 4's Manchester office, to our UK headquarters in Crawley on the

weekend of 24th-25th June. The team of five Macro 4 colleagues (four cyclists and a support van driver) completed an impressive 265 miles over the two days.

The ManCrawl was in aid of MND, the Motor Neurone Disease Association, which is a charity close to our hearts here at Macro 4. The team set themselves a target of £2,500 and, with generous donations, the total sum raised is an impressive £2,591.47, reaching £3,114.09 when gift aid is included. This was a combination of generous donations from Macro 4 employees and friends of the ManCrawl team, and internally held raffles and bake sales.

Named the ManCrawl to incorporate both Manchester and Crawley into the name, you can imagine the hilarity on social media! The team tracked their journey over the weekend enabling donors to see the action as it happened, from loading their bikes into the van, to enjoying a toast at their welcome party in the grounds of Macro 4's Orangery headquarters.

The ManCrawl was a great way to raise funds for a meaningful cause, and the donations were greatly appreciated both by the team and the families of those affected by MND. We're excited to see what challenge the team come up with for next year! [www.macro4.com](http://www.macro4.com)

## RPD raises £500 in Charity Car Wash & Bake Sale and gets set to embark on a 109 mile Charity Walk in aid of The Springboard Project

Richard Place Dobson, Crawley based Chartered Accountants and Business Advisors, hosted a Charity Car Wash and Bake Sale on the 13th of July to raise funds for The Springboard Project.

The day saw the RPD team baking up a storm and rolling up their sleeves to wash over 30 cars. All the hard work paid off with the team successfully raising £470.

Chosen as Richard Place Dobson's Charity of the Year, The Springboard Project are a local community-based charity providing leisure and play opportunities for families with young children, including those with additional needs. The charity supports more than 300 young people a year, with each centre costing £167 a day to run.

The Firm is committed to raising £3,000 throughout the course of the year through various fundraising events.

On the 14th September, RPD team members will be embarking on a 109 mile sponsored walk, 109 being the number of years since the Firm was established. The event will see two teams each walk 54.5 miles of the North and South Downs over the course of three days, both ending up at The Springboard



Project's centre in Horsham on the Saturday evening for a celebratory BBQ.

Matthew Tyson, Director at Richard Place Dobson, said: "The car-wash was a fantastic day helping to support a very worthwhile cause. The weather was kind to us and we even got to fix somebody's flat tyre in the process! Our team are now looking forward to our next fundraiser which involves walking 109 miles over 3 days – all volunteer participants are welcome!"

If you would like to support RPD's fundraising, you could join in part of the walk! Alternatively an online sponsorship page can be found at <https://www.justgiving.com/fundraising/richard-place-dobson>.

For further information on the services that Richard Place Dobson can offer you, please contact Matthew Tyson on 01293 521191.

## VEGA Europe and Avtura Ltd showcasing the new digital content LG Cooler



The Dame Vera Lynn Children's Charity (DVLCC) were thrilled to receive a call from VEGA Europe to advise that they were the beneficiary of an LG Transparent Fridge for their specialist children's centre in

Cuckfield, Sussex, donated by another local company, Avtura Ltd.

VEGA Europe, an Audio-visual and Video Communications Systems Integrator based in Crawley, West Sussex ran a Technology event at LG Electronics UK offices in Weybridge, showcasing technologies available for businesses and retail outlets. The fortunate attendees were surprised to learn that there was an opportunity for a transparent cooler, as a thank you for attending the event.

Christopher Meeking, CEO from Avtura Limited commented. "As an established and

innovative provider of software management solutions and consultancy for ground handling operations, we attended the VEGA event as it offered us the opportunity to see the LG technology displayed in one place and get to talk to the R&D and Product team."

Meeking continued "When we heard we had been selected to have the LG transparent fridge, I immediately thought of placing it into the Dame Vera Lynn Children's Charity centre, an early intervention service to children under the age of 5 with cerebral palsy and other motor learning difficulties. DVLCC aims to give children a place where they can learn and thrive in a warm, supportive setting that understands their unique journey. This is not unlike Avtura; we are a niche business that provides a unique service built on a clear understanding and knowledge of the aviation sector."

The LG Cooler plays digital content through its transparent mode on the door front. Pilar Cloud, Executive Manager of DVLCC said "The fridge will be a great asset to the

centre to run videos of our service and advertise our events to families and visitors to our Centre. Our families have been putting the cooler to good use already to store snacks and drinks for their children whilst in session."

Denise Green, Marketing Manager at VEGA Europe said "VEGA had participated in the A2B (Arundel to Brighton) walk in 2016 for DVLCC, and have committed to supporting the charity for the next year – as well as entering another team for the 2017 walk. What a coincidence that Chris also supported the charity and wanted to donate the fridge to them. It has turned out to be a fantastic partnership between us all."

"We are extremely grateful to have the support of both VEGA Europe and Avtura Ltd" Cloud added, "and we look forward to our continued relationship which has brought a new dynamism to our Charity."

[www.dvlcc.org.uk](http://www.dvlcc.org.uk)  
[www.avtura.com](http://www.avtura.com)  
[www.vega-global.eu](http://www.vega-global.eu)



## Magical transformation at the Springboard Project by Assurity Consulting!



Assurity Consulting, an independent workplace compliance consultancy based in Horsham, held a volunteer day at The Springboard Project on Monday 17th July 2017. The Springboard Project is a community based charity that provides inclusive play and leisure opportunities for families with young children and fun short breaks for children and teenagers with disabilities.

Assurity Consulting have always had a strong ethos in their corporate responsibility and they support a number of local charities. The Springboard Project is their longest standing charity partner with an 11 year relationship. The most

anticipated event is the annual volunteer day where, each year, a group of volunteers tidy their garden and outside areas, as well as design and paint artwork inside or outside the centre.

When the children visit Springboard House they absolutely love their outdoor space and garden. Back in 2007 Assurity Consulting created a 'Springboard Junction' mural on the garden walls near the railway play area. 10 years later it was long overdue a refresh! The children are obsessed with Harry Potter and the charity had a dream to transform the outside area into the magical platform 9 and ¾.

On Monday 17th July 2017 and, with a plan in place, a group of seven volunteers from Assurity Consulting worked tirelessly throughout the day gardening and painting artwork onto the outside walls. At the end of the day the garden and play areas looked perfectly tamed and tidy with their maze wonderfully shaped, after some persistent hedge trimming! The finished artwork looked amazing, it was bold and colourful and made a great change to the original murals.

Vickie Harvey, Service Delivery Manager at Springboard, was thrilled with the outcome, she commented, "I just wanted to say a MASSIVE thank you to all the Assurity Consulting team. The changes you have made to our centre are amazing and it means so much to have your support. I am very thankful that Assurity Consulting pick our charity every year for a volunteering day, especially as the artwork and much needed garden tidy ups are such a great standard. From everyone at Springboard thanks again and we hope to see you at our 25th celebration."

After yet another thoroughly enjoyable and successful day, Assurity Consulting look forward to 2018 and their next challenge at this amazing charity!

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www.assurityconsulting.co.uk

## Game changing cancer treatments

1 in 2 people will develop cancer at some point in their lifetime but our fight against this disease is at a turning point. More people in the UK are surviving than ever before. And that's down to one thing: money, funding ground-breaking research.

Stand Up To Cancer is Cancer Research UK's annual fundraising campaign in partnership with Channel 4. Led by the brightest stars in entertainment, Stand Up To Cancer is galvanising the UK into action and bringing forward the day that we beat cancer.

And we want all of you to join us this year and do something to Stand Up To Cancer! Why not get orangie-ified and wear orange or dye your hair? Bake sales are always popular but for Stand Up For Cancer turn up the heat and do something daring in the kitchen – Chilli in your cupcakes anyone? Or take a box of our wrist bands and pin badges for your office?

Whatever you do, 100% of the money raised for Stand Up To Cancer funds cutting-edge

clinical trials and projects. Everyday, our scientists are developing new drugs and treatments that will improve survival rates – and they are getting these breakthroughs in labs to the patients who need them faster than ever before.

We're talking about everything from tricking tumours into pickling themselves from the inside with formaldehyde, to gamma rays that zap cancer from thousands of angles! In short, the money we raise helps super-smart scientists work with fearless patients on clinical trials to generate game-changing cancer tests & treatments that will save lives, sooner rather than later.

More than £38 million has been raised in the UK to date and over 40 trials have been funded, involving more than 9,000 cancer patients.

Do your bit this October and Stand Up To Cancer with us. For more information and get involved contact [sharon.baldwin@cancer.org.uk](mailto:sharon.baldwin@cancer.org.uk)







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01293 851115  
Public Relations

## Seminars

29th September 2017

### How to Make Your Networking Work!

**Presenter:**  
**Stefan Thomas**

After ten years and over 1000 networking events, Stefan has spotted the three key reasons why many networkers aren't making enough sales, and knows what they could do differently.

In a fast paced seminar, packed with ideas and insights, Stefan will challenge your views on how networking works, and leave you with hints, tips and strategies which will make a massive difference to your networking success, quickly.

Stefan Thomas is the author of Business Networking for Dummies and Instant Networking, both Amazon bestsellers. He speaks on networking all over the UK and is quoted in The Telegraph, The Guardian and The Huffington Post.

27th October 2017

### Start, Grow, Exit

**Presenters:**  
**Lou Williams, Business Growth Services Manager of G by Grant Thornton and Keith Pordum, Managing Director of Hot Food Vending**

An interactive and practical journey through the lifecycle of your business with Lou Williams from G by Grant Thornton and Keith Pordum, Managing Director of Hot Food Vending.

This insightful and thought provoking session will review the challenges and opportunities for a real business from start to exit. Attendees will walk away with a better understanding of common issues that they may encounter on their growth journey and possible options of where to go for support.

**To book on either or both seminars please email:**

**events@gatwickdiamondbusiness.com**

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## Referral thanks

- St Catherine's Hospice & Gatwick Airport for Cancer Research
- Ten2Two for Strawberry Event Company
- BM Advisory for Francis Pearce Partnership T/A Leslie Keats

## Forthcoming events

Thursday 7th September 2017

### Pastries and Networking

The Hawth, Crawley  
8.30am – 10am  
Free for members

Tuesday 12th September 2017

### Flight & Networking Lunch

British Airways i360, Brighton  
12pm – 2.30pm  
£35 plus VAT for members  
£45 plus VAT for non-members

Thursday 14th September 2017

### 'What's The Point?'

Basepoint Business Centre, Crawley  
5.15pm – 6.30pm  
Free for members and non-members

Friday 22nd September 2017

### Networking at Ease

Hilton Hotel, London Gatwick  
12pm – 2.30pm  
£35 plus VAT for members  
£45 plus VAT for non-members

Friday 29th September 2017

### September Members Meeting

Co-hosted by Canon UK and Reigate & Banstead Borough Council  
11.00am Educational Seminar: How to Make Your Networking Work!  
12.00pm – 2.30pm Members Meeting  
Free for members  
£25 plus VAT for non-members

Friday 6th October 2017

### Afternoon Cream-Tea

Holiday Inn, London Gatwick Worth Hotel  
2.30pm – 4.30pm  
£18 plus VAT for members  
£22 plus VAT for non-members

Monday 9th October 2017

### GDPR Seminar

Implications on business: 5 things you need to know  
Canon UK  
10.30am-12pm  
Free for members

Friday 20th October 2017

### Express Lunch Networking

Crowne Plaza Felbridge Hotel  
12.00pm – 2.00pm  
£22 plus VAT for members  
£32 plus VAT for non-members

Friday 27th October 2017

### October Members Meeting

Hosted by Sandman Signature Hotel  
11.00am Educational Seminar: Start, Grow, Exit  
12.00pm – 2.30pm Members Meeting  
Free for members  
£25 plus VAT for non-members

## Previous Meetings & Events:

### July/August

The past two month's meetings were:

**Elevenes and Networking hosted by Kreston Reeves Horsham**  
[www.krestonreeves.com](http://www.krestonreeves.com)

**Express Lunch Networking hosted by Holiday Inn, Gatwick Worth**  
[www.higatwickworth.co.uk](http://www.higatwickworth.co.uk)

**Afternoon Tea hosted by South Lodge Hotel**  
[www.exclusive.co.uk/south-lodge](http://www.exclusive.co.uk/south-lodge)

**July Members Meeting hosted by University of Sussex**  
[www.sussex.ac.uk](http://www.sussex.ac.uk)

**Elevenes and Networking hosted by Reigate and Banstead Borough Council**  
[www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)

**Networking at Ease hosted by Sandman Signature Hotel**  
[www.sandmansignature.co.uk/find-hotels/gatwick](http://www.sandmansignature.co.uk/find-hotels/gatwick)

**August Members Meeting hosted by Ardingly College**  
[www.ardingly.com](http://www.ardingly.com)

**Summer Buffet and Wine hosted by Bolney Wine Estate**  
[www.bolneywineestate.com](http://www.bolneywineestate.com)

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

### Booking Information

From 1st October, please note that we will be using [www.Eventbrite.com](http://www.Eventbrite.com) to manage our bookings and all event payments. This should speed up the booking process for you and allow you to book events online; something requested in our most recent Survey.

We will still be publishing the Events programme online and sending reminders, but Eventbrite is an efficient and effective way to manage event bookings

### Bringing Guests

If you know of someone who would like to attend a members meeting, please do check with the office first. Guests are welcome to attend one meeting to see how membership can work for them, but places are limited and we do have to turn some away. The fee for a guest is £25+VAT.

### Get in Touch

t: 01293 440088  
[www.gatwickdiamondbusiness.com](http://www.gatwickdiamondbusiness.com)

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The Source is published by Gatwick Diamond Business

Editor: Jeremy Taylor

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