

**Edition 14**  
May & June 2022

The magazine for Gatwick Diamond Business members

# Gatwick Express Returns

Mayo Wynne Baxter joins Ampa to support expansion plans in South East

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Manor Royal BID Web Development by Imaginit Limited

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Holiday Inn Gatwick Worth Fresh New Look

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Pentagon's sustainable approach to the plastic injection moulding process

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RISE to the challenge with innovation

Sponsored by

 **Mayo Wynne Baxter**  
Solicitors



## Jeff's Message

Welcome to the May/June 2022 edition of Diamond. Since the last edition, two icons of the Gatwick Diamond have made a very welcome return.

On 27th March, Gatwick Airport re-opened its South Terminal ahead of a busy summer. Overnight, Gatwick went from an airport with about 300 flights a day to one operating around 570 flights - the equivalent of opening a medium-sized airport, such as Luton. Importantly for our economy, airlines including BA, TUI, Emirates, Qatar, WestJet, Air Transat, JetBlue and Norse Atlantic will be flying to over 30 long haul destinations direct from Gatwick this summer.

Just three days later on 30th March, we also welcomed the return of the Gatwick Express with its premium, non-stop service to London Victoria supporting the recovery of Gatwick Airport and the South East economy. You can read all about it in the feature article later. This quote for Stephen MacCallaugh, General Manager, Gatwick Express sums up the importance of these two developments:

**“There are so many positives after this difficult time we’ve all been through: the resurgence of the airport, the rebuilding of the station and now, the restoration of Gatwick Express. Confidence is returning and it’s great to be welcoming customers back.”**

We were delighted to also capture the positive mood with the return on the 17th March of the Gatwick Diamond Business

Awards as a spectacular in-person event - another icon of the Gatwick Diamond!

Hilariously hosted at the Grand Hotel Brighton by Russell Kane, highlights of the evening included the presentation of “The Award for Outstanding Contribution to the Gatwick Diamond” to our good friend Rosemary French OBE. Full details of all the winners, sponsors and delivery partners are featured in this edition. Our thanks and congratulations to all!

Keeping the momentum going, we have two unmissable “Networking Plus” events coming up. On 19th May we are teaming with the Harwoods Group to bring you a “Luxury Car and Summer Lunch Networking Experience” at the Ashdown Park Hotel & Country Club.

And on 28th June, in partnership with Storm 12 and the Roffey Park Institute, we have a brand-new experience for you – ‘Diamond Experts Market Place’. Look out for details in this edition and on our website.

My thanks as usual to Creative Pod for the design of Diamond, Mayo Wynne Baxter for sponsoring this edition, and to all of you who have contributed your news, inspiring stories and advice.



Jeff Alexander, Chief Executive of  
Gatwick Diamond Business



Follow @gdbmembership for the  
best networking in the diamond



## Research and Innovation

Would you like to **increase productivity** and **competitiveness** in your business? **Develop ideas** and gain **new skills**?

RISE provides ambitious businesses with the opportunity to access **cutting-edge expertise** from the universities of Brighton and Sussex, alongside the support they need to **innovate and grow**.

Up to **£7,500** worth of R&D support is available for eligible small to medium-sized businesses based in West Sussex - no match funding required and nothing to pay back.

### Interested to learn more?

Come and talk to us at **STAND 3** on 5 May at the Sussex Business Show 2022

**rise-innovation.uk**



The RISE programme is receiving up to £603,514 of funding from the European Regional Development Fund as part of the European Structural and Investment Funds Growth Programme 2014-2020 in England. Grant Reference: 04R21P04430.

The West Sussex Councils are providing partnership funding to support the delivery of RISE, and through this, to provide help and support to SMEs in West Sussex.



**GDBA**  
**2022**



# The Gatwick Diamond Business Awards 2022 Winners

The 2022 Winners of the prestigious Gatwick Diamond Business Awards were unveiled at The Grand Hotel, Brighton on 17th March 2022.

In their 14th year, the Awards are a well-established and prestigious highlight of the business calendar, celebrating the achievements of individual businesses and business people across a wide range of categories. For the 2022 Awards, there was a particular emphasis on business resilience, adaptability and innovation.

Strongly supported by the Gatwick Diamond business community, including the headline & category sponsors and our delivery partners, the Awards also celebrate the national and international importance of the dynamic Gatwick Diamond economic area.

The outstanding celebrity host, Russell Kane - award-winning stand-up, writer and performer - entertained guests with his hilarious antics, hysterical style and colourful language!

One of the highlights of the evening was the announcement of the Award for Outstanding Contribution to the Gatwick Diamond with the recipient selected by the gdb Executive Council and the category supported by the Gatwick Diamond Initiative.

Jeff Downs, Chair of gdb's Executive Council and Brett North, Chair of GDI, presented this prestigious award to Rosemary French OBE in recognition of her outstanding personal contribution to making the Gatwick Diamond a great place to do business. This proved to be a very popular choice!



## Headline Sponsors



## Partners







**Apprentice of the Year – sponsored by Chichester College Group**

- George Frankland (Gatwick Airport Ltd)



**Business Best Adapted to Flexible Working – sponsored by Flexibility Matters**

- Interparcel Ltd



**Creative Design & Marketing Award - sponsored by Fixio**

- Creative Pod



**Environmental Culture Award - Sponsored by Control Energy Costs**

- Mid Sussex Wood Recycling Project Ltd



**International Business of the Year - Sponsored by Sussex Chamber of Commerce**

- UHV Design Ltd



**Professional Services Firm of the Year - sponsored by Crawley Borough Council**

- DMH Stallard





**The Award for Community Contribution - Sponsored by Gatwick Airport Ltd**

- CGG Services (UK) Ltd



**Manufacturing Business of the Year - Sponsored by Elekta Ltd**

- UHV Design Ltd



**The Award for Business Resilience & Transformation - sponsored by EMW Law LLP**

- Avtura Limited



**The Award for Customer Delight - Supported by Rosemary French, OBE**

- Runway Training



**The Award for Innovation - sponsored by EY Breakthrough Incentives**

- Opus Innovations Ltd



**New Business of the Year - sponsored by University of Sussex Business School**

- Flexibility Matters





**Young Business Person of the Year - sponsored by Reigate and Banstead Borough Council**

- Anthony Mellor (White2Label Manufacturing Ltd)



**Employer of the Year - Sponsored by Loch Associates Group**

- PVL UK Ltd



**Business Person of the Year - sponsored by Richard Place Dobson**

- Julie Kapsalis - Coast to Capital LEP



**Business of the Year (up to £1m Turnover) - Sponsored by Rubix VT Ltd**

- always possible



**Business of the Year (Over £1m Turnover) - Sponsored by NatWest**

- Kreston Reeves



**The Award for Outstanding Contribution to the Gatwick Diamond**

- Rosemary French, OBE

# MEMBER SPOTLIGHT



**Name:** Carol Whitney

**Business name:** The Old Ship Hotel, Brighton

**Member since:** 2017

**Description:** The Old Ship has 154 bedrooms, many with sea views, plus extensive public areas and function rooms including the Grade II listed Paganini Ballroom and the 460-year-old dining cellars.

**"gdb feels like a community with a proper professional structure and makes networking easy which helps people to get involved!"**

## 1. What appealed to you about joining gdb?

I knew gdb from a previous hotel I had worked at and had always been impressed, not only by the organisation itself, but also their dedication to their membership. Little things like the 'I need a...' board at the members meeting, really helped make networking easy while adding a serious intention which people could get involved with.

## 2. What was the thing that surprised you about gdb?

Over the past two years, when, certainly, in the hospitality sector, business just stopped for prolonged periods, gdb really worked with us and understood the challenges we faced. There was no pressure to make decisions about membership or attending online events, just a patience that, as and when we could, we were welcome to re-engage. They pitched that just right and it speaks volumes to the way they operate.

## 3. What's the biggest single thing you've got from being a member of gdb?

Without a doubt it is the ability to reach new audiences, outside Brighton, who may not have felt the need to contact

the hotel because they didn't have a business need to use us. This allows them to get to know the hotel and the leisure side of the business, which might interest them personally.

## 4. What difference has being a member of gdb made to your business?

The answer to this question is twofold: Firstly, through events being booked by gdb members (after meeting through gdb) and being chosen to host some gdb events, allowing other members to experience the hotel for themselves. Any connections which result in actual revenue is a win, without a doubt, and we have been lucky enough to experience this. That success then resonated around hotel helping management and colleagues understand how good networking can reap rewards and is worth investing in; something I have known for a long time and helps me get funds to continue doing so!

## 5. gdb puts on lots of different types of events - what's your favourite?

Undoubtedly the Networking at Ease Lunches, even though I am not able to attend every one. The good old 'elevator pitch' element of these events is always fun and how else would you learn so

much about some many people in such a short space of time – genius!

## 6. What's different about gdb compared to other networking you do?

gdb feels like a community with a proper structure and an accepted responsibility and accountability to its members to inform, educate and connect. This is different from many other networking groups, which tend to organise the kind of dip in, dip out events. I think there is room for both, and I like attending both, so it's all good with me!

## 7. What's your top tip for getting the most out of networking?

Whether you are a seasoned networker or new to the challenge, everyone gets nervous when they walk into a room full of people they don't know, so don't be afraid to join in a conversation or approach others. They may just be pleased you made the first move and if you take an interest in them, they will take an interest in you!

## 8. Besides the events, what else do you get out of your gdb membership?

Great friendships – which I will always be grateful for and never take for granted!

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



## First-Ever Female Marketing Director Appointed at Creative Pod

Sarah Lyons, formerly Head of Marketing at Creative Pod, has been promoted to Marketing Director and is the company's first-ever female director. This exciting news comes just weeks before Ben Stratford was also promoted to Head of Design and Creative Pod, winning the 'Creative Design & Marketing award' at this year's Gatwick Diamond Business Awards.

Sarah has been with the company for five years and has grown Creative Pod into becoming an award-winning agency. She has developed the marketing team, increasing the numbers from three to eight in under two years and works closely alongside CEO Matt Turner, helping to attract new clients and grow the company's reputation in the local Sussex community.

Matt Turner said: "It's about time we had a female director on the board. I always knew I would promote Sarah to Marketing Director. It's been a difficult but rewarding journey to get to where we are today. I couldn't be prouder of Sarah."



Sarah Lyons & Matt Turner

Ben joined Creative Pod back in 2020 and has had quite the journey in such a short space. He and Sarah have grown the design team, increasing the numbers from two to five. Ben now oversees all the design activities across the digital and website sections.

Sarah said: "It's been a pleasure working with Ben and helping him grow as an individual and guiding him in his new management role. We are in a better position now to take on more clients.

Well done, Ben!"

Creative Pod was thrilled to take home the GDBA 'Creative Design & Marketing award', a new category announced for 2022, making them the first-ever winner! The agency has excelled in the last couple of years, and it's great to see local award sponsors and partners have recognised the team's effort.

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

## What's in the water?

Natural England have issued a Position Statement, advocating the deferment of planning applications within the Sussex North water supply zone that do not have a water neutrality strategy in place. The majority of Crawley is situated within the Sussex North supply zone, therefore, planning applications in this area will



need to demonstrate that they are 'water neutral' to proceed with development.

### What is water neutrality?

Water neutrality is defined as development which does not increase the overall demand on water supply and has a net zero impact on the mains water supply within an existing community. The objective is to minimise pressure on water supplies, infrastructure and the environment. Water neutrality can be achieved through the execution of three principal steps: reducing water usage, reusing water onsite and offsetting residual demand in the community.

### How does this affect the Sussex North water supply zone?

Within the Sussex North water supply zone, water is sourced from a ground-

work abstraction within designated nature conservation and protection sites in the Arun Valley. Consequently, this has elicited concern about the adverse impacts this may have to the integrity of these sites. Planning applications which demonstrate the presence of water efficiency measures built into the development, provision of offsetting measures to decrease water consumption and the capacity to legally oblige to these measures will be granted permission to proceed, subject to the planning process.

Natural England's statement is having an immediate effect on current planning progressions and resolving this will require the water industry to deliver an alternative long-term solution.

<https://cec.uk.com/>

## XA Digital's Bold Facelift

We are thrilled to have given ourselves a BOLD facelift for 2022 after a 10-year operating period working with hundreds of businesses in the U.K. We felt that it was the perfect time to update our branding and online presence showcasing our latest work and service offering.

At XA we believe in working closely with our clients. Our small yet refined team of passionate individuals boasts over 10 years of experience working as a team on hundreds of web, social media or marketing projects. We thrive in creative challenges, love delivering results and we're addicted to data. What makes us different? Firstly, XA specialises in creative marketing, putting branding the heart of our strategy

and design. As a result, this allows us to create stand out campaigns that improve sales, engage with more customers and create a recognisable business for years to come. Our services have adapted to a changing world, we are now focused on offering our digital packages.

We are incredibly proud that we can continue to offer our monthly paid packages to business that wish to improve cashflow but retain our services and digital assets without a large upfront cost. Paying monthly allows customers to spread the cost of their websites or branding whilst keeping our full support for a longer period. This is why we have had customers for over 9 years.



We are also exploring the new world of Cryptocurrency and NFT technology, offering our logo creations as NFT's to clients who wish to have a non-fungible version of their logo with their assets digitally secured.

We all look forward to an incredibly busy and positive 2022 and a chance to work with more members of gdb. Please take the time to visit our new website: [xa.digital](https://xa.digital)

[xa.digital](https://xa.digital)



Pam Loch

## Revitalising The Office Working Culture

Many of us have returned to the workplace but there are still employers who are facing resistance from their staff to return to work in the office. What steps can employers now take to incentivise and encourage employees back into the workplace - without forcing staff to return?

With any HR issues, communication is at the core of avoiding or addressing concerns. Conveying your expectations while listening and taking on board feedback from staff will enable you to find a way forward that works for all. Talking to staff about what would motivate them to return to the workplace is critical and can help identify what would appeal to them. Holding one to one meetings is one way to do that but a staff survey can be more effective, and carrying out them anonymously can encourage honest and frank responses.

Employees have been working from home for quite a long time now, and many have created a space they are happy in, so it's essential to create a workplace that people enjoy coming into. Could you make your workplace

more appealing? Here are some ideas to consider -

- Offer refreshments, whether this is a coffee bar or healthy snacks.
- Reimburse travel costs.
- Can you offer more flexibility around working hours?
- You could incorporate wellness events such as morning meditation or physical activity programmes into lunchtimes or throughout the workday to attract staff to work in the office.
- Think ahead when it comes to social and team building events and build them into the working day.

Some individuals remain concerned about their safety with Covid infection rates still at significant levels. By making sure you carry out and publish a health and safety risk assessment in the workplace addressing that, you can send out a powerful message that you do take their health and safety seriously.

[pam.loch@lochassociates.co.uk](mailto:pam.loch@lochassociates.co.uk)  
<https://lochassociates.co.uk/contact-us/>



## Digital apprenticeships providing businesses with the skills they need to thrive in the digital age

As a leading digital skills training provider with 10 years of experience Creative Process takes pride in doing what we can to help support our employers and apprentices during a time of huge digital change and challenge.

In partnership with young people and local companies we've all gone the extra mile to make it work, to protect jobs and livelihoods and to become stronger and ready for better times.

We caught up with Steve, CEO of Natives a Student Specialist Marketing Group to find out how he has found the Creative Process Digital Apprenticeship Programme...

### Why did you decide an apprentice would be right for your business?

"Hiring apprentices allows us to employ

young people with a digital mindset that is closest to our target audience – their training enables innovative approaches to getting the job done and allows us to have a formalised and accredited professional development programme for our staff."

### Would you hire another apprentice?

"100%. We have already hired a few apprentices and we're really keen as a business to hire more. It is great to be able to give individuals the opportunity to develop and grow within a real working environment and become an integral part of the team."

### How has your experience been with Creative Process?

"Our experience with Creative Process



has been so rewarding. We are incredibly happy to have them as our apprenticeship provider. We work well together as they have the same passion as us to bring in and develop new talent."

Join us on for our next Digital Apprenticeship Briefing Event. Find out about our Digital Apprenticeships and what training and development opportunities are available to you!

[www.creativeprocessdigital.com](http://www.creativeprocessdigital.com)  
01273 232273



Ross Gardner

## Rising Rents put pressure on the PRS

Rental prices have seen a sharp increase over the last 18 months. At Knights we have observed a broad increase of 10%+ throughout the Gatwick Diamond; in some cases, much more! In January Rightmove reported that tenant demand was up 32%, whilst there were 51% fewer rented properties available YOY. Such stiff competition among tenants has put upward pressure on prices.

How has such disparity between supply and demand developed?

I could write at length on this topic however, to keep the point as concise as possible: The Government have increased costs for Landlords over the last 8 years with the steady flow of new Legislations, whilst at the same time increasing the operating tax that Landlords pay on income and increasing the cost (specifically stamp duty) of acquiring additional properties.

Since 2020 house prices have seen

explosive growth, rising circa 20%. This has tempted some Landlords to 'cash-in' and offload their investments at the end of their respective journeys. With the aforementioned making some new investors think twice before entering the market...there simply aren't enough properties to meet the demand from tenants right now. This has pushed prices up sharply which paradoxically, has made investment in the PRS more viable.

We expect to see more institutional investment in Build-to-Rent schemes to create some supply as the government creates incentives for this and we also expect the government to conduct a review of private landlord taxation in due course, as the overcorrection is brought to balance.

Ross Gardner M.A.R.L.A., Director  
[ross@knightsproperty.co.uk](mailto:ross@knightsproperty.co.uk)

# Thakeham Celebrates Two International Accreditations for High Environmental and Management Standards

A South East home developer has achieved two of the world's leading environmental and management quality standards.

Thakeham's head office in Billingshurst, Sussex has received ISO 14001 and ISO 9001 certification from the British Standards Institute.

The ISO 14001 accreditation recognises Thakeham's work in reducing its environmental impact. The company has implemented ISO 14001 policies and evidenced procedures in every aspect of the business to ensure day-to-day operations are sustainable and kind to the environment.

ISO 9001 is the international standard for a quality management system. The award of the standard demonstrates the South East homebuilder's ability to provide products and services that meet customer and regulatory requirements whilst demonstrating continuous improvement.

For Thakeham, Rob Boughton, CEO said: "Achieving two international accreditations is a proud achievement for everyone at Thakeham. Evidencing our business processes has been a year-long journey. British Standards Institute auditors praised the level to which we care about who we consult, contract and how we support employees. They didn't mention any areas where Thakeham didn't conform, a clear mark of how impressed they were with our hard work."

"We make no secret of the importance we play on environmental values and work tirelessly to uphold those values against rigorous quality standards. We launched our far-reaching sustainability strategy in 2020. It outlines our commitment to create sustainable communities, eco-friendly working practices and continued improvement. The new accreditations offer independent validation that our strategy

is delivering against international standards."

With the new accreditations Thakeham will now progress on Home England required membership levels such as Constructiononline.

Last month, Thakeham was ranked the Best Construction and Engineering Company to work for in the country. All the businesses placed in the Best Companies lists are acknowledged by staff as enlightened places to work – recognising highly motivated employees and inspirational leadership. Thakeham was also placed 11th in the 'Best Large Companies to Work For in the UK', and 4th in the 'Best Companies to Work For in the South-East'.

Last year, Thakeham Homes was awarded a five-star customer satisfaction rating for a second year in succession. The HBF (Home Builders Federation) National New Homes customer satisfaction survey is the industry's most rigorous independent survey. It covers everything from snagging to handover experience. It includes the likelihood of recommending their home builder to a friend.

Founded in 2003, Thakeham is committed to delivering sustainable communities that enhance quality of life; built on the principles of NHS Healthy Towns. Their schemes are thoughtfully designed and considered to create vibrant, resilient, and sustainable places to live and work, with the health and well-being of communities at their heart. Part of the taskforce on the Future Homes Hub, our Zero Carbon infrastructure-led placemaking approach is widely accepted as being at the forefront of community creation in the UK.



Rob Boughton

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**The new accreditations offer independent validation that our strategy is delivering against international standards.**

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<https://thakeham.com/>



## How did Extech Cloud help a Sussex-based firm of Chartered Accountants?

One of the challenges for accountancy firms migrating to or setting up in the Cloud is incorporating existing accountancy software packages. Warren House, a firm of chartered accountants in West Sussex, approached Extech Cloud to implement a new IT infrastructure that was required to do just that.

Set up in 2020 by the highly experienced Director, Paige Collins, Warren House's mission is to leverage technology to deliver accounting and advisory services to clients in a new way. To support Warren House in this vision, Extech Cloud set up a new, highly secure IT infrastructure using Microsoft 365 and Microsoft Azure services, incorporating Sage and IRIS accountancy software.

Warren House required a simple, reliable system that users could connect to easily and consistently for hybrid work-

ing. The Cloud-based IT infrastructure implemented by Extech Cloud enables secure and compliant document storage for effective collaboration.

Cybersecurity is vital to Warren House, so Extech Cloud helps the organisation and its clients to remain protected and compliant, by keeping well-informed and up to date with fast-moving cybersecurity developments.

Sussex-based Extech Cloud provided a complete solution from initial consultancy through to ongoing support. The



two organisations have established a great working relationship.

"Our contacts at Extech Cloud are very personable and easy to talk to and make the subject of IT and the Cloud easy to understand, which we appreciate. We value the personal relationship we have with them and maintain regular contact. We also like to support local businesses." says Managing Partner, Paige Collins. "They have supported our vision with a technological solution that is simple and effective in helping to drive our business forward."

Learn more about how Extech Cloud helped Warren House and other organisations, by reading the case studies on the website. To request a feasibility study, email [info@extech.co.uk](mailto:info@extech.co.uk) or visit [www.extechcloud.com](http://www.extechcloud.com).

## How to retain top talent in your business

The loss of your best talent can be a blow for any business, particularly if you've invested time and resources developing their skills internally for their role. Below are considerations that your leadership team should keep in mind in order to retain your business' top talent.

### Implement an effective onboarding process

Ensuring that you have a strong onboarding and orientation process will mean that new employees can hit the ground running. This is imperative as it will give everyone the opportunity to start getting the most from their role early on, as well as build ties of loyalty that can prevent attrition further down the line.

### Review your remuneration strategy

If you can't offer a salary increase right now, think about how you can reward them down the line, or provide a plan

of what you require from them in order for them to reach the next level within their role.

### Provide opportunities to develop

From mentorship programs to external training, there are many ways in which you can ensure you keep your best people by offering them opportunities for growth if they stay with the business.

### Upgrade the perks and benefits you offer

Effective incentives aren't just related to financial benefits. Many staff will choose, or stay with, an employer on the basis of other perks such as flexible schedules, paid parental leave and access to remote working capabilities.

### Deliver genuine work-life balance

Move away from the idea that "hard work gets results" and towards a much smarter approach, agile approach. If this

is reflected in your business culture, then it will encourage people to stay.

### Recognition and acknowledging milestones

Make sure you're highlighting notable achievements and ensuring that staff feel seen and appreciated for what they do.

Keeping hold of your business' top talent can be achieved if you put the proper considerations in place and proactively look to engage and reward your workforce.

Contact Volt:  
[Enquiries@VoltInternational.com](mailto:Enquiries@VoltInternational.com)



# Flexible energy contracts are worth exploring

Now more than ever is the time to be conscious of how much you are spending on your energy, especially considering the rapid spike in energy prices all over the world that is impacting us all. Making use of flexible energy purchasing options can be a way to help navigate through a volatile market.

## What are flexible energy contracts?

To put it simply, flexible energy contracts are long-term framework agreements. These contracts allow you to purchase energy for up to five years in advance and build a price made up of multiple purchasing decisions. The flexibility of this approach enables you to take advantage of wholesale market fluctuations and move quickly when the market is favourable.

With dramatic increases in energy prices over the last decade, the volatile market can be difficult to navigate and having a more strategic longer-term energy procurement plan will enable you to manage your energy requirements in a more cost-effective manner.

Energy procurement can be very time consuming for businesses especially as they need to understand when to go to market. At Control Energy Costs, our team of experienced market analysts build an effective energy purchasing strategy that addresses your business' needs and helps you capitalise on market volatility to minimise costs. This enables you to get on with what you do best... running your business.

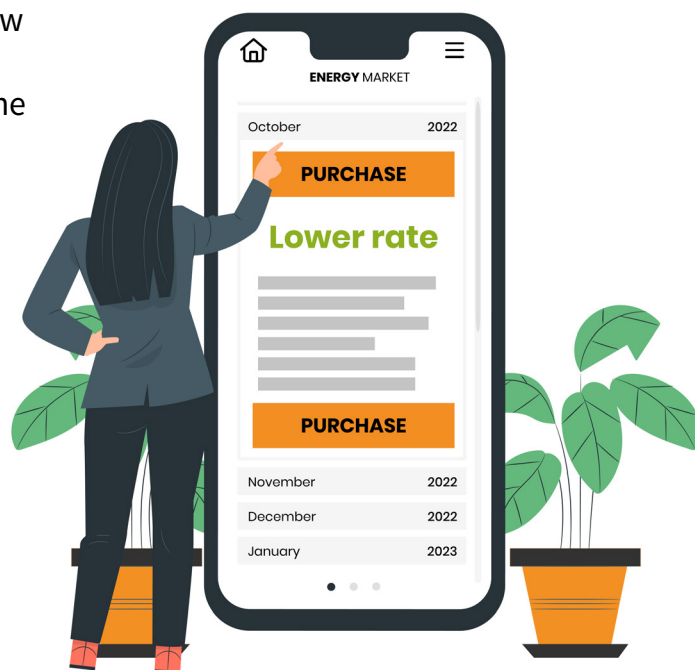
## What are the benefits of flexible purchasing?

- Purchase energy up to 5 years in advance
- Ability to make multiple purchasing decisions
- Access to the wholesale market normally reserved for larger users
- Greater opportunity to reduce costs
- Have non-commodity charges passed through at published rates without a built-in supplier risk margin
- Ability to move quickly when the markets are favourable
- Spread risk when the markets are high

## How exactly does it work?

Using historical consumption data, we will work with an energy supplier to agree your unique energy shape and tradeable blocks of energy that can be purchased over time.

A unique shape fee is paid on every kWh used, ensuring



that you pay the same rate for all your energy even if your consumption falls above or below these tradeable blocks. This will vary depending on your business type and the days/hours you operate.

Your monthly unit rate is made up from the weighted average of the individual energy blocks that have been purchased for the month in question, plus the agreed shape fee. You will receive a bi-weekly report with a market update and separate reports every time a new purchase is made.

## What is the difference between fixed & flexible purchasing?

Fixed purchasing enables organisations to secure a price for the duration of their agreed contract, irrespective of any changing market conditions. Therefore, it appeals to businesses who want the security of known costs for an agreed period, ensuring budget certainty.

However, while fixed purchasing offers the security of knowing what price you will be paying for the agreed duration and protection against future market price increases, you also bear the risk of overpaying if you decide to fix your entire requirement on the wrong day.

Flexible energy contracts provide you with the opportunity to move quickly and grab the best deal when the market is looking positive. The longer the purchasing framework, the greater the prospect of minimising risk and exposure





to volatility. With a flexible approach, energy purchasing is constantly reviewed and adjusted, allowing you to purchase at the right time.

#### **Why choose Control Energy Costs?**

With over 30 years of experience, our team are highly qualified in determining the right time to purchase. We monitor and

**The volatile market can be difficult to navigate and having a more strategic longer-term energy procurement plan will enable you to manage your energy requirements in a more cost-effective manner**

discuss the markets daily and meet weekly, using market data from suppliers to assist our modelling and purchasing.

Our strategy entails purchasing decisions made on behalf of our clients; however, we can easily accommodate clients who wish to operate their own strategy.

Our dynamic energy procurement approach is both flexible and adaptable. We dispel the smoke and mirrors approach to third party pricing, opting instead to provide concise, transparent costs to all our clients.

#### **Which is the best option for your business?**

Fixed or flexible, the choice is yours. It is best to pick what suits your business model and the purchasing option that best facilitates the needs of your business. Whichever contract you opt for, the intention is to secure the best prices and for you to receive accurate invoicing.

<https://cec.uk.com/>

## Crawley accountancy firm Richard Place Dobson confirm its new charity partner for the next 12 months as Crawley Food Bank Partnership

Richard Place Dobson (RPD), Crawley Accountancy firm based in West Sussex, has officially announced the Crawley Food Bank Partnership as its chosen charity partner for the upcoming financial year (2022/2023). Supported by the RPD Foundation, the whole team will participate in multiple fundraising events over the next 12 months to support the charity's efforts.

Crawley Food Bank Partnership was founded by Crawley Open House and The Easter Team, two non-profits organisations. They both support those dealing with homelessness, exclusion, unemployment and loneliness. The food bank has been hugely successful, and over the past year, the charity has supplied the vulnerable members of the community with over 100,000 hot drinks and 46,500 meals and delivered 2,500 food parcels to those in need. Donations from the community are vital in providing the necessary support as



### RPD Charity Partnership 2022 Crawley Food Bank Partnership

Crawley Food Bank Partnership supplied approximately 100,000 hot drinks and 46,500 meals in the last year to homeless, disadvantaged and socially excluded people.



donations make up around 75% of all food supplied.

Matthew Tyson, Managing Director at RPD, said: "We're thrilled to be partnering with Crawley Food Bank Partnership. They do so much good supporting the community, especially when a warm meal was needed more than ever for many families during the pandemic."

RPD will host an array of fundraising events, kicking off with its annual Foot Golf tournament this summer (date TBC).

For the first time, the RPD team will also volunteer at the food bank to work alongside the other incredible volunteers who help keep this charity going.

Daran Bennett, CEO of the RPD Foundation, said: "The Foundation supports not-for-profit organisations and charities, so I am thrilled to see RPD supporting the Food Bank. Crawley has a strong community, and it will be good for the team to be a part of the local community."

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

## Local Business Awarded For Boosting Flexibility In The Workplace

The pandemic has had an extraordinary impact on how we work and now specialist flexible recruitment consultants, Flexibility Matters, have been awarded "New Business Of The Year" at the Gatwick Diamond Business Awards 2022, for their work helping individuals and businesses to thrive flexibly.

Marcus Atkinson, External Engagement Manager at The University of Sussex Business School, which sponsored the award, comments, "We know the struggles the pandemic has brought, and Flexibility Matters have worked hard to help, including delivering free events to boost candidate confidence and assist businesses with flexibility". Speaking of the appetite for hybrid working, Flexibility Matters' Founder Emma Cleary comments, "candidates want it and businesses need to make it happen,

to afford a good work-life balance and attract great talent. We want to help everyone to embrace flexibility and are humbled to have been recognised with this prestigious award".

Flexibility Matters' programme of free webinars for candidates, delivered by specialist coaches, is something of a life-line to individuals trying to get back out into the workplace, as candidate, Eloreña explains, "I can literally say that

these Zoom courses have changed my life and have brought me so much in the way of connection and confidence".

Their free events for business leaders, bring them together with mentors from leading organisations, to help them understand the tools and techniques which make flexible and hybrid working successful. Cleary says, "we need flexible working to continue into the future because of the incredible impact it has not only on people's lives but also on business productivity".



Businesses can sign up #FlexForward2022 to Flexibility Matters' new 'FlexForward22' peer mentoring event on 13 May. Candidates can register with their CV at any time here: [www.flexibilitymatters.co.uk/register](http://www.flexibilitymatters.co.uk/register)



# Manor Royal BID Web Development by Imaginit Limited

At the start of the pandemic, the Manor Royal BID (Business Improvement District) commissioned Imaginit Limited to design and develop a new website.

We already had an excellent relationship with Manor Royal BID as we had integrated our imaginEngine CMS (content management system) into their current website, which enabled the Manor Royal team to maintain the existing pages and add new pages, thereby ensuring the content was always fresh and up to date.

The new website would take Manor Royal BID's online presence to a new, more dynamic level.

Working alongside the Manor Royal BID team, a new site structure was developed with the aim of presenting the most relevant and popular content in a way that directed the end user to it quickly and easily. Based on this structure we started designing the web pages with a "mobile first" approach.

The key differentiation of the new site was the delivery of dynamic information. For a start, and as you would expect, good features from the old site were retained; for instance, Twitter feeds still being embedded into the home page template.

Then, taking this content creation principle further, we worked with other external resources to access and then present information on the new website using live data.

This would have two essential benefits:

1. Provide end-users with real-time information
2. Avoid the need for Manor Royal personnel to update the relevant pages manually

The two main drivers of this initiative were a searchable Business Directory, and a new Property search.

## Business Directory

To achieve this, we integrated with the BID's existing database via its API, enabling access to a live feed of all companies located in the district, searchable by company name or category.

The results include contact details, location map, URL and notification of any current offers they are promoting.

Any changes in the database are automatically reflected on the website.

## Property Search

Working with three property agents (to-date), live data feeds were made available to us and displayed on the new website. This feature is fully searchable for website visitors such as prospective tenants / buyers who are interested in locating to Manor Royal. Results include location map, property type and

dimensions, property images, and agent contact details. This new feature effectively provides property agents with another "shop window."

Feedback indicates that the new site has been extremely well-received, and we aim to keep developing the system as ideas and opportunities present themselves, so that manorroyal.org remains the go-to destination for businesses and customers alike.

Why not take a look for yourself at [www.manorroyal.org](http://www.manorroyal.org).

## About the Manor Royal BID

The Manor Royal BID was created in June 2013 following a vote by businesses and subsequently renewed by another vote in 2018.

The Manor Royal BID allows businesses to create a fund and to attract additional investment to improve the Business District in ways they decide, working with and holding to account other agencies as necessary.

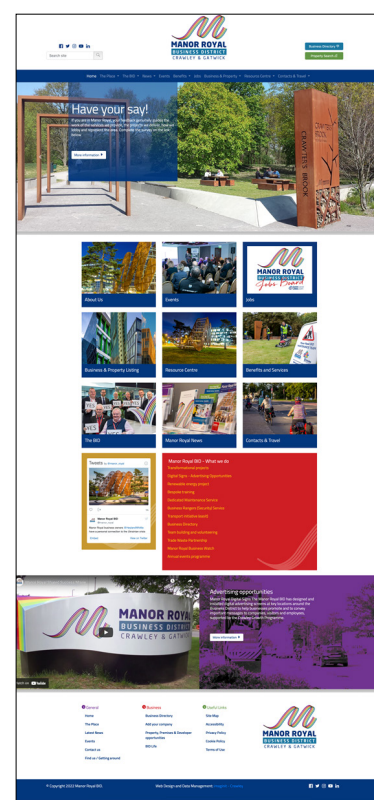
## About Imaginit

Based in Crawley, Imaginit is a New Media agency, providing web design, web and mobile application development to both public and private sectors. Our solutions combine the latest in technological know-how with a traditional approach to service.

Our combination of attention to detail and fast project turnaround sets us apart from many of our competitors.

You will always reach a decision-maker with the first call.

Please contact Peter Lucas on 0845 602 7397 or 07710 863 710  
[www.imaginit.net](http://www.imaginit.net)



## Three signs you need to rebrand

A rebrand is a big investment in time, energy and money. And it's something that businesses often put off.

Getting the timing right for a rebrand is critical – and when it goes well you can reap the rewards of renewing your team's motivation and becoming the brand your customers want.

We've found three common signs that the time is right for a rebrand:

### 1. Your business has changed

Taking an honest and objective look at your business. How has it changed? Does your brand still reflect who you are today? Has your brand become a barrier to getting and keeping more of the customers you want?



### 2. Your market has changed

Over time markets change and often become more crowded. Your brand's messages can become lost or diluted. A rebrand is an opportunity to stand out from the crowd and re-establish your business as leaders in your field.

### 3. Your customers have changed

In our digital age it's very easy for your customers to shop around and explore alternatives. A rebrand can remind existing customers of how great you are and introduce your products or services to new audiences.

When you focus on revitalising your brand, people notice. A strong rebrand can energise your team and win loyalty from your customers.

We have 20+ years' experience helping businesses to use their brand to attract more of the customers they want. Contact us to discover how we can make all the difference for your brand: <https://www.tomango.co.uk/contact/>

## St Catherine's Hospice launches new hospice fundraising appeal

Building work on a larger St Catherine's Hospice at Pease Pottage is already underway. A new hospice is needed because right now, St Catherine's nurses can't help everyone facing death or dying who needs them.

A new hospice will allow St Catherine's expert teams to care for more people. It will expand hospice, community, wellbeing, emotional and bereavement care in the local community. And mean more families can stay together, surrounded by expert care and support, and make the most of the time they have left.

But the new hospice is only going to be made possible with the community's support, so St Catherine's are launching a unique 36-hour appeal at 10am on Sunday 22 May to raise the final funds needed for their new hospice.

You can donate at [www.charityextra.com/stch](http://www.charityextra.com/stch) and every pound given during the appeal will be matched by a group of generous supporters, doubling the impact of your donation on local families living with terminal illness at no extra cost to you.



### A new hospice will transform patient and families' experience of hospice care

As people live longer with more complex illnesses, the new St Catherine's is designed to meet their individual needs. There will be 24 beds on the wards, an increase from 18 beds in the current hospice, and all rooms will offer people a private garden and ensuite bathroom. 12 rooms will have adjoining sitting rooms for families to stay overnight. Four rooms have been especially designed to meet

the needs of people with dementia. There will also be family spaces for relatives.

Will you support your local hospice by donating whatever you can this May?

To support this very special appeal please visit: [www.charityextra.com/stch](http://www.charityextra.com/stch) between 10am Sunday 22 May and 10pm Monday 23 May to make your donation. Alternatively call 01293 447349 to donate by phone.

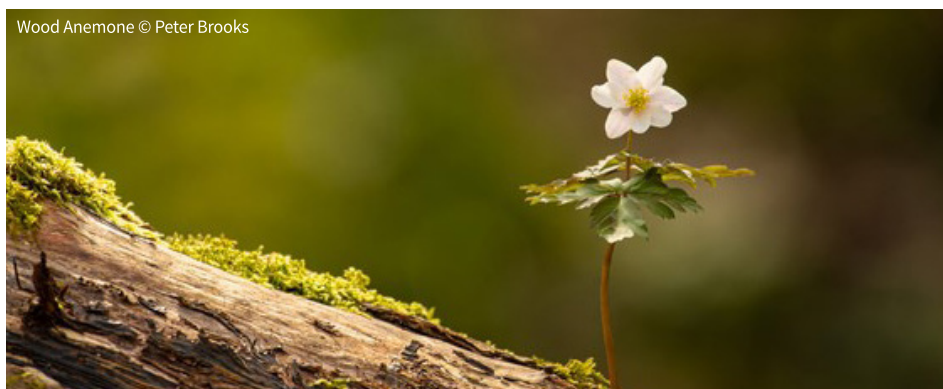


## Sussex Wildlife Trust's creative nature writing anthology

Earlier this year we asked for entries for this year's creative nature writing anthology, with its theme of 'Emergence'. We were delighted with the response and received over 130 separate entries.

There was such diversity of subject matters, ages of entrants, locations and styles. I don't think we've ever featured something that talks about Minecraft before! We loved getting a group of entries from people that live in sheltered housing, telling us what they see out of their windows.

We were delighted to hear from Mrs Owl (although we think this might be a pen name), who is deaf, who wrote about discovering that daffodils make a noise when the buds open after she started wearing cochlear implants.



Wood Anemone © Peter Brooks

Thank you all so much for your enthusiasm and interest.

Emergence has now been published as an online booklet for you to enjoy. It includes 50 poems, haiku and pieces of flash fiction, we hope you love reading them as much

as we did. <https://sussexwildlifetrust.org.uk/discover/go-wild-at-home/emergence>

Louise Collins:  
[louisecollins@sussexwt.org.uk](mailto:louisecollins@sussexwt.org.uk)

## PRG seeks support of top celebrity chef to launch new marketing campaign

PRG Marketing Communications was approached by current client Specflue to come up with an exciting marketing campaign for the Vulcanus, one of its new luxury outdoor grills. The Vulcanus is labelled as the 'God of Flames' and needed a solid campaign behind it to show off its full capabilities.

After some initial discussions with Specflue, they made it clear they were looking for celebrity endorsement. They

wanted PRG to look for a famous chef that would be a good fit for what the Vulcanus has to offer. PRG came up with the chef we thought would be the perfect match, Hugh Fearnley-Whittingstall.

PRG liaised with Hugh's agent. We negotiated a comprehensive promotional campaign, which included both Hugh himself and the River Cottage brand. The agreement included shooting four videos for the Vulcanus at River Cottage,

with three of the videos featuring Hugh himself cooking on the Vulcanus.

The team at PRG created a shot list and a detailed storyboard of what we were looking for. Working with a videographer, we visited River Cottage on two separate occasions for filming. Hugh created two unique recipes for the Vulcanus that we demonstrated in the videos we filmed with him.

The agreement also included content for social media. Our videographer was able to capture short, snappy bits of content that were perfect for sharing through River Cottage's and Hugh's channels to further push the presence of the Vulcanus.

The overall marketing campaign was a great success! Since the videos have been live, River Cottage has been in touch with us regarding Specflue and the Vulcanus grill, there are big things to come!

For support launching your new marketing campaign, contact PRG on 01323 411044 or email [info@prgltd.co.uk](mailto:info@prgltd.co.uk)



# Gatwick Express returns to support airport recovery

**Gatwick Express is back, offering customers its premium, non-stop service to London Victoria to support the recovery of Gatwick Airport and the South East economy.**

Services were first suspended on 30 March 2020 as the pandemic took hold and passenger numbers at the airport tumbled. Numbers have now increased and are surging still further ahead with the removal of all travel restrictions and the reopening of the South Terminal in March.

The iconic red trains, which along with their train crew have been supporting Southern's services throughout the pandemic, resumed their non-stop service on Sunday 3 April.

Stephen MacCallaugh, General Manager, Gatwick Express, is thrilled. His team had been itching to resurrect the brand.

"We're absolutely delighted to have brought back our non-stop service as we look forward to a busy summer season for international travel.

"With more passengers now returning to Gatwick Airport by rail and the South Terminal open again, this was the right time to get our service running to support the airport and the economic recovery in the South East."

Emma Rees, Head of Real Estate and Surface Access, London Gatwick Airport, said: "The return of Gatwick Express is great news. People are flying from Gatwick in ever-increasing numbers and excellent rail links which have a dedicated service specifically for airport passengers are a vital element of our recovery and our link into central London and beyond."

Stephen's job has been an interesting one by anyone's standards. It changed overnight when the decision was made to suspend services when the first lockdown hit in March 2020.

"As someone who likes structure and plans, having things torn up overnight and go into a completely new way of working was tough. We had no idea what the next six or 12 months looked like; we were solely focusing on the next 24 hours as that's how quickly things were changing.

"The decision to suspend Gatwick Express services wasn't something we took lightly, but it was the right thing to do at the time. It meant we could better use our resources to support the business in a different way. Did I think then that we wouldn't be running again for 20 months? No, I didn't. Services were reintroduced in December last year, but due to Christmas engineering works and the Omicron variant, had to be suspended again after a couple of weeks.



**Confidence is returning and it's great to be welcoming customers back**

"Throughout the pandemic, our teams and the trains were redeployed to support our colleagues at Southern and keep people moving, including doctors, nurses and other key workers during the deepest lockdowns. It was great that we could keep working, but we're also very proud to work for Gatwick Express, so to keep them motivated when I didn't have all the answers about when we'd be returning was tough.

"It goes without saying that we work very closely with the team at Gatwick Airport and it's great to see the business recovering from a very difficult couple of years. Gatwick Express coming back will not only support the airport to rebuild, but help the South East economy recover too."

Although Stephen had to adjust to the work-from-home rules like the rest of the population, he found the flexibility enabled him to spend precious moments with his son, born in May 2020.

"We're very blessed that he arrived safely. I was at home when he took his first steps, which was an incredible moment that I may not have experienced if we weren't in this situation."

Customers returning to the airport on Gatwick Express will see the railway station being rebuilt to improve accessibility,



**The iconic red trains, which along with their train crew have been supporting Southern's services throughout the pandemic, resumed their non-stop service on Sunday 3 April**



reduce passenger congestion and cut delays for commuters and leisure travellers using the Brighton Mainline. It will be finished next year.

Network Rail, in partnership with the Department for Transport, Govia Thameslink Railway, Gatwick Airport and Coast to Capital Local Enterprise Partnership, is building a second station concourse with a new superstructure towering above the station platforms as a new entrance into the airport. This will double the amount of space for passengers and

support movement around the station, and in and out of the airport.

The existing station concourse will also be refurbished with a modern open plan ticket office and improved ticket retailing support, creating more space and better facilities

Eight new escalators, five new lifts and four new stair-

ways will make it much easier for passengers to move around, especially for travellers with luggage, parents with pushchairs, disabled people and others with reduced mobility.

Wider platforms will also allow passengers to board and alight trains more quickly. This means trains spend less time in platforms, reducing delays and supporting a more reliable service for commuters on services across the Brighton Mainline.

Stephen said: "Despite the difficulties of the pandemic, we continued to progress with the airport station upgrade and we're on track to complete in 2023. The project will create more space for passengers, making the journey from plane to train even better. It's crazy to think that in a year's time, we'll have a brand-new station to welcome customers and for our people to call home!

"There are so many positives after this difficult time we've all been through: the resurgence of the airport, the rebuilding of the station and, now, the restoration of Gatwick Express. Confidence is returning and it's great to be welcoming customers back."

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

**The project will create more space for passengers, making the journey from plane to train even better**



## Helping your staff reach a higher level

Now is the time for businesses to invest in developing your employees' potential.

Your staff are your biggest asset, which is why it's essential to equip them with the tools they need to excel in their roles.

It's widely reported that highly skilled employees can deliver substantial value to companies. By investing in training and development, you can fill skills gaps and nurture your current staff, boosting your staff retention and motivation levels.

At Crawley College we offer a range of university-level higher education courses across business, computing and engineering which will give your staff the qualifications and training they need to take their careers with you to the next level.

They'll study in modern facilities, taught by industry experts – and we offer a mix of full-time and part-time courses,



which means they'll be able to balance their work and study commitments.

An investment in your staff is an investment in your company's future. And the more you invest, the greater the dividend that your company could receive in the form of higher performing

teams, increased motivation and higher retention rates.

You can find out more about the courses we offer at [www.crawley.ac.uk/higher-education](http://www.crawley.ac.uk/higher-education)

**gdb has great strength and a vast array of experience in its membership and the Diamond Experts, Diamond Mentors & Diamond Training will support your business growth**





# A successful return for the Reigate & Banstead Business Awards

The winners of the 2022 Reigate & Banstead Business Awards were announced on Tuesday (22 March) during a prestigious ceremony at Reigate Manor.



Ten of the Borough's businesses received an accolade, with a wide range of categories open for entries. Gadget Show presenter, Ortis Deley, hosted the evening, with Morr & Co Solicitors supporting the event as headline sponsor.

The awards, organised by the Economic Prosperity Team at Reigate & Banstead Borough Council, were created to recognise and celebrate the many brilliant businesses that call our borough home.

Categories for this year's awards included the High Street Hero Award, which saw its finalists nominated by the public, and a new Resilient Business of the Year Award recognising the hard work of businesses during the pandemic.

The awards received over 100 high-quality entries, from large international businesses to small start-ups.

Councillor Eddy Humphreys, Executive Member for Economic Prosperity at Reigate & Banstead Borough Council, said: "Each and every one of the businesses in our Borough makes a valuable contribution to our local area and its economy."

"We were proud to be able to honour some of those businesses with an award. Congratulations to all of the winners. We're looking forward to running the awards again and hope even more Reigate & Banstead businesses will apply."

Paul Harvey, Managing Partner at headline sponsor, Morr & Co Solicitors, said: "We were delighted to be headline sponsor

**Each and every one of the businesses in our Borough makes a valuable contribution to our local area and its economy.**

for these awards.

"Recognising and celebrating the best businesses and their achievement is important, particularly given the additional challenges businesses have faced since the beginning of 2020."

Frank Sinclair, owner of Fit With Frank, said: "I love coming to the awards here because I get to see all these businesses that I watch from afar in the local area – it's a great place to meet everybody. Of course, being recognised for doing some good work in the community is great for me and great for other businesses, it's a great place to be."

The full list of awards categories, shortlisted business and winners can be found at [www.rbbawards.co.uk](http://www.rbbawards.co.uk).

All proceeds from the awards ceremony will go to two fantastic local charities, Age Concern Banstead and YMCA East Surrey.

## The bouncebackability of Roffey Park Institute

Bouncebackability is a term coined by ex-football manager Ian Dowie after his team showed great resilience and courage in gaining promotion after lurking on the fringes of relegation earlier that year.

Bouncebackability means the capacity to recover quickly from a setback and was introduced into the Oxford Dictionary in 2005. Although it is usually used in sporting terms, it really does work in the context of the Covid-19 pandemic.

Most organisations faced rather drastic changes and setbacks when the pandemic hit. For a while relief packages and furlough allowed for the lucky organisations to stay afloat. But for industries like the hospitality sector, everybody knew this would not, and frankly could not, last forever.

The team at Roffey Park Institute, despite the uncertainty, remained positive

and motivated. As most would say, the hallmark of the Roffey Park experience really is the people. It is about the incredible hospitality team that thrives off social interaction. The Roffey Park experience can be life-changing and our on-site team certainly do contribute to this.

Nigel Dean, Director of Roffey Park Services said: 'At the beginning of the pandemic we made a commitment to our staff that we would do everything we could to preserve their employment status. Despite the crisis lasting far longer than anybody could have imagined we managed to emerge intact.'

Fast forward to the present and Roffey Park Institute is beginning to look like its pre-covid self. Just in the last month, we have welcomed a large number of different cohorts to our site for the use



of our conference, meeting and training facilities. The turn of the year saw unprecedented uplift in enquiries and business has been brisk throughout the spring with a bulging order book into the summer.

As Ian Dowie would say, Roffey Park Institute showed tremendous bouncebackability.

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

## What is Executive Coaching?

### Coach?

When you hear the word 'coach' many things might pop into your head: Gareth Southgate, that old bloke behind the bar in Cheers, or even National Express!

### Executive Coach?

And how are they different from any other form of coach (business coach, mentor, life coach and so on)?

Well, I've been an Executive Coach for many years, so here's my guide:

- Business and Leadership Coaches: work in organisations - the former focussing on making firms profitable, the latter targeting senior leaders
- Mentor: generally an expert who wants to share their experience and connections
- Counsellors and therapists: work with individuals and their problems with life, and generally looking for underlying, often historical, causes (especially therapists).
- Life Coach: similar to counsellors but



Ian Mercer

the focus is on change and moving forward

- Executive Coach: only work in organisations and, like a Life Coach, will focus on change and moving forward.

### So, what does that mean in practice?

Well, for me, I won't be telling you how to do your job, but I will help you with these:

- Operating more effectively in your organisation
- Navigating complex team dynamics
- Exploring your aspirations and goals
- Opening your mind to new ways of thinking
- Becoming more courageous
- Challenging your perceived limitations

In a nutshell, though, Executive Coaching is helping people to help themselves. In fact, a coach has been likened to someone 'walking alongside' you. It's a confidential one-to-one conversation that's tailored to you and your situation, but it's a conversation with a purpose.

Get in touch for a free taster session or if you just want to find out more.

[ian@merceric.co.uk](mailto:ian@merceric.co.uk)

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



## Christine Gannon promoted to Associate Solicitor and Chloe Scarr Returns

Fiona Martin and Cate Searle are pleased to announce Christine Gannon's promotion to Associate Solicitor and Chloe Scarr's return after a career break.

Christine joined Martin Searle Solicitors' Employment Law team in 2020. She brings expertise in advising on complicated discrimination cases and bringing and defending claims in the Employment Tribunal.

Christine says, "I am delighted to have been made an Associate in the Employment Team at Martin Searle Solicitors. I enjoy our campaigning work to prevent discrimination in the workplace."

Chloe joined Martin Searle Solicitors' Community Care Law department in September 2012, and quickly built a reputation for her expertise in advising Professional Deputies and Attorneys, alongside private client teams and personal injury lawyers. She took a career break in 2020 to spend time with her family, and now returns to the Community Care law team as an Associate Solicitor.

Chloe says, "It is brilliant to be back at

Martin Searle Solicitors and to be working with such fantastic experts in the Community Care Law team."

Martin Searle Solicitors was founded by Fiona Martin and Cate Searle in 2004 and is recognised as a Leading Firm by the Legal 500, who praise their "campaigning for issues including pregnancy and maternity discrimination in the workplace", and describe their employment team as "always available, approachable, supportive, full of practical suggestions with a down to earth approach".

Their Community Care Law team are

described as the "go-to firm when it comes to the need for high-level technical and practical advice on elderly client matters, particularly involving deputyship, attorneyship and funding matters."

Fiona says "Our success is due to the quality of our staff and our care and devotion in delivering expert legal services to obtain the best results for our clients. We are delighted to welcome Chloe and Christine to our Senior Leadership Team"

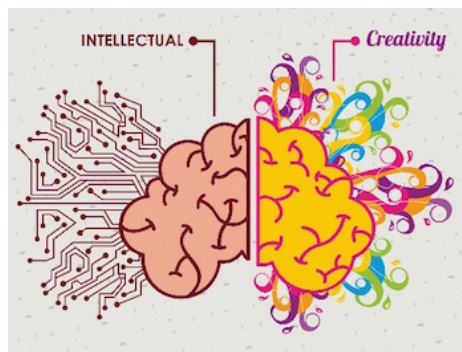
[www.ms-solicitors.co.uk](http://www.ms-solicitors.co.uk)



Christine Gannon & Chloe Scarr

## Three Tips for Overcoming Feeling Stuck or Uncertain

What happens when we become stuck or uncertain? We experience a loss of power. Our self-esteem nosedives, confidence takes an unexpected holiday and our ability to focus diminishes. Then we overthink and get ourselves into a loop that resembles Groundhog Day. Not because we want to keep repeating it, but because we don't know how to change it.



These issues may show up in your business as communications that no longer resonate, relationships with key people feel disconnected or a major life issue such as a maternity break – has played havoc with your sense of identity.

Let me reassure you that you are not alone in experiencing any of this. I've worked with 100s of business owners, MDs and SMEs over 25 years in helping them to manage change so that they and their businesses flourish.

Three tips to help you break out of your cycle and recover your inner power:

1. Notice what thoughts you have about yourself in the area in which you're experiencing difficulties. Write them down. How do you judge yourself and how do you think you should be?
2. Check out these thoughts and judgments. Question them. Remember

they are just interpretations – they are not the truth. You are free to choose a new interpretation that empowers you.

3. Get into action on loving yourself in practical ways. Treat yourself to a bunch of flowers, book a facial, walk in nature.

Are you ready to get back in touch with who you are, what you love to do and continue to create the success you deserve?

Then let's begin a conversation so that you 'feel focused, energised and supported'.

Louise E. Taylor  
Creative Leadership Coach +  
Performance Poet + Comedian  
[www.louiseetaylor.com](http://www.louiseetaylor.com)

# Holiday Inn Gatwick Worth Fresh New Look

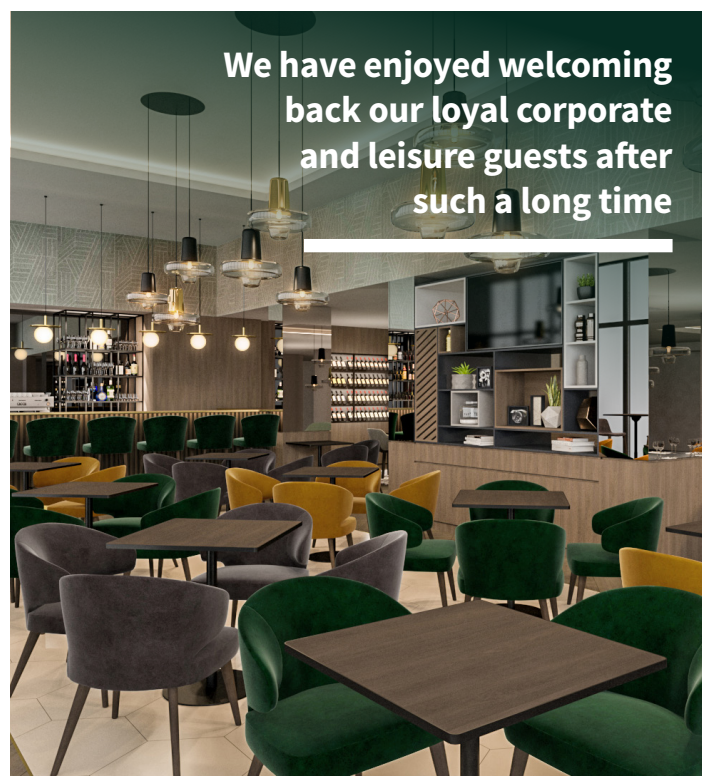
Here at the Holiday Inn Gatwick Worth, we have reopened our doors again after an exciting £9 million refurbishment and extension project.

From 40 new bedrooms and spacious reception to our brand new bar, restaurant and terrace area to our five brand new event suites, nearly all areas of our hotel have been freshly transformed with a modern, contemporary style. The extension of one of our event suites has made it one of the largest in the South East and holds up to 350 guests. The future is beginning to look bright once again and we have enjoyed welcoming back our loyal corporate and leisure guests after such a long time.

During the tough initial lockdown, our hard working team took the time to find ways to bring some joy and normality back into people's lives later in the year. This is when we started to plan our award winning 'Live From Your Bedroom' events. We invited guests to stay in our bedrooms, which acted as VIP private boxes, overlooking a stage in our courtyard where tribute acts & bands performed. Guests could safely enjoy a night of entertainment including being able to order food directly to their bedrooms whilst enjoying the music. Our Live from Your Bedroom events proved very successful and this was noticed by Sussex Business Awards, who awarded us their Pivot Award 2021, a great achievement which was celebrated by all of our team. We had so much positive feedback from the events that we will be bringing them back in the future.

The re-opening of our hotel after such tough times has been greatly looked forward to. Returning guests have been pleasantly surprised at just how different our 4\* AA accredited hotel looks from before. After parking in our large and secure, onsite car park, make your way down to our brand new reception where you will be greeted by our friendly reception team. The reception area has been spaciouly designed, with a beautiful sky light allowing for the area to be naturally lit from above. After checking in at reception, your clean and comfortable bedroom awaits you for a relaxing night's sleep. The renovation has seen an increase of 40 new bedrooms, which has taken our total number up to 158 bedrooms.

Our new restaurant, Meadow - Kitchen | Bar | Terrace serves classic and favourite dishes from around the world. The name, Meadow, was inspired by the history of the land, Crabbet



Park, which was an Arabian horse breeding farm. Still to this day, there are horse stables and fields nearby so the land surrounding the bar/restaurant is described as a meadow. The bar has bi-folding doors that fully open and lead out to an alfresco terrace area with BBQ and pizza ovens – perfect for a summers evening! Our aim is to not only appeal to our in house guests but also bring in interest from our local community. So whether it be for dinner with work colleagues, afternoon tea with friends or Sunday lunch with family, we welcome you to come and graze in our Meadow!

If you are looking for a meeting venue in the Crawley/Gatwick area, from May this year our five brand new event & conference rooms will be ready for use. Our rooms range in capacity with our largest room, Sussex Suite, hosting its very own private banqueting kitchen and holding up to 350 guests. Our event & conference rooms are comfortable in style and are fully equipped with state of the art technology including HD screens and projectors, making them the ideal location to host a conference. All of our event and conferencing rooms allow for natural daylight to overlook the areas, from beautiful skylights in Sussex Suite to doors that open out to a spacious courtyard, accessed from our smaller rooms. The courtyard is perfect for grabbing some fresh air after a long meeting.

If you are interesting in arranging business accommodation, looking at holding an event, please do not hesitate to contact us. Our Director of Sales & Marketing – Louise Russell, can be contacted on [louise@higatwickworth.co.uk](mailto:louise@higatwickworth.co.uk) or 01293 884 806 ext 2006. If you would like to find out more about our hotel, visit our website [www.higatwickworth.co.uk](http://www.higatwickworth.co.uk).



## Weald of Kent goes back to school with a new managed IT and print solution

### The challenge

Weald of Kent relies heavily on IT and print infrastructure to support the school's everyday activities.

In recent years the school's needs have evolved and their IT and print equipment needed to be updated to reflect this. A thorough review was undertaken of the technology and processes that were in place to assist the school with its digital transformation ambitions.

### The solution

Working in strategic partnership with Pinnacle, IT Document Solutions was introduced to Weald of Kent School to provide a fully managed service to address their print challenges and strategic consultancy around their IT requirements.

A Managed Print Solution compris-

## IT DOCUMENT SOLUTIONS

ing Toshiba & Papercut technology was implemented throughout the school, providing a mix of MFDs and desktop printers with integrated authentication software. A new franking machine for outgoing mail was provided by ITDS Mailroom Solutions to drive postal savings.

### The benefits

The project has been hugely beneficial in terms of improving working practices, as well as driving substantial cost savings across the school.

Weald of Kent has received a complete refresh of its technology which allows the teachers, staff, and pupils

to work flexibly from any location. This new solution has been vital for remote working during lockdown periods and when teaching must be done remotely.

The school now has greater visibility of print use and expenditure across their print estate. Thanks to the ability to set limits and rules around printing they have brought their printing volumes back under control and consolidated print output.

"IT Document Solutions and Pinnacle made the management of our IT and print estate easy. Everything works in the background, just how it should be."

If you need help with your print and IT challenges then we're here to help, please contact us – at 0207 101 0096.

Access the full case study: <https://www.itdocumentsolutions.com/weald-of-kent>

## Jane Joins Delta Security Management

Local Sussex-based Security Company, Delta Security Management expands its team just one month into 2022.

Jane Axford, the Sales Manager at Delta, is the newest member to join and is the key contact with the association. She started at Delta earlier this year and has loved every moment so far.

Her day-to-day role is varied, but essentially, she is involved in sourcing new businesses, account management, networking and helping to build on an already successful business. Although she has just started with Delta, she has been around the company for a long while and has witnessed it go from strength to strength, making her realise that her experience in both sales and hospitality can grow the Delta team even further.

Jane comments, "When the opportunity came to join the Delta Security Management team as their Sales Manager, I was slightly concerned. I had worked in the hospitality industry for the last 22 years, and I felt this was all I had known.

However, I knew with my Sales Experience that it would be an easy switch; I just needed to extend my knowledge within the security industry. I have been welcomed to the Delta Family with open arms, and I am looking forward to being a part of the team for many years to come."

David Graffham, the Founder and CEO of Delta, also commented, "Jane has been one of Delta's most significant supporters since we began. When the opportunity arose to bring Jane on to the team as the Sales Manager, I absolutely jumped at the chance! Jane's sales experience and reputation are second to none, and she has already proven to be a popular and excellent team member."

To get in touch with Jane for any information or a quote, contact her here: 0333 4567 575

[sales@deltasm.co.uk](mailto:sales@deltasm.co.uk)

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



Jane Axford

## **gdb Charity Group members work together**

The Golden Lion Children's Trust offers experiences and opportunities to children with special needs and disadvantaged families they often may not have a chance to enjoy. Which is why, when Greenaway Foundation, offered GLCT tickets for the Crawley Town v Stevenage game on 5th Feb 2022, several local families took up the option, in spite of the cold weather!

Unfortunately, in the week before the match COVID figures started to increase once again resulting in several families unable to come to the game. So GLCT explained the situation to Family Support Work, a fellow gdb Charities group member, and liaised with their Crawley colleagues. 4 of their families were thrilled to be offered tickets, and just as with the GLCT families, most had never been to a football match before.

Without exception the entire group were in good voice encouraging The Reds throughout the afternoon, apart from when

children were diving into their individual bags of sweets and small (early) Easter eggs, also generously donated by Darren Greenaway of Greenaway Foundation.

Discovering one of the invited parents from the Family Support Work group is a wheelchair user it was generally felt the weather forecast was looking too chilly for him to sit throughout the game pitch-side. So thanks to contacts at Crawley Rugby Club it was arranged for him, his wife and 2 young children to enjoy watching the last rugby game of the season and have lunch into the bargain!

By collaborating with other gdb members, whether from businesses or charities we are able to reach more people, support more families. So please call us if we can work with you on a project. Thank you.

Lynda Guy - [www.glct.org.uk](http://www.glct.org.uk)  
[www.familysupportwork.org](http://www.familysupportwork.org)



## **How To Easily & Effectively Manage Work Stress so that you feel more confident, get more done & make more money**

Stress is a HUGE problem in business. Not only because it's exhausting and overwhelming...but because it also causes doubt.

Doubt in your ability. Doubt that you're good enough. Doubt about



Claire Turner

whether you can succeed. And hot on the heels of doubt comes fear.

Fear of failing. Fear around money. Fear of judgement. Which leads to... you've guessed it...MORE STRESS!

ASK ME HOW I KNOW!

When you experience even small amounts of stress, your brain is physiologically in an 'anxious state'. Many studies have shown that when you're in that state you're less focused. You make poorer decisions. You lose sight of the big picture. You think less productively (even though your mind is racing).

And when you're in that state you're more likely to avoid doing things (procrastination), do all the wrong things (busyness without achievement) or even freeze. None of which is good for business.

And the only way to deal with stress is to spend hours meditating... Well,

maybe.

But there is an easier and quicker way using a clinically proven, evidence based technique that has been shown to reduce stress quickly and effectively.

A technique that you can do yourself on a daily basis in just a few minutes to compound resilience to stress and release it from your mind and body.

A technique that you can use in the moment of feeling stressed that will help you feel better in 10 minutes or less.

A technique that will help you feel more relaxed and able to sleep better.

Want to find out more? Give me a shout and I'll happily send you free information on how YOU can Tap Into Your Personal Power.

<https://claireturnereft.com/>



## How your Eco and social value credentials can win new business

### The Responsible Business Standard: What is the Standard?

A national standard independently verifying best practice for business sustainability, environmental management and social responsibility. This Standard has received many accolades for the unique service it provides to small businesses, including support for CSR (Corporate Social Responsibility) from Local Authority Councils and trade bodies. These credentials help small firms win public tenders.

### Why Should Business Report on Social and Environmental Issues?

Organisations are being increasingly required by law (Companies Act 2006) to ensure they meet specific standards in environmental and social governance. "Triple Bottom Line ESG" reporting (Environmental, Social and Economic Governance) is now a statutory requirement for public-funded bodies, health, education, and PLC's. In turn, small enterprises down the supply chain are being asked to demonstrate their social and environmental credentials. The UK Public Services (Social Value) Act March 2012 obliges public procurers to check all suppliers show evidence of environmental management and social value as a pre-qualification for a share of the UK public procurement budget worth over £100 Billion a year.

Most organisations already meet parts of the standard. As a starting point, organisations are welcome to take a simple online questionnaire that acts as a quick SWOT analysis, providing immediate detailed responses and signposting where appropriate. This online review is just £15 at [www.orbuk.org.uk/](http://www.orbuk.org.uk/)

### How does it work?

Most organisations already meet parts of the standard. As a starting point, organisations are welcome to take a simple online questionnaire that acts as a quick SWOT analysis, providing immediate detailed responses and signposting where appropriate. This online review is just £15 at [www.orbuk.org.uk/](http://www.orbuk.org.uk/)

### Why Apply?

It improves opportunities to win tenders for corporate and public works. It uniquely includes both Environmental and Social Standards making it broader than other forms of certification, and it is less complex. It is tailored specifically for smaller organisations employing 1 to 250 persons. It widens marketability into public sector and corporate prime contractors. Local Authorities spend £40 Billion pa on external services and are now targeted to ensure 25% of suppliers are SMEs.

For more information contact Clive Bonny [clive@consult-smp.com](mailto:clive@consult-smp.com) 01273 308865.



# Coming to the K2 - September 22nd

## SOUTH EAST CONSTRUCTION EXPO 2022

The building Industry expo that's bigger and better than ever!



**There's a huge buzz about this year's South East Construction Expo.** It's being hosted at the impressive K2 conference centre in Crawley, which offers great transport links and free parking to visitors. The size of the venue also means the show will be double the size of last year.

Visitors can expect to see live demos, and interactive stands, as well as meet and network with industry connections from across the South East.



MP and Minister for Construction, Lee Rowley, will open the show

This year the show will be officially opened by Lee Rowley MP, Minister for Industry and Construction. He will also deliver the opening speech of the expo and then visit the exhibitor stands while he is there.

Expo organiser, Carole Black, says, "We are really pleased to have the support of the Minister for the show. The construction industry is extremely diverse and has performed exceptionally over the last two years, in

that it actually grew and helped the UK economy during the pandemic. We think it's great that the Minister for Industry is coming to show his appreciation of that."

Also confirmed to speak is David Smith, Economics Editor of the Sunday Times, who will be discussing how the construction industry can weather the current economic storm.

Exhibitor bookings are already up on last year, with companies from all parts of the construction industry looking to show off what they can do to attendees. The high ceilings inside the venue mean that large items can be brought inside and exhibitors can get really creative.

There will also be other keynote speakers, networking areas, 'meet the buyer' areas and outdoor displays. "The 2022 Expo is going to be a vibrant, exciting and brilliant place to be on September 22nd and we're really excited." says Carole.

For more information on exhibiting or attending please visit the website: <http://www.constructionexpouk.co.uk>

# Pentagon's sustainable approach to the plastic injection moulding process

Pentagon are deeply committed to our organisational sustainability programme and regularly bring together representatives throughout all areas of the business to discuss continuous improvement initiatives.

In terms of sustainability in our manufacturing process there are several considered areas when looking at new products, these can include cutting down waste by the introduction of direct hot tip feed systems or recycling waste back into production at controlled levels.

The design for manufacture (DFM) stage is where we will actively consider the suitability of recycled materials or bio polymers for production as opposed to specified virgin materials. However, given the nature of some of the medical mouldings that are produced here the risk of contamination is usually too high for consideration. Where we are looking at moulding projects for equipment used within the medical environment and for products in other industry sectors there are more environmentally friendly thermoplastic options available.

In the main we find customers will approach us with a specified grade of thermoplastic suitable for their product which has been researched and sourced by their design team both environmentally and sustainability considerations. We will still highlight alternatives should we believe that there would be a comparable and suitable suggestion for the products that meet the needs of its end use. The regular use recycled polymers that the mould shop processes are recycled Poly Propylene, ABS and Polycarbonate which currently have a combined annual usage of around 6.5 tonnes per annum. We also look at other elements such as coring out of a product to reduce the volume of plastic used for product manufacture, while ensuring the product will remain fit for purpose.

Pentagon adopts a conscientious approach to mould tool design with a keen focus on negating the need for waste plastics in processing. Optimal cavitation, utilisation of hot runner systems, minimising waste, improving yields, and optimising the process are all considerations.

Through a measured and documented trialling process

## PENTAGON



**We adopt a conscientious approach to mould tool design with a keen focus on negating the need for waste plastics in processing**

our moulding Technicians ensure that all trial settings and its effects are recorded so as not to repeat processing errors causing excess waste at the development phase. Once optimum processing settings are achieved all documentation is held against product records for reference. Should any processing issues manifest in future production runs we ensure they are documented, and process improvements are implemented.

When a customer product reaches the final production stages our technicians deliver process optimisation to eliminate production of waste product, supported by our expansive quality control processes means that regular patrol inspections ensure any product that is substandard is picked up at the earliest opportunity and any processing issues are rectified to minimise the production of waste product.

Having several experienced quality inspectors allows us





to operate a concise waste mitigation programme through quality control, continual monitoring and working to reduce scrappage throughout the injection moulding process.

Scrap rates are monitored and recorded, where viable waste product is reground on site and used for the manufacture of company trade show give away's such as Coasters or Large Paperclips. All other waste is disposed of appropriately according to specific regulations.

In broader terms of the business our Sustainability Committee are also working on a number of other initiatives including:

- Conscientious purchasing of new equipment and machinery
- Sustainable packaging options
- Instillation of hand dryers
- Paperless process and print reduction
- Installation of mains water drinking machines

- Conscientious stationary and sundry supplies
- Supply partners with detailed sustainability and ethical commitments considered

As a UK Manufacturer we recognise our environmental responsibility and that that consideration needs to flow through all areas of the business to ensure that we are maximising our sustainability efforts.

If you are looking for a UK based injection moulding supplier that has a firm and proven commitment to the environment, contact us now on 01403 264 397 or email [sales@pentagonplastics.co.uk](mailto:sales@pentagonplastics.co.uk).

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



## Ensuring your transfer pricing policies are fit for purpose

For international or larger UK groups, determining the price at which goods or services are provided between group entities is a critical consideration. This offers the chance to manage global tax exposure by commercially structuring activities and group charges to take advantage of tax rates or incentives in different jurisdictions.

The impact of the global pandemic and world developments means international jurisdictions will have an increased focus on securing tax revenues. To mitigate this risk, businesses should ensure their transfer pricing policies are fit for purpose, have been effectively implemented and appropriately documented. In March 2021 HMRC launched a consultation on UK transfer pricing documentation. The consultation considered whether large companies in the UK should be required to maintain, and produce upon request, Master File and Local File documentation in line with the OECD standardised approach.



Emma McCartney

HMRC intends to consult on associated draft legislation in 2022, with any new rules expected to take effect from April 2023.

Given the direction of travel, it may be advantageous to adopt this Master File and Local File format now even where the Group does not cross the large EUR 750 million threshold.

In addition, the 2022 OECD Transfer Pricing

Guidelines have recently been issued which update the 2017 guidelines for developments and guidance in the last five years including:

1. Revised guidance on the Transactional Profit Split Method which aims to clarify situations where this is the most appropriate method to use;
2. Guidance for tax administrations to help applying a suitable approach to Hard-to-Value Intangibles;
3. Transfer Pricing Guidance on Financial Transactions; and
4. Consistency changes to the rest of the OECD Transfer Pricing Guidelines.

In summary, if your group has not considered transfer pricing or has not reviewed its policies and documentation approach recently, these should be reviewed to ensure compliance with current guidance and impending legislative changes.

Contact Emma McCartney at:  
[EMcCartney@menzies.co.uk](mailto:EMcCartney@menzies.co.uk)

## Employment: A Quick (Post Lockdown) Catch Up

The past two years have been busy for everyone, including us! We're delighted to be part of Diamond Magazine again: you'll see more of us in future editions (and at future events – we look forward to saying hello to old friends and meeting new ones).

Going forward, we'll look at various employment "challenges" and provide practical tips. For today, even though most Covid related employment measures have ended, employers still need to keep in mind a few things. Here's a quick round up:

- The Coronavirus Job Retention Scheme has closed but businesses need to keep documentation (including CJRS records and furlough agreements) for up to six years.
- Workers are no longer legally obliged to tell their employers when required

to self-isolate. However, employers and workers should continue to follow government guidance in place for those with Covid.

- On 1 April 2022, the requirement for employers to explicitly consider Covid in their risk assessments was removed (with limited exceptions). However, employers must continue to comply with their usual health and safety obligations and consider the needs of 'increased risk' employees.
- On the same date, the existing 'Working Safely' guidance was due to be replaced with new public health guidance. That said, at the time of writing nothing has been published so watch this space.
- Adjusted right to work checks remain in place until 30 September 2022 to help employers with post pandemic



Laura McMaster

practices. In addition, businesses can now use Identification Document Validation Technology to perform digital checks on eligible British/Irish citizens. To assist employers we've updated our Employment & HR Guide! This quick reference guide sets out key facts and figures plus the 'what's to come' in employment law.

Go to [pdt.co.uk/hrguide](https://pdt.co.uk/hrguide) to download it now.



# RISE to the challenge with innovation

Are you a small to medium-sized (SME) business in West Sussex with a bright idea, but perhaps don't have the spare funds to access the expertise or support to help it flourish?

RISE (Research and Innovation in Sussex Excellence) provides a low-risk, cost free and time effective route to explore your R&D project and help your business to innovate and grow.

Experts will work with you to draw up an innovation action plan, and access cutting-edge research from the universities of Brighton and Sussex to develop, or improve a product, process, or service.

Lorraine Bell, Head of RISE, says "If you have an idea that has the potential to create value for your business, will help you become more productive, competitive and sustainable, then we want to hear from you."

"RISE is a really exciting programme which offers webinars, workshops, 1-2-1 support, access to an online community and direct access to cutting-edge research from the universities of Brighton and Sussex – at no cost to members."

## Membership

Small to medium-sized businesses in the West Sussex Coast to Capital region are welcome to join, subject to eligibility. Once membership is confirmed, an Innovation Advisor will meet with you to discuss your challenges and opportunities, explore any potential gaps in capability and knowledge, and work with you on plan before putting you in contact with the right expertise.

RISE has three key elements:

1. Up to £7,500 worth of free innovation support. This is not a cash grant, but a transfer of knowledge and expertise. This includes funding to 'buy time' with university academics and

## RISE is a really exciting programme

The RISE programme is receiving up to £603,514 of funding from the European Regional Development Fund as part of the European Structural and Investment Funds Growth Programme 2014-2020 in England. Grant Reference: 04R21P04430



## Research and Innovation



Mark Hadley and Zoe Webb,  
RISE Innovation Advisors

Lorraine Bell

get direct input on your project. This could be anything from research on barriers to market, to drawing up a technology map, validating a concept or developing a prototype.

2. Access to a secure portal. The portal is a digital space where members can connect and network with their peers, access toolkits, tips and advice on funding and innovation.
3. Access to a range of bespoke workshops and masterclasses. Sessions are created to be bite-sized and draw on the latest thinking around innovation, growth, and resilience.

Lorraine says: "RISE is unique in that there's access to expertise from two universities, no lengthy funding applications to complete, and we're able to quickly assess and scope ideas and put together a workable plan. We can also draw up Non-Disclosure Agreements (NDAs) to protect intellectual property rights where needed.

We know that time constraints can be crippling, so there are no two-day workshops, just bite-sized initiatives. We aim for a quick return on investment. Just an hour a week could pay dividends in terms of improving efficiency and productivity.

Our Innovation Advisors can get the bones of an idea in an hour and come back later with questions. Hardwiring the process, working out finances, writing a proposal and documentation is all taken care of by the team, completely confidentially."

Could your business be eligible? Visit [rise-innovation.uk](http://rise-innovation.uk) to find out more.



HM Government



University of Brighton



UNIVERSITY OF SUSSEX

## Your social media insights explained

Social media platforms are arguably simple to use, however, when it comes to utilising these platforms for your business, understanding the metrics and data behind your posts can be confusing.

Reach and impressions are important metrics to consider, revealing if you're reaching your target audience and your content is on track for exposure to wider audiences.

Reach and impressions can mean different things on different social platforms, but in general, refer to two concepts.

### What is reach?

Reach is metric data showing how many times your post was seen and the number of unique accounts that have seen

any of your posts. If 100 people have seen your post/ad your content's reach is 100.

It also breaks the information down into followers and non-followers.

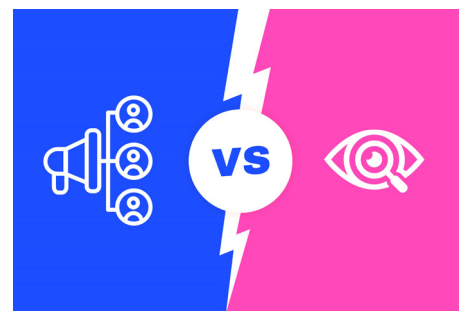
### Why is reach important?

Reach is tracked on a daily or weekly basis, allowing you to identify which posts have been seen the most on social media.

This information is highly valuable, as you can compare your reach depending on certain posts or social activity.

### What are impressions?

The impressions metric is the total number of times your ad or content has been displayed on a screen. For example, if your ad popped up on a screen 300



times, the number of impressions would be 300.

### Why are impressions important?

Brand awareness is a primary objective in gaining new social media consumers. Continually driving impressions is crucial to brand success, leading to increased engagement and a growing community size.

<https://scaramanga.agency/>

## Supporting 'Family Support Work'

The Gatwick Diamond Business is all about connecting the community – bringing members together across industries with news, training seminars, online meetings and once again in-person events.

The January gdb members meeting hosted by Denbies Wine Estate, Nikki Kerr of long-standing Sussex charity Family Support Work had an introductory speaking slot to give an overview of their vital work. At the end Nikki requested wanting to speak to any IT company attending.

Attending the meeting from IT Genie was Julia Hankin, who discovered through Nikki that Family Support Work had a number of PCs and Laptops they needed wiping and restoring to factory settings, for some new starters.

Their existing IT provider wanted to charge a 'hefty' fee to reset the computers, due to not being covered in their support agreement. Whereas Gino Choucair, Managing Director of IT Genie was delighted to authorize



Nikki Kerr & Gino Choucair

restoring FSW's computers to as-new settings - pro bono.

With the computers dropped off at the IT Genie HQ on the Manor Royal, we set to work securely wiping all data from each and restoring them to as-new settings; This task we used as an induction training exercise for the newest member of the support team. One of the laptops was suffering from pixel line failure, how-

ever, could still be repurposed paired with an external monitor.

Following collection, Nikki Kerr said "We'd like to say a massive thank you to the wonderful people at IT Genie Limited who have helped us by wiping and restoring some old laptops and desktops so that they can be used by new members of staff. As fellow members of Gatwick Diamond Business it just goes to show that #networkingworks - this kind gesture has saved our charity hundreds of pounds that we can use on carrying out our direct support services to vulnerable families in Sussex. Please check IT Genie out to see if they can help your business!"

This is the beauty of networking connections, being able to assist each other to mutual benefit.

Ask IT Genie for a free IT Discovery call, grab us at the next gdb meeting, call 0345 0945 353 or email [info@itgenie.com](mailto:info@itgenie.com).  
<https://www.familysupportwork.org/>



## Make more of your time with a hidden resource

At The Sales Managers' Academy®, we've learnt a lot about motivation and engagement over the years which also applies to any team in any organisation.

Gallup consistently reports that that only 25% of the workforce are actively engaged and 15% are actively disengaged. That means 60% use just enough energy to get through the day. Throw in the new challenges of hybrid working and the reported difficulty of recruiting

and retaining team members, we can see why all types of organisational leaders and managers tell us they are always challenged with time.

Yet, investing time in finding out what really motivates you and your colleagues can payback in higher engagement and productivity.

Here's how you can get 16.43 more productive days in your year without working more hours.

Take an 8-hour working day, take away an hour for breaks. Let's say that you are productive for 70% of those 7 hours. (No one is 100% energised for every minute)

To get that extra productive time, tap into your hidden energy, we all have it, and we choose whether to use it or not even if only subconsciously.

Use your hidden energy for just 10% of

your time, and you will be more productive for an extra 30 minutes every day.

This equates to 150 minutes or 2.5 hours a week or 115 hours in a 46-week year = 16.43 days.

Imagine what more you could achieve and imagine what your organisation could achieve with an extra 16.43 productive days per person without working longer hours.

To get going, invest time to work through what really energises or motivates you and consider how you can apply this energy to your working day.

If you want more help to find ways to tap into your hidden energy, we're here to help.

[www.motivationteam.uk](http://www.motivationteam.uk)

Tel: 0333 772 1460



## Times have changed, but well-being is still at the forefront

After the challenging years we have all faced as business operators, often prioritising survival over everything else, it's difficult to know when to stop and take stock of what is left.

It's important to re-examine what truly matters to your business. For some of you it will remain tunnel-vision at all costs to the bottom-line, but for many others it will be looking after the most important assets at your disposal: Your people.

Your teams may have changed over the past few years, but for a lot of them they will not be alone in considering what is truly important to them and the lives of their families. This can spark changes through vocation and lifestyle, both.

Pre-pandemic, companies were prioritising their employee's well-being and as a business we flourished. What is clear now, more than ever, is that this hasn't changed and remains crucial.

We have recently retained one of our biggest clients BHP, who are one of the largest mineral mining companies in the world. This was not only a huge boost for



our business, but also an indication that now more than ever, the well-being of our employees is crucial to productivity, retainment, and recruitment.

Barefoot Healing now returns to work, with our original and new team of therapists, raring to reignite your team's passions and in turn, providing your company's key assets with a positive mindset.

We have so many wonderful ideas for

2022, and if you recognise that a shift of energy is much needed in your company, please do not hesitate in reaching out to Barefoot Healing.

From simple on-site massage to customised holistic workshops at your workplace, contact [corinna@barefoothealing.co.uk](mailto:corinna@barefoothealing.co.uk) for more information on what we can offer you and your teams.

# Less fluff, more focus

**How a fully-funded workshop helped gdb bring focus to its marketing.**

It's a question that's vexed us for years; how on earth does gdb speak effectively to all the different businesses we can help? How can we connect with organisations ranging in size and type from Gatwick Airport to a one-person consultancy?

Historically, we've struggled to cut through with our message and the whole thing felt very disjointed. We needed less fluff and more focus.

So when we heard about an offer from Coast to Capital for a fully-funded brand and marketing workshop with an expert, it sounded like just what the doctor ordered.

## **A thorough diagnosis**

The workshop was delivered by Tomango – who are themselves gdb members – and as a team we met with Mark Vaesen over three deep-dive sessions, to uncover where to focus our marketing to have the most impact.

We worked on our Positioning (what we do best and who we do it for), developed a set of Key Messages to use in our marketing, and put together a Communications Plan, so we know which activities to focus on to deliver the best value for money.

## **Not just theory**

I've been on many of these workshops over the years, but what made this one different was the way that Mark made the theory relevant to the everyday; yes, we came away with much more clarity about the gdb brand, but also we had some real, practical ways we could put our new plans into action.

## **The big stuff...and the little nuggets**

We all learnt a lot during our sessions. Most importantly, we now know:

- Who we are and what we do best
- What our offering is, and why our members (our customers) should care
- Who our customers are and what problems we can help them solve
- How to reach them, and what channels to use to give us the best return on investment
- What to say to them to get their interest and, ultimately, welcome them as new gdb members

We also unearthed some real nuggets – like how to make the emails we send out to you more engaging, and how to identify and improve the most popular parts of the gdb website.



Mark Vaesen

**We know many of our members also find marketing a real challenge. The great news is that you too could be eligible for a funded workshop from Coast to Capital.**

## **Do you struggle with your marketing?**

We know many of our members also find marketing a real challenge. The great news is that you too could be eligible for a funded workshop from Coast to Capital.

Now that we've road-tested it for you, we whole-heartedly recommend it!

Mark at Tomango has kindly offered to speak to any members who want to apply. You can email him at [mark@tomango.co.uk](mailto:mark@tomango.co.uk) to find out more.

## **gdb is more than just networking**

To demonstrate some of our new messaging, I'll close by pointing out that this is an excellent example of the extra benefits you can enjoy as a gdb member.

**gdb's much more than just networking – find out about all the benefits you get from your membership at:**  
[www.gatwickdiamondbusiness.com/membership](http://www.gatwickdiamondbusiness.com/membership)



# Thinkers Challengers Innovators Leaders

DISCOVER THE SUSSEX MBA

FIND OUT MORE  
[www.sussexmba.com](http://www.sussexmba.com)

## ADAVIRTUAL Business Support at the FSB Celebrating Small Business Awards 2022

Ada, Sian and Ruta from the team at ADAVIRTUAL Business Support attended the FSB Celebrating Small Business Awards for the South East region on Friday 25th March at Hickstead International Showground.

ADAVIRTUAL was honoured to be shortlisted as a finalist for Micro Business of the Year alongside some outstanding businesses.

The team enjoyed a delicious 3 course meal whilst listening to many inspirational stories of businesses from across the South East region. Although the team didn't win on this occasion, their congratulations went to Simply

Ice Cream, based in Kent, who took home the prize of Micro Business of the Year.

ADAVIRTUAL were also lucky enough to be on a table with The English Soap Company who won Family Business of the Year. They were also kind enough to share with the team a sample of their hand sanitizer which smells lovely.

As a business support company whose main mission is to help start-ups and small businesses to succeed and grow, it was an inspiration for the team to be surrounded by such entrepreneurial spirit and business success all in one place.



[www.adavirtual.com](http://www.adavirtual.com)  
[hello@adavirtual.com](mailto:hello@adavirtual.com)

## Thinking about your next steps?



Following the uncertainty and upheavals of the past couple of years, many of us are rethinking our futures, changing direction, and looking for new opportunities.

This May, we at Orbital South Colleges will be hosting Careers and Jobs fairs at both of our colleges, offering a great chance to meet employers and representatives from charities and universities to discover a wide range of career and progression opportunities.

The fairs will take place between 11:00 – 15:00 at East Surrey College in Redhill on Monday 23 May and John Ruskin College in Croydon on Wednesday 25 May.

Bring along copies of your CV (advisable but not essential) and you'll be able to:

- Meet local employers
- Apply for a current job role or register for future vacancies
- Discover volunteering and work experience opportunities
- Explore a wide range of progression opportunities including Apprenticeships, T Levels and Higher Education
- Speak to our Careers Team for advice and guidance

Book your free ticket at [www.esc.ac.uk/events](http://www.esc.ac.uk/events) or [www.johnruskin.ac.uk/events](http://www.johnruskin.ac.uk/events)

Apprenticeships are an excellent option for those wanting to change of career direction as you can earn a wage whilst gaining the skills and knowledge required through a combination of learning and industry experience.

East Surrey College is proud to be a key deliverer of Apprenticeships, and we are delighted that one of Engineering students recently won 'Apprentice of the Year' at the Gatwick Diamond Business Awards. The Award celebrated George's outstanding progress and commitment to personal development through his work with Gatwick Airport Ltd.

To find out more about Apprenticeships offered at our colleges, visit [www.esc.ac.uk](http://www.esc.ac.uk) or [www.johnruskin.ac.uk](http://www.johnruskin.ac.uk). If you're an Employer interested in providing Apprenticeships, please get in touch with our Employer Services teams at [employerservices@esc.ac.uk](mailto:employerservices@esc.ac.uk) or [jrcemployerservices@johnruskin.ac.uk](mailto:jrcemployerservices@johnruskin.ac.uk).



# Mayo Wynne Baxter joins Ampa to support expansion plans in South East

Leading Sussex law firm Mayo Wynne Baxter has joined national legal and professional services group Ampa to enhance its ambitious plans for growth, as the firm expands into Surrey and Kent.

Mayo Wynne Baxter, founded more than 150 years ago in Lewes, will continue to operate as a separate brand, growing its market position as it continues to deliver legal services for businesses, people and their families throughout the South East.

No money is being exchanged as part of the merger and the firm's equity partners will merge into Ampa's membership. The move to join Ampa is part of a wider strategy shared by the businesses for growth, collaboration and combined infrastructure, as well as shared values supporting clients and the community.

Joining the group will enable Mayo Wynne Baxter to increase its service offering for clients, tapping into more than 900 experts across the group of brands and Ampa's group London hub.

The group is proactively looking to recruit talented people across the South East and no redundancies are planned.

Dean Orgill, Chief Executive Partner at Mayo Wynne Baxter, said: "A merger with Ampa, which shares our values, will enable us to do even more to support our clients, people and our local community. It's an exciting time in our firm's evolution, which will build on its historic foundations.

"We are recruiting proactively across Sussex, Surrey and Kent to grow the business and deliver more opportunities for jobs as well as internal career progression. Being part of the Ampa group enables us to increase the pace of this programme."

**It's an exciting time in our firm's evolution, which will build on its historic foundations**

Dean will sit on the Ampa group board while also working with the firm's partners to steer the growth of Mayo Wynne Baxter as a regional anchor brand for the group.

Joining the likes of full-service Midlands and London-based law firm Shakespeare Martineau and planning consultancy Marrons Planning, Mayo Wynne Baxter will become the regional anchor brand for Ampa in the South East.



Sarah Walker-Smith & Dean Orgill

Mayo Wynne Baxter's personal injury and clinical negligence teams will join Ampa's existing national consumer-focussed law brand Lime Solicitors, with full continuity of service for clients, adding around £1.2m additional turnover to Lime Solicitors.

Sarah Walker-Smith, Group CEO at Ampa, said: "Each brand in our group is empowered to deliver on its growth ambitions and retaining autonomy whilst collaborating with each other when it makes sense to do so for the greater good.

"Mayo Wynne Baxter has a unique geography, local market affinity, excellent client relationships, strong employer brand and a great reputation – which is why it is so important that it maintains its brand and market positions. It has been great to meet and now go into partnership with a similarly progressive business and like-minded people to help us drive the Ampa vision."

All Ampa brands are recruiting lateral hires and teams, and the group is proactively looking for like-minded businesses to join the group.

The merger will take Ampa to a turnover above £100m for 2022/23 and a group of more than 1,100 people immediately.

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



## DIAMOND EXPERTS *Market Place*

**Roffey Park Institute on Tuesday 28th June (8:30-14:30)**  
**FREE for all gdb members**

Meet the experts at our Diamond Experts Market Place, where you can showcase your expertise, build connections, Identify opportunities for partnership and collaboration, and learn about latest thinking and innovation.



**In partnership with**



### **What you will see:**

- Village Green setting
- Market Hall with exhibition stand (stalls)
- Expert Presentations
- In-depth group discussion area
- Space for more private discussions or just to relax
- BBQ lunch with local beers!

### **For More Information**

[www.gatwickdiamondbusiness.com](http://www.gatwickdiamondbusiness.com)  
[katie@gatwickdiamondbusiness.com](mailto:katie@gatwickdiamondbusiness.com)  
01293 440088



# Upcoming Events

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

## **gdb** Networking

**Thursday 12th May: 08.30 - 10.00**

### **The gdb Business Breakfast**

- Brought to you in partnership with Crawley College, this monthly breakfast will provide a friendly, relaxed, and informative environment for local businesses to network.
- £15 + VAT for gdb Members
- £17.50 + VAT for Non-Members

**Thursday 19th May: 11.00 - 15.00**

### **gdb Luxury Car and Summer Lunch Experience**

- We are delighted to be hosting the gdb Luxury Car and Summer Experience at Ashdown Park Hotel & Country Club in partnership with Harwoods Group.
- £50 + VAT for gdb Members & Guests of Harwoods
- £65 + VAT for Non-Members

**Friday 27th May: 11.00 - 12.00**

### **gdb Educational Seminar at Holiday Inn Gatwick Worth**

- **‘Managing an ‘Agile’ Team, Revitalising Workplace Culture and Staff Engagement’**
- Presenter: Pam Loch, Solicitor and Managing Director, Loch Associates Group

**Friday 27th May: 12.00 - 14.30**

### **gdb May Members Meeting at Holiday Inn Gatwick Worth**

- Stay connected with the gdb Team and your fellow Members
- Free for gdb Members
- £25 + VAT for Non-Members

**Thursday 9th June: 08.30 - 10.00**

### **The gdb Business Breakfast**

- Brought to you in partnership with Crawley College, this monthly breakfast will provide a friendly, relaxed, and informative environment for local businesses to network.
- £15 + VAT for gdb Members
- £17.50 + VAT for Non-Members

**Friday 17th June: 12.00 - 14.30**

### **Networking at Ease hosted by Sodexo Prestige at the American Express Community Stadium**

- Network and build a range of business contacts, whilst enjoying a delicious three course lunch at this football stadium in the City of Brighton and Hove that serves as the home of Premier League club Brighton & Hove Albion.
- £37.50 + VAT for gdb Members
- £47.50 + VAT for Non-Members

**Friday 24th June: 12.00 - 14.30**

### **gdb June Members Meeting at Sandman Signature London Gatwick Hotel with Loch Associates Group Ltd**

- Stay connected with the gdb Team and your fellow Members
- Free for gdb Members
- £25 + VAT for Non-Members

**Get Connected with your Business Community through the Events Programme**

# **gdb welcomes new members**

Membership of gdb will help you raise your organisation's profile within the Gatwick Diamond and build your business connections.



**BENCHMARK  
REPROGRAPHICS**

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

## **Benchmark Reprographics**

Benchmark Reprographics has been established for over 30 years and is a digital print, signage, exhibition and packaging supplier, a family run business with a focus on service and quality.

If you are looking for prototype packaging, sustainable exhibition display

solutions or a small run of business cards for a unique event we would love to discuss your requirements. Using the latest technology, we pride ourselves on our innovative approach to your requirements.

#You think it, we print it



## **CMAC**

Every year, almost two million travellers trust CMAC to get them where they're going.

We provide a single source solution for global taxi, executive car, minibuss, and coach hire requirements helping businesses to save valuable time, whilst ensuring compliance with relevant policies and procedures.

Our booking tool gives clients, such

as corporates, airlines and train operators, direct access to the largest ground transport supply chain, with over 2.5 million vehicles at your fingertips, whilst supporting delivery against policy compliance, duty of care, traveller safety, risk management and budget control.

Our gold-rated experienced travel experts are available 24/7, 365 days a year.



## **DHA**

DHA provides expert Town Planning advice from our offices in Sussex and Kent.

We provide a quality service to landowners, businesses, local authorities and developers on developments of all types and scales – offering multidisciplinary guidance and advice on all aspects of the planning system to maximise the

value and potential of property.

Our Crawley town centre office allows us to provide a local service to our Sussex and Surrey clients, supporting existing planning and development projects in the region, as well as providing new opportunities.

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





## DISCprofiles

If your people don't work together optimally, that's an overhead on your business. We improve the productivity and effectiveness of your people by improving their behavioural interactions, whether that's 1-2-1 relationships or intra Team relationships.

But what makes us really different is that we apply the same behavioural tech-

niques to enable your people to develop better relations with any 3rd parties your business deals with such as prospects, clients, suppliers or even the tax man. This can enable them to increase sales, improve customer retention and negotiate better supplier terms.

Call now for a chat – and maybe even a demonstration!

[www.discprofiles.uk](http://www.discprofiles.uk)



## enablesIT

With 30 years in the business, enablesIT sees a business world where information is always available, and IT delivers your business outcomes.

We believe in working with our cus-

tomers to deliver, manage, and integrate their technology. Our customers should always be confident that they are in control of their business, with a system that is designed to suit them.

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



## ERMCO

ERMCO are Fire Safety Specialists, all ERMCO staff are ex Fire Service Officers with many years of frontline experience. ERMCO work alongside companies providing:

Fire Risk Assessments (a legal requirement), Fire Safety Training, both interactive for emergency planning and standard fire awareness and fire warden

training, ERMCO also provide Emergency Response Information Packs, these are vital in providing the emergency services with the key information about your building and company to ensure any incident is given the best possible opportunity to be resolved rapidly and business recovery to take place as quickly as possible.

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



## Family Law Partners

At Family Law Partners we focus on minimising the emotional and financial cost for our clients and their family.

We can help you with:

- Divorce and Separation
- Dissolution of Civil Partnerships
- Cohabitation disputes
- Children matters
- Prenuptial and Postnuptial agreements
- Cohabitation agreements

• Mediation and Collaborative Law  
Family Law Partners offices cover the South East with offices in Horsham, London and Brighton and we advise clients in all surrounding areas.

Family Law Partners are recognised as a leading firm in Chambers and Partners (band 1) and Legal 500 (tier 1) and are listed in The Times Best Law Firms 2022.

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



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

## Knights

Knights are a full service, Residential Lettings Specialist operating successfully throughout the Gatwick Diamond since 2010. We are fully qualified members of ARLA Propertymark, ensuring highest standards of operation. We all share a passion for delivering first class service and have a deep understanding of marketing, tenant screening, lettings legisla-

tion and everything that goes alongside creating long-lasting, trouble-free tenancies for our clients.

As well as Letting and Managing property, we also operate a FREE Landlord Mentorship. Designed to help Investors become Landlords maximising returns, minimising expense while avoiding common mistakes.



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

## Mairon Freight UK

Mairon UK are a freight management business. We manage our customers freight both domestically and internationally. We handle imports/exports via Air/Road/Sea as well as domestic traffic. Mairon UK also provide 3PL services as well as storage within our warehouses.

We have been established since 1998

and are part of two global networks. We have a strong and reliable supply chain which is flexible to meet our customers' requirements.

We pride ourselves on our service levels, to us our customers are not a number, we give our customers the one to one level of service they deserve.



## PSC Global

Based in Worthing, PSC Global is a forward thinking, specialist gasket and kitting manufacturer that delivers value through supply chain management solutions. We work with clients in a wide range of sectors including engineering, medical, defence and automotive.

Our passionate and talented team

pride themselves on their collaborative approach, and our customer-focused mentality delivers reduced working capital, on time results and exceptional service. Our ambition is to become the European market leader for gasket manufacturing, kitting and supply chain management logistics.

[www.psg-scm.com](http://www.psg-scm.com)



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

## Ridgeview

Ridgeview have been crafting traditional method sparkling wines since 1995. Established near the village of Ditchling, this second-generation family business was crowned the globes best in the 'International Wine & Spirit Competition' in 2018. The family are incredibly proud to have been served at a collection of Royal occasions in-

cluding to former USA President Barack Obama at Buckingham Palace. The vineyard is situated in the South Downs National Park where visitors can drink in the gorgeous view that gives Ridgeview its name and celebrate the family message which is found written in the neck foil of every bottle that; 'Life is for Celebrating'





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

## Rockinghorse Children's Charity

Rockinghorse Children's Charity is your local children's charity, supporting sick and disabled children throughout Sussex since 1967. They provide help both in and out of hospitals, making sure that children get the best possible chance in life.

Despite being a small charity, last year they made a difference to 12,000 children, and since their beginnings they

have supported nearly a million babies, children, and teenagers.

They fund lifesaving equipment, ground-breaking research, vital additional staff, and projects in children's hospitals, wards, and services across the county, all with the aim of letting children be children, no matter how sick they are.



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

## SIPL

We are SIPL, a local digital marketing business based in Haywards Heath, West Sussex. We consistently deliver progressive, cost-effective, one-stop solutions for businesses. Our services range from web design and management to social media marketing. View our most recent projects: <https://www.ouhlala.co.uk/> and <https://shop.nuffieldhealth.com/>

At SIPL we offer the following services:

- Website design and build
- New Products and website updates
- Driving sales
- Stock management
- Cost management
- Data management
- Marketing
- Social Media
- Graphic Design

## Referrals

**#goodpeopleknowgoodpeople**

**We would like to thank the following members for referring gdb to their business contacts:**

- Chailey Heritage Foundation for referring ADAVIRTUAL Business Support
- Sarah Riley from Utility Warehouse for referring London Mozart Players
- Jeff Downs from Quantum Sales for referring CMAC Group UK Limited
- Stefan Buss from Storm12 for referring PSC Global
- Matthew Tyson from Richard Place Dobson for referring Metro Bank

**Need to Put Your Company In the Spotlight?**  
**Contact us for excellent advertising rates!**  
**[diamondmag@gatwickdiamondbusiness.com](mailto:diamondmag@gatwickdiamondbusiness.com)**

# Diamond Listing Directory

## Welcome to your Diamond Listing Directory

The gdb member companies listed below have a Diamond Listing in the online gdb Members Directory.

For a full list of gdb members please go to [www.gatwickdiamondbusiness.com/68-diamond-listing.html](http://www.gatwickdiamondbusiness.com/68-diamond-listing.html)

And contact us to find out how to enhance your listing and raise your profile in **PINK!**

### Accounting / Financial Services



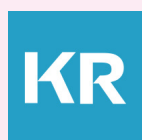
#### Brewin Dolphin

<https://www.brewin.co.uk/individuals/our-offices/gatwick>  
paul.cannons@brewin.co.uk  
01293 661323



#### Carpenter Box

<https://www.carpenterbox.com/>  
info@carpenterbox.com  
01293 227670



#### Kreston Reeves

<https://www.krestonreeves.com/>  
tracy.morrison@krestonreeves.com  
01293 776152



#### mnAI

<https://www.mnai.tech/>  
sales@mnai.tech  
020 31516624



#### Servo Private Wealth

<https://www.servoprivatewealth.com/>  
info@servoprivatewealth.com  
01444 715200



### Airport / Airline Services

#### Gatwick Airport

<https://www.gatwickairport.com/>  
richard.lennard@gatwickairport.com  
0844 335 1802



#### Virgin Atlantic Airways Ltd

<https://www.virginatlantic.com/>  
01293 747747

### Architectural / Construction / Maintenance



#### Bill Solutions Ltd

<http://bill-solutions.co.uk/>  
enquiries@bill-solutions.co.uk  
01293 553221

### Banking



#### HSBC

<https://www.hsbc.co.uk/>  
sarah.k.milligan@hsbc.com  
07717 690813



#### NatWest

<https://personal.natwest.com/personal.html>  
Andrew.Kettle@natwest.com  
01293 643096



## Environmental Services



### Cleankill Pest Control

<https://www.cleankill.co.uk/>  
enquiries@cleankill.co.uk  
0208 668 5477

## Food & Drink



### Love Water

<https://www.lovewater.com/>  
nick.swan@lovewater.com  
0345 5200820



### Nestle UK Ltd

<https://www.nestle.co.uk/en-gb>  
020 8686 3333

## Hotels / Venues / Events



### Ashdown Park Hotel

<https://www.ashdownpark.com/>  
conference@ashdownpark.com  
01342 824988



### Millennium & Cophthorne Hotels Plc

<https://www.millenniumhotels.com/>  
torsten.puck@millenniumhotels.com  
01342 348800



### The Grand Brighton

<https://www.grandbrighton.co.uk/>  
info@grandbrighton.co.uk  
01273 224300

## Insurance / Risk Services / Compliance



### First Central

<https://www.1stcentralinsurance.com/>  
jo.harrison@1stcentral.co.uk  
0333 043 2066



### Plan Insurance Brokers

<https://www.planinsurance.co.uk/>  
marketing@planinsurance.co.uk  
0203 004 5572



## IT Services / IT Support

### Cloud9 Insight Ltd

<https://www.cloud9insight.com/>  
accounts@cloud9insight.com  
01273 921510



### E-mpower IT

<https://e-mpower.it/>  
sales@empower.IT  
01444 250404



### Extech Cloud

<https://extechcloud.com/>  
info@extech.co.uk  
01444 443200



### Lucidity

<https://www.getlucidity.com>  
hello@getlucidity.com  
01273 830011



### Red River

<http://www.river.red/>  
info@river.red  
0844 8802357

## Legal Services



### DMH Stallard LLP

<https://www.dmhstallard.com/>  
enquiries@dmhstallard.com  
01293 605000



### HCB Legal Limited

<https://www.hcbgroup.com/>  
victoriahazell@hcbgroup.com  
01293 602892



### Irwin Mitchell

<https://www.irwinmitchell.com/>  
Lee.Harding@irwinmitchell.com  
01293 742700



### Loch Employment Law Ltd

<https://www.lochassociates.co.uk>  
marketing@lochassociates.co.uk  
0203 667 5400



### Mayo Wynne Baxter

<https://www.mayowynnebaxter.co.uk/>  
info@mayowynnebaxter.co.uk  
01273 477071



## Local Government / Public Sector

### Crawley Borough Council

<https://crawley.gov.uk/>  
01293 438000

## Logistics / Travel Services



### Cmac Group UK Limited

<https://www.cmacgroup.com/>  
paul.wait@cmacgroup.com  
0333 358 0156



### Cubic Transportation Systems

<https://www.cubic.com/transportation>  
krishna.desai@cubic.com  
01737 782200



### DNA

<https://www.dna2b.com/>  
info@dna2b.com  
0333 335 8585



### Gatwick Express

<https://www.gatwickexpress.com/>  
Angie.Doll@gtrailway.com  
0345 850 1530



### ILG

<https://www.ilguk.com/>  
info@ilguk.com  
0844 264 8000



### Interparcel

<https://uk.interparcel.com>  
gatwickdbusiness@interparcel.com  
0333 3000 700



### Metrobus

<https://www.metrobus.co.uk/>  
kevin.carey@metrobus.co.uk  
01293 449191

## Manufacturing / Engineering



### Comm.tel

<https://comm.tel-uk.com/>  
sales@telguard.co.uk  
01306 710120



### Pentagon Plastics Ltd

[www.pentagonplastics.co.uk](http://www.pentagonplastics.co.uk)  
sales@pentagonplasitcs.co.uk  
01403 264397



### Sub-Cool-FM Ltd

<https://www.sub-cool-fm.co.uk>  
hello@sub-cool-fm.co.uk  
01293 223044



### Elekta

<https://www.elekta.com/>  
Crawley.Accounts@elekta.com  
01293 654378



### Varian

<https://www.varian.com/>  
steve.pullen@varian.com  
01293 601200



### Welland Medical

<https://wellandmedical.com/>  
SamJackson@WellandMedical.com  
01293 615455

## Motoring / Vehicles



### Bluelite Graphics Ltd

<https://bluelite.co.uk/>  
info@bluelitegraphics.com  
01444 232366



### Benchmark Reprographics Ltd

<https://www.benchmarkrepro.co.uk>  
olliehall@benchmarkrepro.co.uk  
01293 922500



### IT Document Solutions Ltd

<https://itdocumentsolutions.com/>  
jermaine.weeden@itdocumentsolutions.com  
0207 101 0096



### Regency Grove Communications

<http://www.rgcltd.co.uk/>  
enquiries@rgcltd.co.uk  
03300 022222





### SOS Systems Ltd

<https://www.sosystems.co.uk>  
info@sosystems.co.uk  
01293 562525



### Knights Estate Agents

<https://www.knightsproperty.co.uk/>  
info@knightsproperty.co.uk  
01293 855355



### Thakeham Group

<https://thakeham.com/>  
info@thakeham.com  
01403 787300



### Volt

<https://www.volt.eu.com/>  
Charlotte.Gurney@volt.eu.com  
01737 774100



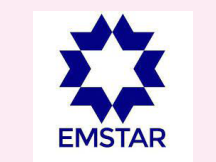
### Chichester College Group

<https://www.chichestercollegigroup.ac.uk/>  
info@chichester.ac.uk  
01243 786321



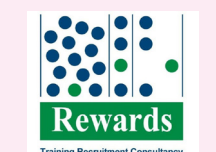
### East Surrey College

<https://www.esc.ac.uk/>  
employerservices@esc.ac.uk  
01737 788316



### Emergency Services Training and Resilience Ltd

<https://www.emstar.biz>  
info@emstar.biz  
020 852 21853



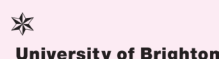
### Rewards Training

<https://www.rewardstraining.co.uk/>  
enquiries@rewardstraining.co.uk  
01293 562651



### Roffey Park

<http://www.roffeypark.com/>  
enquiries@roffeypark.ac.uk  
01293 854020



### University of Brighton

<https://www.brighton.ac.uk/business-services/index.aspx>  
enterprise@brighton.ac.uk  
01273 641039



### University of Sussex

<https://www.sussex.ac.uk/>  
information@sussex.ac.uk  
01273 606755



### Utilities

#### Control Energy Cost

<https://cec.uk.com/>  
sales@cec.uk.com  
01737 556631



### Southern Water

<https://www.southernwater.co.uk/>  
01903 272776

### Recruitment / HR

### Training / Education

Follow  
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latest news from the  
gdb community

Go to the Events Page  
on the gdb website  
for full details on our  
upcoming events

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