

Edition 8

May & June 2021

The magazine for Gatwick Diamond Business members



Changing the way that your business communicates

Charities need to prepare
for the Post-COVID world

Local charity lit up
with positive energy

The railway is ready
when you are

Escape from home
with a return to work



Jeff's Message

Welcome to the May-June 2021 edition of Diamond.

We have a new Diamond Champion!

We are delighted to welcome Cubic Transportation Systems as our latest Diamond Champion member. Based in Redhill and part of a global group, the company is a leading innovator and integrator of payment and information technology and services used by transport operators.

David Wear, Cubic Transportation Systems' Senior Vice President and Managing Director, will personally join an impressive group of Diamond Champions - leaders of our business community and champions of the Gatwick Diamond economic area.

As anticipated in the last edition of Diamond, our new members' support initiatives - Diamond Experts and Diamond Mentors - are now fully up and running with details of how to get involved on

our website. As you work to take your business forward through the recovery and beyond, access to free expert advice and mentoring (for you or a member of your team) could be just what you need to help you get to the next stage.

In my introduction to the March-April Diamond, I focussed on the power of collaboration and networking. So, it was particularly good to receive such positive feedback from our partnership event, 'The Power of Community', held on 20 April in collaboration with the Burgess Hill Business Parks Association, East Grinstead Business Association, Haywards Heath Business Association and Manor Royal Improvement District. All speakers gave excellent examples of business success through collaboration.

At a recent gdb members meeting we ran a poll on when members will again feel confident to attend in-person events. Over 80% said they would be ready no later than the end of September if things continue to go as planned. So, I am pleased to say that we are targeting 24 September for our first in-person members meeting (and AGM) since before the first lockdown.

Our plans are also developing fast for our next flagship Gatwick Diamond Business Awards culminating with the celebratory dinner in March 2022. Recognised as the region's premier Business Awards, sponsorship of GDBA 2022, at



either the headline or category level, is an excellent way to contribute to your business community and to raise the profile of your own organisation. Please get in touch if you would like to explore the opportunities.

Exciting times ahead!

My thanks as usual to Creative Pod for the design of Diamond and to all of you who have shared inspiring stories and advice with the Gatwick Diamond business community.

A handwritten signature in black ink that reads "Jeff".

Jeff Alexander, Chief Executive of Gatwick Diamond Business

I am pleased to say that we are targeting 24th September for our first in-person members meeting (and AGM) since before the first lockdown

Follow @gdbmembership for the best networking in the diamond



Mayo Wynne Baxter
Solicitors



Does your business need a helping hand?

During these unprecedented times, many businesses are struggling so we would like to help. We are offering free general guidance on:

- Unpaid invoices & contract disputes
- Commercial landlord & tenant issues
- Professional Negligence
- Commercial insurance claims
- Trading Standards & consumer complaints
- Shareholder & Partnership disputes
- Employment claims & settlement agreements
- Franchise disputes

Call us on 01273 223290

or visit www.mayowynnebaxter.co.uk/here-to-help

Offices across Sussex

You don't know what you don't know

Did you know that 78% of Generation Z (18-25 year olds) would happily have a device that gives 24/7 internet connection, embedded into their arm? They view full stops in a message as rude. Voicemails make them angry.

Who would have known?!

I'm so glad that I showed up at a webinar to hear an expert present on this fascinating topic.

These are all incredibly useful things for me to know, as many of my SME clients who are expanding their teams, wish to reach out to this group of young people, and attract them to come and work for them.

However, when these small business owners decide that they need to recruit someone new, they don't always initially turn to an expert. I often have business owners say to me:

'I need to hire someone.'

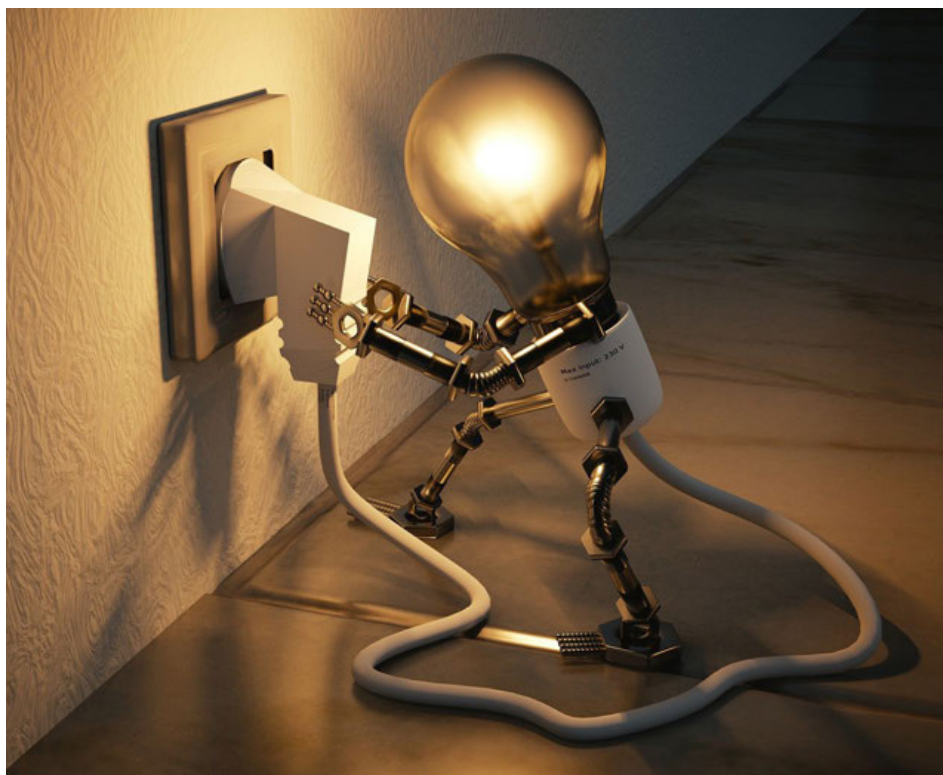
'I hate recruiting, it's a nightmare.'

'It was so disappointing, he sounded so good in the interview, but just couldn't do the job and he upset team members and some of my customers.'

'We had to let him go.'

Does this sound familiar?

These business owners often can't quite put their finger on why this happened but know they need to become better at recruitment.



They don't know what they don't know.

Through working with me, they find out what they don't know. They learn that having a structured recruitment process makes all the difference and everything becomes a whole lot easier. With a new system, they'll:

- gain a deeper understanding of an individual's skills and qualities, especially

ly those they thought were particularly hard to assess in the past.

- get a thorough insight into what makes someone tick.
- find their recruitment decisions to be far more reliable and stress free.

When you're ready to find out what you don't know, contact:
ali@aliwatersassociates.co.uk

Free smoking cessation sessions offered by Crawley Wellbeing

Crawley Wellbeing are employed by Crawley Borough Council, and funded by Public Health England. We were set up 12 years ago to promote health and wellbeing to the people who live and/or work in Crawley.

Stopping smoking is one of the main ways that a person can improve their health and COVID 19 has highlighted this even more. By having professional support and the right Nicotine Replacement Therapy an individual is 4 times more likely to successfully stop smoking.

Crawley Wellbeing can help support clients to access the right medication (Nicotine Replacement Therapy) and give motivation and advice to overcome cravings and any barriers to quitting. We have trained friendly advisors who can chat to you for up to 6 sessions. We can deliver any NRT recommended to your home and this is also free. Since starting in April 2020, 84 smokers have accessed the service and we have achieved a 38% successful quit rate which is above the national average of 26%.

If you or someone you know who lives or works in Crawley, would like help to quit smoking, please do not hesitate to call us on 01293 585317 or email us on wellbeing@crawley.gov.uk.

We also offer a FREE tailored health and wellbeing package to help Employers' support the health of their employees. This could include talks and presentations on a variety of topics and individual wellbeing appointments.

Diamond Experts

Gatwick Diamond Business is much more than just a networking organisation.



We are a business community characterised by member-to-member support, providing an environment in which members come together and share knowledge, expertise and connections.

'Diamond Experts' is aimed at matching the expertise within our membership with the initial guidance needs of other members looking to grow their businesses.

Our 'Diamond Experts' are ready to offer businesses within the gdb community up to 90 minutes of complimentary advice. The areas of expertise offered are:

- Business Development
- Environmental & Energy Services
- Financial Services
- IT Support / Digital Services
- Legal Services
- Recruitment / HR
- Sales / Marketing / PR
- Training / Education



To find out more go to:
www.gatwickdiamondbusiness.com/96-diamond-experts.html

Storm12 elevates Bakers Garden Buildings with new brand

Storm12 have helped local business and new gdb member, Bakers Garden Buildings with a new name and brand. Previously Bakers Timber Buildings, the brand needed modernising and to reflect Bakers' products more accurately, so working alongside Managing Director, Martin Baker, we set about creating a new look and brand toolkit.

The business has evolved so much over the last few years that the old name did not reflect Bakers' offer and services, so our creative team developed a new identity to tie this together.

On working with Storm12, Martin ex-

plains: "It has been brilliant working with all the team at Storm12- they totally understood our strategy and brand vision. I love the new branding and have now agreed a year-long contract for them to continue to help get our message across in a professional, organised manner".

Storm12 MD, Matt Saunders adds: "We have worked with Bakers for many years, and we were delighted to help refresh the brand and bring it more into line with the contemporary garden buildings Bakers offer to customers. We are thrilled with the way the brand has been received."



We love it when a brand comes together.
Find more examples at:
www.storm12.co.uk

Extech Cloud's ongoing investment in training & staff development proves a success

Extech Cloud, an award-winning IT managed service provider based in Sussex, was recently thrilled to be announced as 'Edge Partner of the Year' in the Vuzion Cloud Awards 2021.

Vuzion is an innovative Cloud solutions specialist, assisting businesses like Extech Cloud, ensuring the best possible foundation for their partners to build and develop a sustainable and future-proof business for the 21st Century.

The team at Extech Cloud has partnered with Vuzion's EDGE Partner Program in order to ensure the team has

the technical skills and expertise to offer customers the solutions and services to suit their needs.

Investing in knowledge and staff development

"Part of our ongoing work with Vuzion involves heavily investing in the training of our team, with the help of Vuzion Cloud,"

says Andrew Hookway, Director of Extech Cloud. "This is so that our team of experts at Extech Cloud can continue to provide top-level service and pass this knowledge on to our wide range of clients. We want to ensure that no matter what a client might want to speak to us about, we have the best possible answers and solutions on-hand to help".



Continually learning as new innovations arise

As the world of IT is so fast-moving, the team at Extech Cloud aim to continually learn as new innovations arise, ensuring that they are always ahead of the curve and that clients are empowered with the know-how to be in the starting gates when the business boom hits, and by all accounts later this year.

Be at your best with Extech Cloud

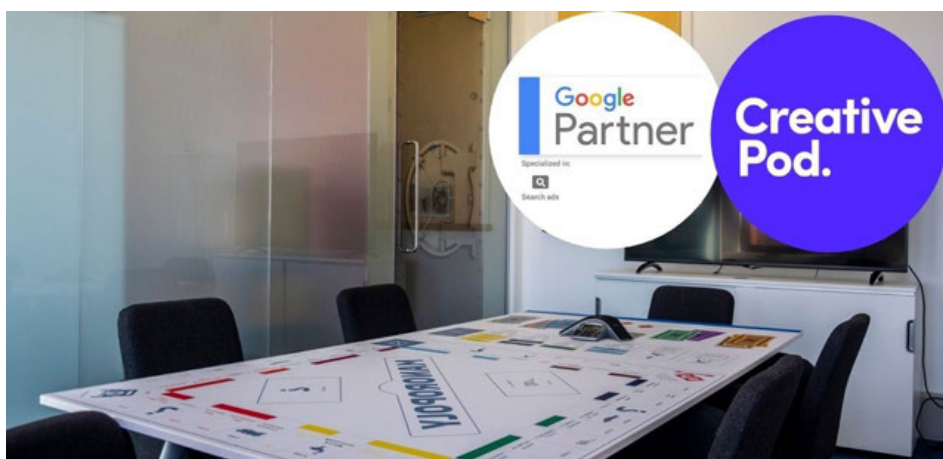
Digital transformation is easier than you think when you come to Extech Cloud. Speak to the experts to get the facts. Contact the team on +44 (0) 1444 443200, email info@extech.co.uk or visit www.extechcloud.com.

Creative Pod's Marketing Team Earn Google Advertising Partner Status

The hard-working marketing team at Creative Pod have achieved Google Partner status in Search advertising. The team has met the requirements as an agency to become an official Google Partner; which not only means they have demonstrated Google Ads skills and expertise, they can also officially promote the Google Partner badge on their website and marketing materials.

As an award-winning agency, the team has been working extremely hard to become certified; completing Google's Search advertising exam and ensuring that they can effectively set up and optimise Google Ad campaigns to achieve the marketing goals for their mixed client base.

Sarah Lyons, Head of Marketing at Creative Pod, said: "Achieving Google partner status was my goal when I started four years ago. I remember saying to Matt in my first few weeks that 'I want to get Creative Pod to Google partner status'. It's taken a lot of hard work and I am so excited that we have achieved it!



I am proud of the team and how far we have come; we wouldn't have been able to achieve this without their hard work".

This is an incredible step for Creative Pod, as it means they are on the same level playing field with the big leagues, as well as setting them aside as a small agency with dedicated account handlers who are all officially certified to manage their own Google Ads account.

Matt Turner, CEO of Creative Pod said: "I am incredibly proud of the market-

ing team, they have all worked hard to complete their training and exams. It means that when we take on more clients, they will be in safe hands knowing that the team are all qualified to manage their account effectively and ultimately achieve their goals.

If you would like any help and support with your Google Ads, please contact us at hello@creativepod.net.

R&D Tax Credits – Busting the Myths

The term 'Research and Development' or 'R&D' can deter businesses from claiming tax relief, as they think they don't qualify. No matter what sector you work in, you may be performing R&D for "thinking outside the box". Here we look at four R&D tax credit myths.

1. It's only scientists and tech companies that qualify

So long as you're a limited company, the sector you work in is irrelevant. Qualifying sectors include construction, engineering, manufacturing, food and drink, and printing, to name just a few. It's not just people in white lab coats that are eligible!

2. You can only claim for successful projects

For a project to be eligible for R&D it

needs to have encountered scientific or technological uncertainties – so if a project was unsuccessful but you invested time and money into trying to seek an advancement within your industry, you may very well be eligible for tax relief.

3. You can only claim for your current financial year

Retrospective claims can be made up to two years from your current financial year end, meaning tax losses can be converted into a cash tax rebate or Corporation Tax reduction, based on any qualifying project costs over the last two financial years.

4. R&D is just another scam

The Research and Development (R&D) tax relief scheme is a government initi-

ative, created by HMRC to reward and encourage UK companies to invest in innovation.

Would your business benefit from tax relief?

If you are working towards an advancement in your field and facing uncertainty in how to do it, or have created new ways of working to find a solution to a problem, you could very well be performing R&D.

Contact us for further information at access2funding.co.uk or call 0333 990 0125.

Changing the way that your business communicates



For over 23 years, Global 4 Communications has been providing innovative telecoms solutions to SMEs and market-leading companies throughout the UK.

Passion to look after our customers' needs has run through our veins since inception in 1998. Working with a multitude of national businesses, we provide a suite of solutions, from hosted phone systems, mobiles, broadband and energy packages.

The result – reduced costs throughout day-to-day business operations and a solution you can depend on.

To us, customer satisfaction is paramount - from initial installation to continued on-going support. Every customer is allocated a dedicated pro-active Account Manager who understands the unique daily needs of each business, matching resilient solutions to mitigate service disruptions.

Trusted by over 2,000 organisations, Global 4 Communications is the preferred provider for numerous UK major brands in diverse markets, from retail to pharmaceuticals as well as schools, dental and medical practices, financial institutions and over 40% of the UK's estate agents. Our solid foundation has been achieved through 'best-in-class' telecom solutions and an unparalleled delivery of quality customer service and support.

Global 4 Communications is proud to be a 'Premier Business Partner' of 8x8 and that enables us to offer the most

up-to-date technologies serving a multitude of industries. Supporting an enviable portfolio of customers globally, 8x8 has been top of the 'Gartner Magic Quadrant' for the last nine years. With a platform tailored precisely to your requirements, we are confident that our partnerships offer you complete flexibility and increased functionality.

Saving money is crucial to every business. Our expert

“Our Vision is to utilise the latest technology, by delivering an innovative and effective communications solution. Delivered through an exceptional service by our passionate and customer-focused teams, working in unison to simplify your telecommunications needs”.



Communication Solutions designed to meet your business challenges

teams work collaboratively with you to identify methods that can help reduce overall costs and increase sales performance. By conducting a free telecoms review, our trained teams can quickly identify areas for improvement, offering advice and solutions on how best to achieve the desired outcome.

To add to our plethora of services, we partner with leading mobile networks, O2, Vodafone and EE. Through Global 4, you can purchase the latest handsets and SIM tariffs, enable Worldwide calling and International calls, implement bill capping; making sure that you don't exceed a set monthly spend and even insure your hardware, just in case of any unexpected mishaps. On top of this we work closely with a 'whole of market' energy provider who can secure preferential rates four years in advance for all your gas and electric needs.

Local organisations have been the backbone of our success and enviable reputation over our 23 years in business. While offering a national service, we never forget to look after the local community which is why we are the trusted partner for all telecoms, broadband and energy-based solutions.

If you are reviewing your contracts and would like to know how we can assist you and your business, please do not hesitate to contact us.

Did we mention that if we don't save you 25% we'll give you £5,000?

Get in Touch:



Paul Adam



paul.adam@global4.co.uk



07745 539610



www.global4.co.uk

* For offer terms and conditions please see our website; www.global4.co.uk/downloads

Is your language causing you pain? asks Jo from Wings Wellbeing

WTF?

What a ****ing ridiculous thing to say!
No, not that sort of language! Let me explain.

Our brain responds to every word we say. I'm sure we've all seen a dog get really excited at the mention of the word 'walk' or go crazy if you say 'cat' or 'postman'.

Human brains are like this, too, which can inadvertently work against us if we're describing negative situations.

Like chronic pain. I don't want to use the word, but I'd rather let you know. And if you experience it on a regular basis you've possibly got lots of words you use to describe it: aching, burning, throbbing, dull, searing, excruciating, unbearable...

It's better to avoid these words. Despite what it feels like, all pain comes from the brain. It comes from the way our nervous system transmits signals. Pain is the body's way of alerting to us



Jo Sawkins

that something is wrong, so anything that we do (including using language that highlights it) that indicates ANY kind of threat to us (to our safety, happiness, health, comfort...) will produce certain hormones. Fight or flight / stress hormones, that would have helped our ancient ancestors to escape from

a threatening situation.

When the brain hears words associated with pain, it perceives it as a threat and the stress hormones that are produced change the way the nervous system works, which creates a feedback loop, causing more, you've guessed it... pain.

What should you say instead? Pain free? No, you've just said the P word!

How about comfortable, healthy, normal, at ease, flexible, good?

If you're experiencing chronic you-know-what and you'd like to know how I can help you reduce it, or get rid of it, please get in touch!

Jo Sawkins provides a range of Health and Wellbeing solutions to help staff stay or become well, physically and mentally. Helping to reduce sickness related absence and retaining staff who would have lost their job through illness.

www.wingswellbeing.co.uk

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Diving into your numbers – the secrets of successful businesses



The most successful businesses use their numbers and data to leverage opportunities to improve their profits and cash, enhance performance and drive business growth.

With the right management information at your fingertips, it can be relatively easy to optimise your profits and your cash flow from what you already have – you just need to know which levers to press.

Business life is easier with experienced support

The key question is this: do you have the numbers and the data that you need at your fingertips? And if not, who's going to present you with that information?

What your business needs is the support of an experienced financial controller who can offer that extra level of clarity. From financial forecasts and cash flow management to compliance and tax, financial controllers are armed with the means to help you make better data-led decisions and to ensure you have full control and visibility.

Scaled as your business grows

The good news? You may only need a part-time financial controller. There's no point paying for a full-time resource,

if you don't actually need it. The finance function of a £1m-5m turnover business looks very different from that of a £10m business in terms of what is required - which is where YRH Finance Team come in.

In our latest video we discuss how one YRH Financial Controller helped a business owner access the right management information and press some simple levers, resulting in a 16% increase in sales without them spending a penny more than they already were.

Watch the video at: yourrighthand.co.uk/blog/video-diving-into-your-numbers

You can also contact us at hello@yourrighthand.co.uk for some friendly, no strings advice.

Hybrid working and the impact on printing

Future workspaces will look very different as a result of the pandemic. We are no longer bound to our desk 9-5 and have discovered there are better ways of working. One of the positive aspects to come out of 2020 is businesses successfully adapting and realising the benefits of their teams working remotely.

Hybrid working is set to become the norm for many – where the company's main offices become collaborative workspaces, alongside home working. There are huge benefits for everyone, providing there is seamless integration between home and office environments and the technology that facilitates this.

Technology companies have been challenging the norm for many years, and now the rest of the world seems to be catching up. Our modern lifestyles need flexibility to increase employee productivity, employee satisfaction and loyalty.

Here are some key areas that could help to improve productivity across

your business:

- Contactless printing – Keep staff safe and documents secure when printed from shared workgroup devices in the office.
- A3 to A4 devices – As businesses downsize and take smaller office space retain productivity by moving to more economical and efficient A4 devices.
- Digitise your files – Electronic document management will enable your teams to access documents, anytime, anywhere, securely.
- Automate processes - Create automated workflows for paper intensive processes, which improves productivity and can be undertaken from any location.

Is your business prepared for new ways of working?

To complement the new hybrid working environment the technology needs of the business will have changed, with remote support required for these new working practices. There has never



been a better time to reassess your technology requirements and where possible make improvements operationally and commercially.

ITDS Managed Services are offering a free, no obligation, technology review to all Gatwick Diamond members. We will do a comprehensive audit of your existing technology across the business and identify where you can make improvements, which will help your business to work smarter. Our recommendations will include productivity tools, security, remote monitoring, and employee wellness.

www.itdocumentsolutions.com

Prepping for recovery and resilience – Daniel Ryan, ActionCOACH Horsham

It was a long, tough winter, but with sunnier days to come, there's a cautious optimism amongst SME business owners. Now is the time to plan for success as we head into recovery from lockdowns, and for resilience from future uncertainty. Take a good look at every aspect of your business, starting with careful scrutiny of your finances:

- How can you tightly manage your cashflow?
- Can you negotiate new terms with your suppliers?
- Have you contacted any debtors and agreed collection terms?
- Are there any assets that can be converted to cash?
- What costs can be deferred or scrapped until cash flow stabilises?
- Can you increase the repayment term on loans?
- Can you change pricing structures to

increase demand?

- Are there Government assistance schemes that you haven't accessed?
- Just about everything has changed in the way businesses deal with customers. What hasn't changed is that if you delight them, they will keep coming back. But to delight your customers, you first need to understand them and their current circumstances. Take some time to reflect on these questions:
- Has your target market changed? Do you understand your customer's needs?
 - Have customer consumption patterns changed?
 - Has customer behaviour changed and how can you manage that?
 - Are you communicating with customers to understand and manage their expectations?
 - How do you sell to and retain custom-

ers if your capacity is constrained?

- What elements of your customer experience can be shifted to digital?
- How do you build customer trust and loyalty in a digital or blended business model?

Daniel is a High-Performance Business Coach and Owner of ActionCOACH Horsham. He is committed to helping SME business owners increase their profits, build winning teams, and improve their work/life balance. Contact him on danielryan@actioncoach.co.uk



Bakers Timber rebrands to Bakers Garden Buildings

Local design, manufacture and build company Bakers Garden Buildings has a new name and brand. Since opening the business as Bakers Timber Buildings in 1985, they have completed over 19,000 garden building projects for clients across the South East, and beyond.

A family-run and independent business, Bakers continues to marry craft and quality with cutting edge technology to deliver outstanding results for their clients.

As the business has evolved over the last few years, it became more apparent that the previous name did not reflect its products and services.

Bakers Garden Buildings more accurately describes the products and manufacturing processes involved in the company's offering as the amount of timber used is a fraction of that of past buildings. In the last year, less than 5% of buildings included 'timber cladding', so the business decided to rebrand with a subtle



Managing Director, Martin Baker, explains that the decision to rebrand made sense: "Since 1985, the name explained what we offered our clients, but materials and our products have evolved so much that it was not reflective of our offering. Our new name matches the materials we use, along with our innovative approach and style, while maintaining

our steadfast passion to offer the best customer service. Our new brand reflects our contemporary garden buildings."

Bakers' inspiring designs and unique solutions for zero maintenance garden buildings have helped people to reimagine how they can use their outdoor space, from gyms and offices, to music rooms and chillout spaces. With a full service offering from planning advice, groundwork, plumbing and electrics through to the latest in lighting and app-controlled features, Bakers offer clients the complete package from an initial consultation to handing over the keys.

Bakers help and advise clients to produce beautiful design statements in their gardens with sleek and sophisticated buildings, built to express their own individual style.

Find out more about Bakers Garden Buildings by visiting: www.bakersgardenbuildings.co.uk

Charities need to prepare for the Post-COVID world

As lockdown starts to ease, specialists at Sussex-based chartered accountants MHA Carpenter Box are recommending actions to help local charities prepare for a post-COVID world.

Charities have been hit financially and operationally over the last 12 months and many have had to adapt to reduced income and organisational change.

Robin Evans, Partner and Head of Charities & Not for Profit at MHA Carpenter Box, commented: "As we move out of lockdown, charities will need to be ready for a potentially overwhelming level of activity – for example dealing with a deluge of donations to their high street retail outlets. Having systems in place to manage this pent-up demand will be essential in ensuring that charities optimise this important revenue stream."

He says that while the recent Budget did little to support the charities sector, there are actions that charities can take now in preparation for the end of lockdown. This includes assessing whether new ways of working should be continued and reviewing areas that have caused issues. For example, remote working has exposed some organisations to greater risk of IT based fraud.

Charities should also be considering whether any additional services they introduced during the pandemic should continue or whether they return to their core activities.

For example, charities offering face-to-face support have been able to reach more people online, so they need to consider whether this delivers a greater impact overall, or whether their effectiveness has been diluted. In another case, a charity supporting low-income families with housing challenges provided both housing and food



services during lockdown - should they continue or revert to pre-COVID practice?

Also high on the action list should be a review of staff and trustee expertise to ensure they are properly equipped for the post-COVID world.

Robin added: "Many charities have said that the pandemic has meant a greater awareness and appreciation of their work – and they have discovered more innovative and efficient ways of reaching the people they seek to help. Hopefully, we will soon see our local charities benefiting from a better fund-raising climate so that they are able to do even more great work."

MHA Carpenter Box runs its own charitable foundation and recently donated £10,000 to help local charities deliver their services. Among the charities to benefit were gdb Charity Members West Sussex Mediation Services, Sussex Community Foundation Crisis Fund, Crawley Open House, plus Turning Tides, Circus Starr's Winter Tour, Care for Veterans and the Down Syndrome Development Trust.

In total, the foundation has now raised £230,000 for local good causes since it was formed.

www.carpenterbox.com/sectors/charity



Robin Evans

Pandemic accelerating Elekta Logistics digital adoption

By: Bridie Norman – Vice President Elekta Logistics Platform

Operating in Covid-19 pandemic conditions has challenged all supply chains and those of Elekta are no exception. Despite global lockdowns, closed borders and suspension of transport options, patients with cancer still require their radiotherapy treatments as scheduled. This relies on Elekta to provide an un-disrupted supply chain for any parts necessary to make that happen.

Prior to the pandemic, Elekta could ship parts internationally within 24-48 hours. In today's pandemic world, in which flight cargo capacity is severely reduced, border delays and cargo air capacity limitations mean our logistics team needs to adopt different routings to service these hospitals, particularly those in developing nations. The solutions to date have included chartered planes, hand-carrying parts by air as well as multi-country air/train/road alternative routings.

At Elekta we started a fully digital end-to-end logistics service transformation five years ago in business intelligence

tools – featuring machine learning and artificial intelligence – that have made it possible to predict demand and see in advance where parts are going to be needed.

Elekta recognises that investments made to digitize our service parts supply have been crucial to allow Elekta to succeed in pandemic conditions in which global supply chain services are severely disrupted and has enabled Elekta to provide high levels of availability of mission critical parts at the local level to ensure we can keep our devices online and treating patients.

Elekta Service Logistics manages over 200,000 shipments per year to 130 countries. We hold daily global virtual calls with our logistics partners, and with these partners we work in a highly transparent manner, sharing all necessary information openly and working alternative methodologies to ensure the hospital will receive the parts needed to resolve the issue quickly, assuring patients can receive their treatments on time.



Bridie Norman

bridie.norman@elekta.com
www.elekta.com

Types of Cyber-attacks threatening your business every day

Cyber-attacks have risen by 31% in the UK over the last year. They are becoming more sophisticated, making it much harder to spot.

As a business owner, it's your duty to educate your staff on these threats, in order to prevent an attack from taking place.

All it takes is for one employee to open a phishing email to cause a data breach. When you consider the average cost of a breach for a business in the UK is £25,000, it's no small thing.

It's not just the money - 60% of small businesses unfortunate enough to be victims of a cyber-attack go out of business within six months.

How protected are you?



Don't worry, we are here to help and educate you. The following are the top 5 attacks you need to be aware of:

- Phishing
- Spear Phishing

- Vishing
- Smishing
- Whaling

These are all similar forms of the classic phishing cyber-attack, with the same intent of breaking into your businesses data. It's worrying to think about, you are threatened by all of these attacks every day, which is why as an IT company we urge all businesses to take action and get cyber-security.

We have a blog containing a video with more information about these attacks, discover what each threat means for your business – use the QR code to access the blog.

www.ingeniotech.co.uk

The Local Company with a Global Reach

This year has been incredibly challenging for everyone, it would be easy to not be proactive in winning new business, and to only focus on your existing customer base. Global 4 pride themselves in looking after their current customers, whilst also being refreshingly good at acquiring new business.

Global 4 are extremely proud to have been awarded the business of deVere group, who is one of the world's leading independent financial advisory organisations. deVere currently have more than \$10bn under management from over 80,000 clients – spanning across 100 countries. To them, it was imperative that they partnered with a company who could support their daily challenges and utilise a platform which would allow them to continue the high standard of work they are accustomed to. Whilst deVere were deciding upon their onward solution it was paramount to have both a system and a supplier that had a real emphasis on security of its data. With thanks to Global 4's ISO accreditations and 8x8s exhaustive compliance list satisfying even the most stringent government entities, deVere found reassurance that their trust



was well-placed in both companies to support them for the future.

Global 4 migrated deVere to the 8x8 Cloud-based solution, achieving seamless integration, working in unison with Microsoft Teams. Their 500 Global users, spanning over 30 different countries are empowered to work with an easy to use, collaborative system. Plus, saving the organisation over £2.5 million over the

course of the contact term.

deVere will also now benefit from Global 4's experienced team of Account Managers, who over the course of the term will provide continued support and regular updates, as well as ensuring the new solution continues to surpass expectations for the entire group.

www.global4.co.uk

Discreetly Successful

April 1st this year celebrated the 20th birthday of this family firm based in West Grinstead. "In the early days we were praying for the phone to ring" explains Anne Phease who started and still runs this very popular company.

Their unique selling point is chauffeur-ing their 400 or so clients in their own vehicles to their destinations including, business meetings, parties, Lord's, Royal Ascot, restaurants, Goodwood, Investitures, theatres, shooting parties and Award Ceremonies.

Clients include high profile business-people, the titled, television and sports personalities, lawyers and property developers who rely on their discreet, con-

fidential and professional service plus they avoid parking, the restrictions of public transport and the dangers and consequences of drinking and driving.

The chauffeurs are either serving or retired "Old-School Bobbies" with many achieving the advanced level of car control and each has signed a contract confirming all legal matters regarding the clients, their guests and destinations remain strictly confidential.

Their careers, which often involved dealing with difficult or dangerous situations, sometimes alone, have provided them with self-confidence, a calm approach to the unexpected and an appropriate sense of humour to deal with most situations.

The care of the vehicle and the safety of the passengers are non-negotiable.

Several chauffeurs hold a shotgun licence allowing them to transport weapons and ammunition in the absence of the owner.

Now the COVID 19 restrictions are lifting Anne's phone has started to ring again from her clients plus new people calling from personal recommendations.

Anne added, "Everybody has had a very difficult year, but I believe people are now ready to party and enjoy themselves. We would be delighted to help them make the most of their plans."

www.idriveu.com

Acumen Business Law launches investment fund to support growing businesses post covid

Brighton based law firm Acumen Business Law, has announced its partnership with the award-winning marketing agency Creative Pod, to create an innovative investment fund opportunity for small businesses looking to rebuild and continue to grow, post Covid-19.

The unique initiative offers Sussex based businesses legal advice, plus marketing services, in return for equity in the business as a platform for growth following the pandemic. Led by Sussex based entrepreneurs Penina Shepherd and Matt Turner, the duo are pulling together to support the community and are calling out for like-minded business owners looking to take that next step.

Penina Shepherd, Founder & CEO of Acumen Business Law, said: "As a busi-

ness owner and lawyer, I am well aware that the unknown can be daunting and I know that the world of law can be a complex barrier for many businesses. I'm often in awe at the steps businesses take to grow and I'm thrilled to be able to offer the opportunity to get businesses back on track following the Covid-19 pandemic".

Matt Turner, Founder & CEO of the award-winning marketing agency, Creative Pod, said: "We've seen many businesses turned upside down, and I pledge to support the successful applicant through every step of their marketing and creative journey, ensuring they maximise opportunities and increase their brand presence through planning and strategy to implementation and optimisation".

The unique opportunity to exchange



Penina Shepherd & Matt Turner

legal and marketing expertise in exchange for equity, will no doubt be the blessing that many small businesses have craved during the Covid-19 pandemic.

Businesses can apply for the 'sweat equity' funding through the Acumen Business Law website:

www.acumenbusinesslaw.co.uk/investment-fund

Make sure pests don't spoil the return to normality

The surge in outdoor eating is music to the ears of wildlife and public health pests who are capitalising on scraps and crumbs left by humans in urban areas and the countryside.

Increased food availability means pests are more likely to breed successfully, survive and become bolder. Restaurant and business owners with outdoor seating areas need to be particularly vigilant advises Paul Bates, Managing Director of Cleankill Pest Control.

"Dining outside under the cover of darkness allows rodents to sneak about under tables unnoticed. It's vital that eating areas are kept as clean as possible at all times, and food quickly picked off the floor, to avoid your diners having an uninvited guest in their party. A screaming guest who has just had a rat run over their foot is not good for business."

"Also, with exterior doors being left open more than usual to allow easy

access for waiting staff, pests will take the opportunity to sneak inside and establish themselves."

Pigeons and seagulls will be poised to grab leftover food if it's not cleared away properly and are likely to leave their germ-laden droppings in return.

Some establishments have suspended their pest control contracts during lockdown closure and pest control companies are now receiving a flurry of calls from panicked restaurant, hotel and social/leisure club owners after discovering pests have moved in while the staff and customers were away.

Cleankill experts advise that any buildings that have been left unoccupied are thoroughly checked before being opened-up again. This includes checking around the outside of the building for new gaps and changes to the structure in case damage that has occurred while the site has been empty.



For a free survey contact Cleankill Pest Control info@cleankill.co.uk

RPD Foundation - Join us to help people get 'Back On Track'

Darren Harding, Chair and Daran Bennett, CEO, of the RPD Foundation have officially launched their new website to find new partners (our Sussex Angels) to help drive the 'Back on Track', Covid-19 recovery initiative, aimed at individuals who are looking for support in the following six areas:

- Employment
- Training
- Enterprise
- Social Support
- Volunteering
- Mentoring

The RPD Foundation aims to advise and support charities and not-for-profit organisations, with financial know-how, strategy, governance, and controls. The Foundation promotes Corporate Social Responsibility and helps encourage employees to participate in skills-based voluntary work.

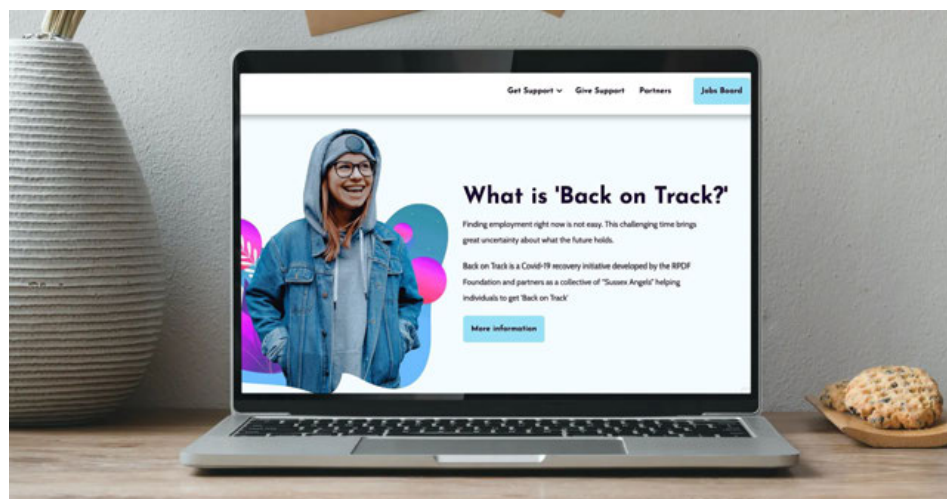
The Covid-19 pandemic has been difficult for many and finding employment in the current environment is not easy. The 'Back on Track' initiative is a gateway of opportunities, driven by the expert team of partner organisations and individuals

(our Sussex Angels) who provide support through the Foundation to help people find suitable employment, or other opportunities and to help get their life's back into a routine.

Darren Harding said: "For some, the route ahead is unclear, and together we aim to find suitable support and guidance so that they can identify their skill sets and the best avenues for them to pursue".

Furthermore, Daran Bennett said: "The first stage of our outreach, has worked closely with key partners gathering valuable content for the website. The second stage will open the website up to the public through social media and marketing activity to engage with other partners and individuals who are looking to 'Give Support' and also 'Get Support'.

If you are in a position to give support and would like to join our pioneering partners to help people get 'Back On Track', please visit <https://www.rpdfoundation.co.uk/>. We'd also be incredibly grateful for your support on social media.



Parkinson's – Spreading the Word

Parkinson's is an often, forgotten condition of the brain affecting about 2 in every 500 of the population. The outward and visible signs of the condition are shaking hands, but many symptoms lie hidden from view.

Many newly diagnosed sufferers have found that their condition is hardly recognised by the medical profession, consequently patients spend time and effort finding help and assistance. More recently the evolution of web sites has made it much easier for those who wish to learn more about their condition to find answers to their questions.

Crawley & East Grinstead Branch of Parkinson's UK affiliated to Parkinson's UK is

the focal point for helping local sufferers. Assistance is provided in the form of contributions towards the cost of home helps and payment of taxi fares for medical appointments. In non Covid19 times the Branch organises classes for exercise and gym sessions but now these activities take place virtually, so that members can participate in their own homes. Additionally, the Branch organises monthly meetings to which a guest speaker is usually invited, and coffee mornings for Members to meet up for a social chat. Currently these are also held virtually.

To help with these activities about 18 months ago the Local Committee made the decision to create a website to give

users access to more information about the problems encountered with Parkinson's and to assist in the general organisation of our activities. We are very pleased with the help we received from Gatwick Diamond Business which brought us in contact with Jim Bolt of Nettle Crawley. The results are now available for all to see at our homely and informative website which the reader can visit at www.livingwithparkinsons.uk, and view some of photographs of our activities and fund-raising events.

www.localsupport.parkinsons.org.uk/provider/crawley-and-east-grinstead-branch

Local charity lit up with positive energy

Local charity member Crawley Open House has been under more pressure than ever due to the “everyone in” initiative, which aims to provide emergency shelter for rough sleepers during the pandemic.

This meant that it was all hands-on deck to support vulnerable individuals, some of whom were being placed into the borough by other local authorities.

Support from a local business

When Gatwick Diamond Business member Control Energy Costs was looking to support a charity, all their employees were in favour of choosing a local, independent grassroots charity.

When Phil Ager, Managing Director at Control Energy Costs, then met Ian Wilkins, the fundraising and relationships manager of Crawley Open House, at a gdb networking event it was a serendipitous moment!

Control Energy Costs proposed that a different approach by paying Crawley Open House’s energy bills in their entirety for their hostel and day centre for local homeless people.

Phil Ager commented “Having somewhere to sleep is something so many of us take for granted. As a business, we wanted us to help in a tangible way and the idea of managing and paying their energy bills seemed like the perfect way for us to do this.”

This support has enabled Crawley Open House to offer more to their community, even with “everyone in”. Here’s what they have been doing over the past year.

Wrap around support for the homeless

Crawley Open House has provided food parcels, counselling and conversations about health and additional support needs. Being able to have these discussions in a safe, secure environment has been invaluable (previously they would have taken place in a doorway or on a street corner).

Food banks

They are the main food bank point of contact for Crawley residents and have seen a 50% increase in food parcel distribution. Unfortunately, they have also seen a decrease in donations as the main donation collection points - schools, churches, community centres and businesses – were closed.

New rooms for homeless people

Crawley Open House has also been able to create eight new rooms, which offer 6 to 18 month placements for the homeless.



To help with the challenges of lockdown, hostel residents have been given tablets with Wi-Fi access so they can watch films, speak to friends and family and have a safe form of entertainment.

Ian Wilkins commented: “We are an independent local charity, and so grateful to Phil and the team at Control Energy Costs for their expertise and generosity. The money we save from not having to worry about our utility bills goes straight into our front-line work amongst the homeless and vulnerable of the area. It is also a tangible example of the important connections which gdb events facilitate, so massive thanks to all at gdb as well for enabling this to happen.”

To date, Control Energy Costs has donated £11,595. If you would like to support the work of Crawley Open House, you can donate on their website.

www.crawleyopenhouse.co.uk

ian.wilkins@crawleyopenhouse.co.uk

www.cec.uk.com

phil.ager@cec.uk.com



WS Planning & Architecture secure a new office move in Reigate

WS Planning & Architecture have taken up residence in their new Head office at Pool House in Bancroft Road, Reigate. While our move is just a short walk from our previous office location we now have our own front door and plenty of space for the team to grow in unison with our Croydon office which opened in December 2019.

While moving premises is never straightforward, especially during a pandemic, at least the Team have been working from home while the refit took place which has meant minimum disruption to the Practice during the move. We look forward to sharing our new space with the Team, our clients and gdb community as we move out of lockdown.

We are increasingly aware of just how much our Town centres need us following such a difficult year and there have

been plenty of changes to planning policy over the last 12 months to try and help land owners and companies get back to business.

We have seen a shake-up of the Use Classes Order making it easier than ever to change the use of buildings, an increasing list of permitted development allowances for landowners and homeowners and new planning guidance on it's way following the recent Planning White Paper.

We have already helped many land owners and businesses to navigate the new rules and would welcome the opportunity to discuss any new projects that could unlock the potential of your land or buildings.

www.wspla.co.uk



We can show the Space X programme a thing or two about launching stuff

Don't risk missing an opportunity to successfully bring your new product or service to market after you have spent all that time developing it.

At Scaramanga, we love big thinkers like Elon Musk and, of course, you. You have the vision and the big ideas but get-

ting it off the ground requires more than just adding propulsion fuel. It requires a team with a different skill set that knows how to put everything together to make that important breakthrough.

gdb member Control Energy Costs knows that and works with Scaraman-

ga on all their launches. In March, we worked together to launch their latest initiative with Made In Group, which represents the manufacturing sector within the UK. The initiative was an Energy Club, giving members access to a buying consortium.

The launch campaign included a logo for the Club, an online launch event, microsite, brochure and an animated video explaining the benefits. It has gone down very well with members and generated plenty of enquiries.

We are now working together on the launch of an eBook and animated video about green energy and the journey to net zero, launching on Earth Day 2021.

Scaramanga's highly skilled crew are well positioned to offer insights on how to reach your target markets with the messages that resonate. If you can't afford to gamble on a DIY approach, then Scaramanga is your perfect partner.

www.scaramanga.agency
020 3371 3295



Important hiring trends organisations need to be aware of for 2021



Recruitment has changed a lot this year as the working world has had to shift to take into account the impact of COVID-19. Volt outline some of the most important hiring trends that could impact a wide range of businesses in the 12 months to come.

Greater use of Artificial Intelligence (AI)

AI has significant benefits when it comes to efficiency and this can provide a boost

to recruitment. Some enterprises have found that integrating AI into the hiring process can reduce the time it takes by around 23 hours per hire. In addition to shortening the amount of time that's involved in hiring, using AI can help to minimise the involvement required by staff, especially when it comes to scheduling and repetitive manual tasks.

The rise of the 'boomerang employee'

More than two thirds of businesses say that they are much more likely to rehire old employees now than in years gone by. These 'boomerang employees' may have left the company over the past year - or further back - but could now potentially return. There are many benefits to re-hiring old employees, from the fact that you already know that these people

are a good cultural fit to the insight that you'll have into their potential.

Focusing on a hiring plan

A robust hiring plan will not only take into account the channels that you're using for hiring and the recruitment objectives that you have but also the overall business goals that you've developed for your organisation. If you already have a hiring plan then it's worth considering how this could potentially be improved; What steps could you take to ensure a more diverse hiring process, to remove unconscious bias or to make sure that you're not wasting time and money on the wrong recruitment channels and candidates?

<https://www.volt.eu.com/>

ICP Search Launches CSR-driven Computer Science and STEM Programme with Sphero® Sports

Together, ICP Search and Sphero will engage young learners in sports-themed STEM activities to develop the digital skills required for tomorrow's workforce.

ICP Search, a local award-winning tech search organisation and LoveLocalJobs sister company, is excited to announce a unique Corporate Social Responsibility (CSR) collaboration with Sphero, a Boulder, Colorado-based robotics and STEM education technology company, and its sports-themed coding and robotics experience, Sphero Sports.

Together, ICP Search and Sphero Sports will support new and existing ICP Search technology disruptors engage in meaningful CSR activities via innovative sports and robotics programming, which will inspire and motivate young people to pursue STEM learning and develop the digital skills required for tomorrow's workforce.

"We are excited and fully committed to working with Sphero," says Gary Peters, Chief Executive of ICP Search. "We see this unique and engaging sports-

themed robotics platform as the perfect way to raise awareness of tech in local schools. Working together with some of our prestigious partners in the UK, we will engage their employees in a proactive volunteering programme, utilising their technological knowledge and industry experiences to inspire the future generation. This is a fantastic CSR initiative and the partnership with Sphero Sports will inspire thousands of very lucky young people for years to come!"

"As leaders in STEM education it is our responsibility to help teach, influence, and shape young minds," says Matt Mead, Sphero's Head of Corporate & Sports Partnerships. "That's why Sphero's mission is to inspire the creators of tomorrow, to help shape the next generation so they can achieve more than the generations who came before them."



To find out more about the programme here <https://www.icpsearch.com/computer-science-and-stem/>

PVL partner with Horsham District Council to refresh Mobile Community Hub

PVL have been working in partnership with Horsham District Council to apply new livery to their Mobile Community Hub, formerly known as The Snack Wagon.

The Council's initiative involved Collyer's College art students creating the design to give the Snack Wagon a brand-new look, ready for the spring.

With the easing of COVID-19 restric-

tions the newly liveried vehicle will be out and about across Horsham town locations engaging with young people in the community.

Head of Art at Collyer's College, Susie McAlister, said "At a time when our community is at the forefront of all our minds, to be able to make a positive contribution to everyone's well-being has been a welcome opportunity for

all involved. "

PVL were delighted to be asked to be involved in this project, it has been wonderful to see all the students' brilliant creative skills in action to deliver a project that will help promote such an important service for local young people.

Fuzzyllynn Isaacs, the student winner, said "I am just so happy! For me the real point of the project was to produce artwork that benefitted or helped others. Community is important to me and I have been on the receiving end of that support and understand how vital a welcoming place can be."

PVL are dedicated specialists in the production of high visibility livery and corporate branding for commercial fleet vehicles and one of the leading fleet branding companies in the UK.

www.pvluk.com



Innovative Surrey

Surrey means innovation. It is in our DNA. We have a long and proud history of leading the development of new technologies.

Godalming had the first electric street lighting in the world in 1881, while Ada Lovelace, the world's first computer scientist, lived in Esher in 1835. At Brooklands the world's first purpose-built motor racing circuit was built and the first British Grand Prix held in 1926, while aircraft from the Sopwith Camel and Wellington bomber to the Viscount and Concorde were born there.

This spirit continues today. The University of Surrey is home to the 6G Innovation Centre and the Connected and Autonomous Vehicles Lab, developing new ways of communicating and researching the driverless cars of the future.

We also have cutting edge companies. Pfizer, helping fight the global Covid-19 pandemic through its vaccine research.

Gordon Murray Group and McLaren, both world leaders in innovation and automotive design, with the former planning a new £50m global headquarters and campus in Surrey.

That is why we are delighted that our next 'Spotlight on Surrey' virtual event, will focus on innovation, particularly in the automotive sector. There'll be speakers from McLaren, Gordon Murray, Toyota, Protean Electric and the University of Surrey, making this a golden opportunity to learn how Surrey continues to lead the way in innovation and how other businesses can benefit.

Representatives from the UK parliament and InnovateUK will also give the political and governmental perspective. They will be able to answer your questions about government policy and the funding available to enable innovation.

Who knows, through this event you could meet people who inspire you to



a new way of thinking or make a connection that opens a host of new possibilities. The team at Surrey County Council would be delighted to support with these connections so do please sign up to join us and come with us as we lead the UK into the future.

<https://www.businesssouth.org/20th-may-spotlight-on-surrey/>
<https://www.surreycc.gov.uk/>

Hospitality rising from the ashes



Like a phoenix rising from the ashes the hostility industry awakens from its slumber. No where has felt the impact more than the Gatwick Area and here at the Maple Manor Hotel times have been hard, however during tough times is normally when you see the best of people and that has been the case with our team.

Change is never a bad thing. It makes you look at things differently. New strategies, different types of clients and a new way to deliver our amazing pizzas to the town.

Moving forward we are ready to greet the world with open arms, welcoming our guests, brides & grooms, and anyone

who just fancies a drink in the garden and wants to feel a little normality.

If you have not discovered our amazing venue, come, and give us a try. We have our COVID-19 marquee with tables of up to 6 people, serving our famous wood fired pizzas straight to your table. We are also ready for our Brides and Grooms who have been waiting to find their perfect venue and we look forward to showing you around and discussing your requirements.

All are welcome at the Maple Manor Hotel.

For more information or to make a booking please contact Brianna on events@maplemanorhotel.co.uk

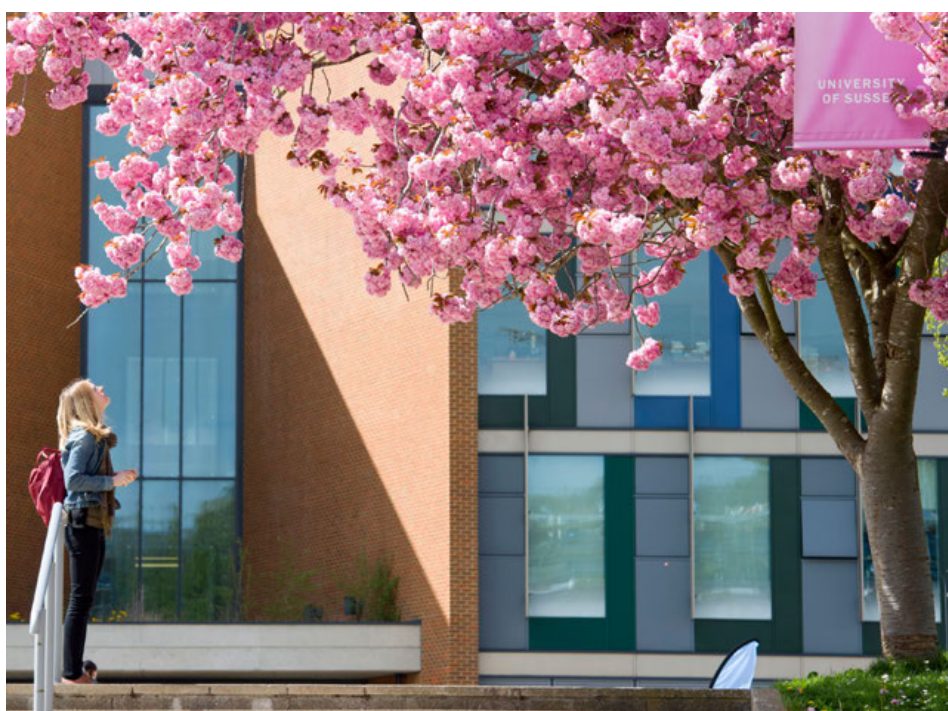
New degree addresses the need for a sustainable economy

The vision of the University of Sussex Business School is to drive innovation for social progress, supported by distinctive strengths in the areas of sustainability and climate change. PRME (Principles for Responsible Management Education) accreditation has also been achieved by the School.

Businesses are increasingly demanding expertise on topics relating to ESG (Environmental, Social and Governance). As an employer you may be keen to hire people who are knowledgeable and experienced in areas such as green finance, sustainability reporting and climate risk.

This has led the Business School to develop a new Masters degree looking at the global nature of sustainability in the context of accounting and finance. The programme also draws on expertise from SPRU – Science Policy Research Unit, offering the opportunity to explore policies on sustainability development in the corporate world.

Course Director Sarada Krishnan said: “We need a sustainable economy. Accounting and finance is increasingly focused on sustainability issues. On this MSc, you’ll gain the knowledge and ex-



perience you need for your future career.”

Places are available for September 2021 and a philanthropically funded £10,000 scholarship is offered to a UK or EU student.

Businesses in the South East can also benefit from collaborating with the University of Sussex Business School on research or consultancy for your

organisation. Our academic expertise in this area includes: corporate reporting and sustainability, governance and social responsibility; climate finance; and energy policy.

www.sussex.ac.uk/study/masters/courses/sustainable-finance-and-accounting-msc

'Inclusivity can aid business growth' says disability awareness training provider

Bascul Disability Training has called for businesses to reassess their approach to accessibility when returning from lockdown. The disability awareness training provider and social enterprise claims that businesses can alleviate future financial difficulties by growing their customer base through an effort to become more inclusive.

19% of working adults currently have a disability and it has been estimated that people with a disability have a spending power of around £274 billion a year, yet many businesses have not adapted to this. Bascul claims that connecting with a new customer base and becoming more inclusive begins by changing the culture of your company and the staff within it.

"Too many businesses in the UK are yet to adapt and reap the rewards of being an inclusive and accessible brand." Says Bascul Disability Training's Managing Director, Chris Jay. "Research has also proven that 67% of British people



feel awkward around disabled people to the point at which they either panic or avoid any kind of contact or interaction. 48% have also never started a conversation with a person with a disability."

"Businesses should ask themselves, could that perception of disability be impacting my business, my staff, or my customer service? By making a few simple changes to accommodate people with disabilities – businesses can see

immediate benefits."

Bascul Disability Training is currently helping businesses through its new online awareness training courses that help them to discover the benefits of becoming more inclusive.

To access the forthcoming dates for future Bascul Disability Training Dates, go to: <https://www.bascul.com/online-training/>

Finding the Goldilocks Zone when claiming your R&D tax credits



You're probably well aware of the amazingly generous R&D tax relief/credit scheme that both HMRC and the UK Government want to promote.

However, you may not be aware that only a small minority of companies are actually claiming the correct amount.

RandD Tax is not just talking about underclaiming – in fact a high proportion of incorrect claimants are overstating their R&D and leaving themselves vulnerable to lengthy HMRC enquiries.

Whilst there are intentionally fraudulent claims being submitted to HMRC, there are cases when inaccuracies and errors creep up in totally eligible claims. It is also common for businesses to unwillingly repeat the same mistakes in subsequent years until the numbers in their claim grow, along with the risks of inquiry and penalties.

If R&D is not your daily job, a serious misunderstanding of either the costs calculation or technical evidence preparation

processes can jeopardise the claim and leave you with less cash and more stress.

Our Free Audit can identify inaccuracies to optimise your claims, to maximise your benefit and minimise your risk of an investigation.

We are at the forefront of our industry, sitting on multiple HMRC committees to raise standards and our reputation is paramount. We do far more than just process claims: we guide you through your claim preparation process identifying activities, calculating expenses and putting it into the correct wording to ensure that your claim will stand up to HMRC's scrutiny.

If you have any doubt, we are happy to talk through any concerns you might have and show you how a Free Audit can give you peace of mind and potentially increase your claim.

www.randdtax.co.uk

The railway is ready when you are

Angie Doll, Managing Director for Southern and Gatwick Express

The Covid-19 pandemic has presented extensive challenges. For us as a rail operator, we saw a very sharp decline in passenger numbers from March 2020; I've never seen the railway so quiet. And while we're now starting to see customers return to the network, we know that people may feel a little nervous.

While many people have not been travelling over the last year, our teams have worked throughout the pandemic, supporting their fellow key workers and NHS staff with their vital journeys; I personally feel really proud that our teams have adapted so well to support our customers during this time.

We know that many of our previous regular travellers are only just considering a return to the rail network - whether that is for work or leisure - so while train travel may feel a

little daunting, rest assured that we've introduced a range of new practices to keep customers and colleagues safe.

This includes the regular application of a long-lasting virucide across our stations. This sticks to surfaces and kills viruses for weeks at a time.

Across the GTR network, which includes Southern, Thameslink, Great Northern and Gatwick Express services and runs from Brighton and Horsham through Lon-



Angie Doll

Our teams are running weekly assurance checks on cleanliness, passenger messaging, social distancing and face covering compliance

don and up to Cambridge and Peterborough, we sanitise all 2,700 of our train carriages every night with anti-viral sprays, again focusing on key touchpoints.

We've also hired more than 100 extra cleaning staff to ensure the cleanliness of stations, trains and staff areas; we're cleaning more frequently, with a focus on key touch points, and are ensuring we're meeting or exceeding Government guidance. To deliver the best service we can, our teams are running weekly assurance checks on cleanliness, passenger messaging, social distancing and face covering compliance to make sure we're doing all we can to keep people safe at stations and on trains.

Our station colleagues have certainly missed the hustle and bustle over the last year; they're used to helping nearly a million passengers a day across the network so are ready for our trains to get a little busier and provide customers with any support they may need. To provide further reassurance on your journeys, we've also installed 1,250 touch-free hand sanitiser points across our stations.

The last year has presented untold obstacles for the railway industry and for people across the country, but I've been buoyed to see how our people have reacted and risen to these challenges. Now we're making headway on our road to recovery as a nation, rest assured that the railway is safe; we're ready when you are.

www.gatwickexpress.com

Ross's Marathon Step by Step

Chailey Heritage Foundation is a charity providing education, care and transition services to children and young adults with complex physical disabilities, most of whom use wheelchairs. Their mission is to give disabled children and young adults every opportunity to pursue their fullest potential.

Ross, is a young adult, aged 22 years, who lives at Chailey Heritage Foundation as part of the Futures Transition service. Ross relies on a wheelchair for mobility. He is one of several young people with complex disabilities taking part in the London Marathon Innowalk Challenge at Chailey Heritage Foundation. Similar in appearance to a cross-trainer, an Innowalk is a motor-operated motion therapy device that gives people with physical disabilities, the chance to move their legs and arms in sitting and standing positions. The Innowalk has many benefits including increasing circulation and range of movement and improving core strength.

The gym staff at the Leisure and Life

Skills Centre at Chailey Heritage have mapped out the London Marathon route on the wall so that they can plot the progress of the young people after each session. It's likely to take a whole year to complete with fierce competition to be race leader! Ross loves his time on the Innowalk, and at 14km he is currently leading the race and raising funds for the charity through sponsorship too.

To increase the enjoyment and engagement sometimes the Innowalk is taken into the multi-dimensional immersive space in the Dream Centre at Chailey Heritage Foundation. This adds an extra layer of reality with the young people watching scenery speeding past while they are exercising.

We hope that some young people will also use the Innowalk to join us virtually in June and July for the Focus 10k which takes place live on 4th July:

www.focus10k.com

www.chf.org.uk



None of your business

It may come as a surprise to some divorcing couples that business assets, whether in the form of shares in a limited company, an interest in a partnership, or assets of a sole trader, may be considered 'matrimonial assets' to be divided on divorce. However, valuing a business on divorce is not straightforward.

Business interests can be difficult to value, compared to other matrimonial assets such as property and cash savings. The courts have previously referred to interests in business as "risk laden" assets, whereas cash and property are mostly treated as less risky, "copper-bottomed" assets. Business valuations are generally more uncertain, exposed to greater risk and a changing market. There are also other considerations such as whether the sale of a business might



Hannah Braisted

affect a party's future income or earning capacity. In some cases, it may not be appropriate to consider a business as a capital asset with an intrinsic value. Practically, it may be more relevant to consider the income drawn from the business instead.

In many cases, expert evidence will be required, and it is standard practice for one accountant to be instructed by both parties as a single joint expert. Where an expert is instructed, they will usually be asked to comment on the liquidity of the business, the possibility of extracting value without undermining future profitability and the tax consequences of a potential sale or transfer of shares.

Every business is different and there is no "one size fits all" approach. The right approach for the divorcing couple, and indeed the business itself, will differ depending on the circumstances and specialist legal advice should be sought.

Hannah Braisted, solicitor at Irwin Mitchell
E: Hannah.Braisted@IrwinMitchell.com
T: 01293 742707

How to survive a Zoom crash — when you're live on air

John Young is used to nail-biting technical problems moments before going on air — but as a BBC news presenter, there was always a friendly engineer to calmly sort them out. As the owner of his own communications consultancy helping companies to look more professional in the virtual world — www.johnyoungmedia.co.uk — he now has to deal with them himself. Here he reveals the heart-stopping story of the day Zoom let him down in front of a big client — and what you can do if it happens to you.

It was one of those moments anybody delivering a virtual event dreads.

Your audience are online, you've shared your slides, you've hit play on the first of several engaging video clips that form the backbone of your session — and your audience tell you “er, your video's frozen ...”

It happened to me three weeks ago, with a valued client's team. They were kind and understanding — I rebooted, they returned, the problem remained — I used my spare laptop, they returned, problem solved. Big relief.

But I was determined to ensure I got to the bottom of it.

Two weeks of emails with Zoom support followed, with several test sessions to check the problem was resolved.

Here's what I learnt — so you don't have to:

- Mac computers recently upgraded to Big Sur may not connect properly and/or screen-share if powered via an ethernet cable from a 5G router like mine. Engineers at Zoom and Apple are working on it. Solution: have a WiFi connection and/or a spare laptop as backup.



- Keynote presentations played out in HTML via a browser are vulnerable to freezes. Solution: play out in Keynote, not HTML. — In our virtual world, things will go wrong, without them being your fault. Solution: put your faith in Zoom Customer Support. Bruno in Lisbon worked on it until it was sorted (and we had a bit of banter about the football.) A truly professional company.

www.johnyoungmedia.co.uk

gdb Member launches new Sussex Charity

Daniel Wade, franchise owner for WPA healthcare and long-term gdb member has set up the Table Talk Foundation in Sussex to promote food education to children whilst supporting members of the hospitality sector.

With a childhood obesity crisis in the UK and the hospitality sector still suffering the effects of Covid19, Table Talk Foundation has been set up to tackle

these issues in Sussex.

The charity has two main purposes:

1. Promote food education to children in Sussex.
2. To support members of the hospitality sector who have fallen upon hard times.

To help them achieve these goals, they have teamed up with industry heavyweights in the Royal Academy of Culinary Arts (and their charity Adopt a School) and Hospitality Action.

With 1 in 3 children leaving primary school overweight or obese, Table Talk Foundation will provide the funding for primary schools in Sussex to run the Adopt a School training programme which helps children to develop healthy eating habits and encourage an enthusiasm & interest in food.

They will also provide grants to Hospitality Action to help support members of the hospitality sector in the South-East. With over 660,000 losing their jobs because of Covid19, and the well-pub-

licised issues with mental health and addiction issues, this is vital to the success not only of the sector but the wider economy.

Table Talk Foundation will be supported by nine trustees including celebrity chef and restaurateur, Mark Sargeant and Ridgeview Wine CEO, Tamara Roberts.

Daniel says “as a former chef, the hospitality is very dear to my heart and it breaks my heart to see how Covid19 has bought an industry to its knees. It will recover as its full of hard working and creative people and we want to be able to help this recovery. On top of this, we have another crisis on our hands which is possibly bigger than Covid19, but it isn't being tackled. Childhood obesity needs addressing, and we want to teach children about food to help them make better choices as they grow up”.

<https://www.wpa.org.uk/>
www.tabletalk-foundation.com



Escape from home with a return to work

After over a year of working from home, the gradual safe return to the office has commenced.

While the pandemic has influenced how and where we work, it's also highlighted the importance of a professional, focused environment for cultivating opportunities to create, collaborate and strike a healthy balance between work and home life.

Wilky Workspace is one of the South East's established serviced office and managed office space providers. Based at Fetcham Park in Leatherhead, Parallel House in Guildford, Cams Hall in Fareham, and Westmead House in Farnborough, the business centres offer the ideal location for escaping the distractions of working from home in a safe Covid-secure environment.

Why commute when you don't have to?

It's been widely reported that reducing the daily commute is high on the priority list for returning office workers. Wilky Workspace properties are conveniently located at the region's central hubs for business and the tech industry. Plentiful parking, secure bike racks and direct transport links to central London, by rail and road, heighten the appeal to dynamic local and international businesses seeking the advantages of big city working, without the daily commute.

Professional, flexible & focused

At each serviced office you'll find a modern workspace in a professional and discreet environment, designed for focused working. Spacious, private offices include comfortable, contemporary furnishings configured to your requirement. Simple licence agreements allow for greater flexibility, ideal for growing businesses. A choice of meeting rooms with the latest intelligent video conferencing technology are available to hire. While the dedicated Client Services Team can meet



and greet your clients, support with call answering, mail and package handling, and meeting bookings.

Keep connected

In a recent survey by Velocity Smart Technology (April 2021), 70% of remote-working staff experienced problems with their IT, with over half (54%) having to wait up to three hours extra to resolve issues. Wilky Workspace supply a robust, reliable and responsive superfast gigabit internet connection, wi-fi and VoIP, so there's no need to worry about speed or consistency.

A safe environment for your business

The business centres have been independently audited to achieve Covid-secure status. Large rooms and public areas feature opening windows to maximise air flow. Touchless hand sanitising stations are positioned at strategic and convenient points, and a one-way system facilitates easy movement around the buildings.

Fetcham Park, Parallel House and Cams Hall have private grounds with plenty of seating. Clients and their guests can work outside, individually or in groups, aided by the enhanced and extensive wi-fi connectivity.

Sally Fish, property director at The Wilky Group, comments, "Wilky Workspace adapts and changes with the times and needs of our clients. Our flexible, short term licences, affordable desk rates, spacious offices, and meeting facilities in inspiring settings, are ideally suited to anyone looking to return to a professional, and safe, working environment after many months of working from home."

Wilky Workspace properties are located at the region's central hubs for business and the tech industry

Find out how Wilky Workspace can support your return to the office. Visit www.wilky.co.uk/wilky-workspace or contact workspace@wilky.co.uk

Changes at the top

gdb charity member, West Sussex Mediation Service (WSMS), recently saw changes within its board of trustees, following elections at its AGM, held online for the very first time, due to the pandemic.

The charity has a new Chair, Nicola Wiltshire who becomes the sixth Chairperson since the charity was formed in 2000. She has a professional background in Financial Services where she held various Direc-

tor level roles and has extensive People, Project and Training & Development experience, and is also a qualified Coach. Nicola is passionate about understanding people, relationships and societal dynamics, which drew her to the work of WSMS.

The charity, which provides a full range of mediation services, also saw the election of a new Treasurer in Horsham based, Simon Cunningham. Simon is a Group

Finance Director with a large City based Investment Management Company. The board was further strengthened by the election of Bimal Desai, who is a recently retired international lawyer returning to the UK, from the Middle East, to live in

Henfield. His career engaged him in a lot of negotiation, facilitation and mediation work - hence his interest in WSMS.

Despite these changes, the charity is keen to attract further talent to add value to the board of trustees. Service Co-ordinator for the charity, Nick Handley said, "Sadly, there will be people who have lost their job due to the pandemic or who just wish to expand their horizons or refresh their CVs by becoming a trustee. We would love to hear from them."

Trustee training would be made available and Professional Indemnity Insurance is in place.

The charity won the Queen's Award for Voluntary Service in 2019. They cover all mediation disciplines and can be contacted on 0300 200 0025 or email support@wsms.org.uk



Nicola Wiltshire



Simon Cunningham

Thakeham Awarded Maximum Five Star Customer Satisfaction Rating for Second Year in Succession

Thakeham Homes has been awarded 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 recommendation of their home builder to a friend.

All Thakeham new home purchasers between October 2019 to September 2020 were invited to submit answers about their experience. The five-star rating awarded to Thakeham required a score of 90% or above.

For Thakeham, Rob Boughton, CEO said: "Lockdown has been a difficult period for so many. We were determined our focus on quality would make the experience of owning a new home as straightforward as possible. That's why retaining the HBF 5-star rat-

ing is so important to us. We have already turned our attention to making it a hat trick next year!

"This award reflects the true opinions of our residents.

Better still, it is an independent award backed up by the HBF's rigorous processes. It examines everything from the initial enquiries, handing over the keys, right through to the post purchase support we offer our home-owners. The award is such a welcome endorsement of the hard work we put in to making each homebuyer's journey as seamless as possible."

Launched in 2005, and regarded as the most prestigious in the industry, the survey is designed to provide home buyers



with information about home builders to help guide their purchasing decision and to encourage excellent levels of service to be delivered by home builders.

In March, Thakeham Group was also acknowledged for its high-level commitment to advancing sustainability within the industry, with the award of Gold level accreditation with The Supply Chain Sustainability School (SCSS).

<https://thakeham.com/>

St Catherine's Hospice has been selected as the next charity partner of the year by Crawley accountancy firm, Richard Place Dobson

Richard Place Dobson (RPD), Crawley based Chartered Accountants and Business Advisors have selected St Catherine's Hospice as their chosen charity to fundraise for over the new financial year (2021/22). In partnership with the work of the RPD Foundation, this is the second time RPD has supported this charity, and with the effects of the pandemic taking their toll the team is hoping to raise as much money as possible.

Established in 1983, St Catherine's Hospice is a local charity, providing expert hospice and end-of-life care for people in West Sussex and East Surrey. They help around 2,100 terminally ill people, family members, friends, and carers each year in their homes, at their day Hospice, and on their wards.

Matthew Tyson, Managing Director at RPD said: "As we start to come out of

lockdown, we are excited to start our fundraising activities again. Last year we were faced with our first ever 'virtual' team challenge, and even though we are expecting some level of 'virtual' fundraising again this year, we are hoping to carry out a few events in person. Either way, we are thrilled to support St Catherine's Hospice."

In previous years, RPD has raised thousands of pounds for local charities, including St Barnabas House and Crawley Open House. Most recently, they have just finished their fundraising activities for Kent, Surrey, and Sussex Air Ambulance (KSS), where they raised an incredible £6,025.

Helene Poursain, Director of Fundraising & Events at Air Ambulance said: "We are so grateful to everyone at RPD who helped to support us as their char-



ity of the year in 2020. We know how difficult it has been to plan fundraising activities throughout the past year, but the team certainly stepped up to the challenge."

If you would like to get involved with fundraising activities, please contact RPD or RPD Foundation.

<http://www.placedobson.co.uk/>
<https://www.stch.org.uk/>

Preparing for the new normal after covid-19

This 'new normal' is set to stick around for the foreseeable future, and has left everyone thinking the same question - what occurs next? No one can be certain, but one thing we do know is that the workplace won't be the same after this.

The virus has had a huge impact on thousands of businesses: in only three months, shares in video tech company Zoom increased 145%, while some media outlets claim the virus will bankrupt more than it kills. Meanwhile the world's overall reliance on remote-first tech has rocketed as everyone turns to their com-

puters to stay connected.

But what does this world-wide disruption really mean for the future of the workplace? Here's three things we can expect when the coronavirus crisis finally settles.

- 1. There will be many more remote-first companies.** Nationwide lockdowns have meant huge gains for remote-first companies like Zoom and Slack (which recently beat growth estimates by almost 8 million pounds).
- 2. Businesses will experience a cultural 'reset'.** There has been a shift to working from home as businesses aim to keep employees safe. This has boosted an already growing trend and highlighted something many companies already knew: remote working works.
- 3. The digital skills gap will grow.** The digital skills gap was already a big challenge for businesses before the coronavirus crisis. According to

the World Economic Forum 54% of employees will need reskilling by 2022 and as the world's tech-reliance grows via lockdowns and shifts to remote working, the digital skills gap is only set to grow bigger.

From the growing need for digital skills to outdated employer views, COVID has brought to light issues that were previously overlooked. It's time to prepare ourselves for big adjustments and address these societal challenges!

Nonetheless along with this extraordinary change it's important to remember the things we have to be grateful for: human resilience, tech advances and most of all, the strength we have as a collective.

Philip Perryman
philip@creativeprocessdigital.com
www.creativeprocessdigital.com



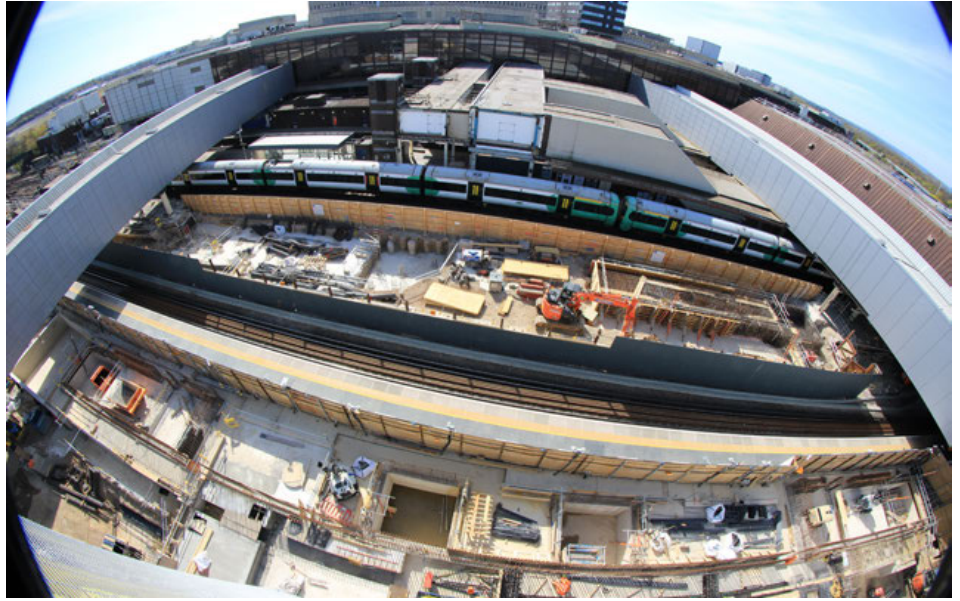
Gatwick station redevelopment milestone met

A major milestone was hit at the Gatwick Airport station worksite with the completion of foundation work and track realignment for platforms 5 and 6. This will allow the platforms to be widened to accommodate more passengers from 2023. A new Airport concourse superstructure will also be built between the two airport footbridges.

Work also continued to prepare for the arrival of new lifts, stairs and escalators. Eight new escalators, five new lifts and four new stairways in total will be installed across the station to make journeys easier for all passengers.

To enable the station to remain operational while construction continues in a constricted environment, the team built a special overbridge spanning the railway, which allows engineers to move materials to the island platforms 3 and 4.

Once complete, passengers will see



major accessibility improvements and improved movement around the station.

For more information on the Gatwick

station redevelopment project, please contact Veronika Karailieva at: veronika.karailieva@networkrail.co.uk

Leading best practice in hybrid and flexible working post Covid-19

A recent Action Learning Discussion Group, hosted by Emma Cleary of Flexibility Matters, specialists in Flexible Working, produced some practical take-aways on how to embed a hybrid and flexible working culture across key stakeholder groups.

Marisa Williams PwC, Dagmar Albers Pfizer, David Blackburn Chartered CCIPD FSCS, Jessica Hornsby Thales, Richard Pollins DMH Stallard and Liane Richardson Thakeham Group revealed how their tried and tested approaches have enabled them to flex with the commercial demands of Covid-19 and emerge future-proofed. Here are their top tips on how:

- Analysis & Action: Testing a flexible policy model with Senior Management Teams and analysing it will create a guide that is based on fact and inclusion not opinion, eradicating fear. Champions will then lead by example.
- Toolkit: Production of a roadmap for managers and team members to use



Emma Cleary

as guidance helps people move from a mindset of needing 'permission' to 'being able to choose flexibility'.

- Actively Listen: Graduates, for example, bring a new way of thinking, so to actively listen will both empower them and help to expand and evolve

the business culture.

- Empower Middle Management to make it work in practical terms: A two-week template, based on what's worked in other teams, a 40/40 rule that means 40% of employees are in the building 40% of the time, working parameters of 7AM-7PM.
- Guiding principles, not rules: Empower teams with a set of principles, not rules, to make their own choices that are best for productivity.
- Future proof: Sustain what has been achieved in 6 months, accelerated by the pandemic: paper lite processes, automation, overhead cost reductions, improved efficiencies.

Dedicated to flexible recruiting, at Flexibility Matters we help local businesses reap the rewards of a flexible workforce. Contact Emma and the team on 0781 0541 599 or email: emma@flexmatters.co.uk www.flexibilitymatters.co.uk

Major boost for project with appointment of urban regeneration specialist



An exciting milestone has been reached in plans to develop a high-quality commercial space for future business needs in the Gatwick Diamond area: West Sussex County Council has appointed national urban regeneration specialist, Muse Developments, as its development partner for Horsham Enterprise Park. The Council purchased the 7.5 hectare site from Novartis Pharmaceuticals.

Muse is one of the leading names in bringing new life to town and city centres, through its unique brand of high-quality mixed-use development delivered through long-term partnerships.

Duncan Cumberland, Development Director at Muse Developments, said:

“This is an exciting opportunity to create a thriving, sustainable place and we’re proud to have been selected.

“We’re looking forward to building on the excellent work undertaken to date by West Sussex County Council and working with them and the community to strengthen our relationship and bring forward a masterplan to drive inward investment, opportunities for all and community wealth to leave a long-lasting, positive legacy.”

As part of the development, Muse will engage with Oxford Innovation to deliver an Enterprise Hub. This will encourage new business and economic activity, with a focus on start-ups, micro and

small businesses. The Enterprise Hub will support business growth in and around the Horsham area.

Other key features planned for the site include:

- A series of new ‘character areas’ forming a network of safe pedestrian and cycling routes that connect the site with the surrounding areas of Horsham.
- Innovative, sustainable landscape that minimises the impact of cars.
- Celebrating the iconic 1930s Art Deco central building and the grand avenue of Blue Cedar trees and giving them a central role in the development.

<https://www.westsussex.gov.uk/>

SEWS Success During the Covid 19 Pandemic

WorkAid (part of Supported Employment West Sussex) have been working hard throughout the pandemic to support people who have lifelong disabilities into workplaces across West Sussex. During Downs Syndrome Awareness Week 15th -21st March 2021 we celebrated the talented people we support who have Downs Syndrome and broke out our odd socks to raise awareness of what unique skills and personality people with Downs Syndrome can bring to any workplaces.

We’ve been doing things rather differently over the past year, but that hasn’t stopped over 70 people finding paid work- remarkable! We have been continuing to offer online 1:1 support

to jobseekers, enabling them to practice with mock interviews, helping the people we support to create video CVs and building stronger networking links through gdb’s virtual events.

We’re really proud that despite the challenges that the pandemic has brought, we are working with so many employers who are coming out the other side by rebuilding diversity into their workplaces. By getting to know their local communities during the lockdown periods, many businesses and their leaders have seen the value that their community can bring to their organisations and have seen the true worth of enabling workplace flexibility. We have all learnt more ways we can adapt,

and now reasonable adjustments for disabled colleagues are so much more accessible. From online interviews to flexible working patterns and re-worked office set ups- creativity to overcome the barriers has been at the forefront of every business we have worked with. We have continued to offer our support for free to employers, too!

As we launch into the second year of our contract, we are excited to build more partnerships with employers across the Gatwick Diamond, and share more exciting good news stories of diversity in your workforces.

<https://www.aldbournetrust.org/about.html#/>

Love Water - Making a little difference for a small period in the BIG picture!



In February, Love Water received an email from a central London hospital asking if they could make a donation of water to the overworked frontline team on their Covid Wards. At a terrible time for the Love Water business when their own B2B business had almost ground to a halt, they did have a bit of spare time, spare vehicles, and spare water. So, rather than limiting to just one hospital, Love Water contacted nine further well-known hospitals to see if they could help.

They also reached out to their vitamin squash supplier and gained free supplies,

and one of their clients Joe & Sephs Gourmet Popcorn who supplied tasty treats. Then it was on the road, delivering the drinks and treats to The Royal London Hospital, St Barts, UCLH, The Surrey County Hospital; to name a few.

The response and gratitude from the hospitals was amazing, and has resulted in thanks via emails, letters and Trustpilot reviews. For the Love Water team, it was satisfying to think that they helped in a small but important way.

www.lovewater.com

Disability Matters - Working Towards a Level Playing Field



Martin Searle Solicitors Launch their new campaign to stamp out disability discrimination in the workplace on 1 May 2021. Our employment law team have found that the pandemic and numerous lockdowns have resulted in a notable increase in people seeking employment law advice about disability discrimination at work. This increase can be seen where workers are struggling with mental health disabilities such as depression and anxiety.

This year, Mental Health Awareness Week takes place between 10 – 16 May 2021. The September 2020 update from the Office of National Statistics (ONS) found that the employment rate among disabled people was only 53%, compared to 81% for the general population. However, where people had mental

health issues, this figure decreased to 33%, and reduced to just 21% for people with Autism.

Fiona Martin, Director and Head of Employment Law, says: “Disability discrimination in the workplace enquiries have increased during the pandemic. Employers fail to understand who might be considered “disabled” as defined by the Equality Act and their ongoing duty to consider making reasonable adjustments. This is particularly the case where depression and anxiety are involved. This has been exacerbated by some employers attempting to rush employees back to their workplaces, despite government advice that where you can work from home, you should continue to do so.”

Martin Searle Solicitors have produced

a series of free factsheets, case studies and FAQs for employers and employees covering basic disability rights, as well as avoiding disability discrimination in redundancy processes and restructures. See www.ms-solicitors.co.uk.

For HR, managers and business owners, Martin Searle Solicitors will be running a free virtual seminar on ‘Managing Ill Health and Disability - Best Practice for Employers’ on Thursday 20 May, from 1pm – 2pm which you can book via the website.

Most importantly, as part of their campaign, they are offering employers and employees free confidential advice regarding disability rights and employer duties. If you are interested in Martin Searle Solicitors’ free legal helpline email info@ms-solicitors.co.uk.

Loch Lowdown: Loch Associate Group's Podcast Series



Loch Associates Group have just launched a brand-new podcast series to help employers get the best out of their workforce.

In the Loch Lowdown series, the in-house employment law solicitors and HR consultants at Loch Associates Group discuss the whole range of issues an employer may face employing staff.

MD and solicitor Pam Loch decided to use the expertise of her team so you can listen to specialist advice on key issues affecting businesses today; from the future of the workplace post Covid and why wellbeing is so vital, to everything that you need to consider when starting up a new business.

Find out how lockdown restrictions have brought mental health issues to the fore, and the cost to businesses by ignoring it with HR Medical Specialist and mental health trainer Bruce Jenner and Senior HR Consultant Sally Bedeau.

If you're thinking about starting your own company or are in the early stages of setting up a business, this is likely to

be the time when specialist advice is most essential. Listen to Pam Loch and employment law solicitor Joe Milner chat through everything you need to consider.

Learn what life after Covid means for remote working, managing a return to the workplace, risk assessments, and vaccines with solicitor and director of Loch Associates Group Alex Kiernan and HR Consultant Kez Yeo.

Hear Senior HR Consultant Sally Bedeau and solicitor Roisin Kavanagh get into the details of how to assess Diversity and Inclusion in your workplace, the benefits of proper representation, and what actions employers can take to deliver on this in recruitment, behaviour and values.

You can listen to all available episodes on our website now.

info@lochassociates.co.uk

www.lochassociates.co.uk

Servo Private Wealth joins forces with Boring Money, in a first of its kind initiative to tackle the financial advice gap

Independent financial advice firm, Servo Private Wealth, has joined an independent panel of carefully selected experts to help tackle the financial advice gap. The initiative is the first of its kind, providing financial advice to consumers, regardless of their level of wealth, age or investment experience. They can choose between face-to-face financial advice, digital advice, DIY investing and free financial information.

Launched by Boring Money after research* showed that a diminishing number of people were actively taking financial advice and were unsure about their options. This was largely due to thinking they were too young or did not have the right level

of wealth.

Providing their knowledge and expertise, Sussex based firm, Servo Private Wealth, was part of an independent panel of expert financial advisers, which helped to shape the advice provided within the platform.

James Mallinson, CEO of Servo Private Wealth, said: "We are delighted to have been chosen to work with Boring Money as one of their panel of experts. The idea of lifting some of the barriers to entry around financial advice and improving the accessibility for consumers is something that resonates with me. Ultimately, the earlier we start working with someone, the more we can help them."

The beta version of the platform was

SERVO^U

PRIVATE WEALTH

launched last week to Boring Money's own subscriber base of more than 12,000 consumers and will be promoted to the 80,000 visitors to the main Boring Money site throughout March. Following feedback and testing, it will then be rolled out to the wider public later this year.

Find out more about Servo Private Wealth, here:

www.servoprivatewealth.com

A Moment to Reflect

Three months ago, I put together a very similar article where I spoke about the optimism I felt for the coming year. I think I was even so hopeful that I dared to invite readers to our upcoming wedding fair on 6th February. Of course, when I was putting this together I still thought I'd be visiting my parents on Christmas Day, so I think I can be forgiven for my auspiciousness. Yet here we are at the beginning of May and there's reason to be more buoyant than ever. We finally have an official opening date where, all things being well, we will never have to close again.

This recent period of closure, however, has given us the chance to reevaluate our business and to look at some of the details we never would have before. We've taken time to consider what we do best and how we can put more of our efforts into this while being more realistic with the things we don't do so well. It's too easy sometimes to look at what your

competition is doing and to feel like you need to jump on the bandwagon with them. Even when your resources don't allow it. I feel a moment to pause and reflect is vital not only in our personal lives but in our businesses too. These changes may only be small but I'm confident it will help us to bounce back from lockdown 3 (or 4. I'm really not sure anymore) much stronger than we have before.

Whether your business was given the greenlight to open at stage 1, 2 or like us, stage 3, I wish you all the very best of success. I'm confident that the past 12 to 14 months have been the hardest you will ever face and you're still here. If that's not motivation to keep going, nothing is.

Giles Thomas - Group Operations Director
For upcoming events and further information please check manorcollection.co.uk.



Keeping your company reputation with positive recruitment practices

Screening CV's? Scrolling through applications and conducting interviews? For many employers, recruitment can be a real chore. That said, have you ever thought about what happens if a candidate receives a negative experience when applying for a role? Are they likely to recommend your company to others if this has happened and would they put a scathing review on Glassdoor for all to see? It is so important to treat every applicant as if they were a customer.

This means that even if they are not suitable for your role/company, make sure that you let them know. So many

people have been "ghosted" after making huge efforts to apply for a particular role. This leaves a bad impression and is not great for the applicant's self-esteem.

It is hard when you are inundated with applications, but even a simple email to let them know will be sufficient, and then at least they aren't left wondering.

And if you invite people along for an interview, make sure that you are fully prepared with appropriate questions and no distractions. Can you imagine how off-putting it must be to be in an interview and the hiring manager is

looking at their phone, checking their emails or not asking relevant questions? With video interviews being more commonplace, this is often happening and can be really distracting for candidates.

As a small business owner, to employ the right person is so important as wrong hires can be costly.

Longwood Business Support Services can help with any aspect of recruitment without the burden of hefty agency fees. Contact Sally Williams (sally.williams@lwbs.co.uk) to find out more.

Follow @gdbmembership for the best networking in the diamond

Menzies explain R&D Tax Breaks for Wellness Businesses

Wellness has become a buzzword of our times. But what exactly does it mean?

The Global Wellness Institute defines Wellness as “the active pursuit of activities, choices and lifestyles that lead to a state of holistic health” and values the sector at around \$4.5 trillion, according to 2018 data. It’s reach now extends far beyond just beauty salons and fitness centres, with wellbeing infiltrating sectors such as architecture, retail, health-care, travel, media and technology.

An incentive for Companies looking to improve health and wellbeing through the implementation of innovative solutions is that they may qualify for Research and Development (‘R&D’) tax reliefs. R&D tax reliefs are available to companies who spend time and money on innovations which overcome scientific and/or technological challenges. Menzies have made a number of successful R&D tax relief claims for clients in Health and Wellness space, resulting in reduced corporation tax liabilities or R&D tax credit repayments, for example:

Property and construction

- Architectural design of “green” and “healthy buildings”
- Improved workplace lighting, air flow and innovative use of space to improve wellness
- Use of non-traditional materials and methods, enhancing environmental sustainability and reducing the carbon footprint of buildings

Retail and wholesale

- Natural health products such as muscle/joint oils, herb-based products to aide sleep and vitamins to boost energy and promote vitality and wellbeing
- Vitamin enhanced foods such as cereals

Technology

- Software and apps designed to improve health and wellness
- Wearable tech such as activity trackers
- New medical devices and equipment



Laura Madeley & Anthony Lalsing

Manufacturing

- Food manufacturers developing healthier options and substitutes, such as various free from options
 - Drink manufacturers incorporating more healthy, natural and sustainable ingredients
 - Furniture which promotes productivity, health and wellbeing, taking into account ergonomics, materials and design
- Please get in touch for further information or if you think your business may qualify for Research and Development (‘R&D’) tax reliefs.

<https://www.menzies.co.uk/>
 Laura Madeley, Director:
lmadeley@menzies.co.uk
 Anthony Lalsing, Director:
alalsing@menzies.co.uk

Eshcon 15th Anniversary Celebrations

Environmental consultancy Eshcon is celebrating its 15th anniversary. Founder Anya Ledwith would like your help to celebrate; here’s what she says:

15 years ago, I set up Eshcon to deliver my mission – to make environmental management THE business norm.

Of course, I wanted to mark the anniversary.

Pre Covid, it would be normal for companies to hold a little soirée - inviting clients, colleagues and partners for drinks and canapés.

Parties aren’t really my thing, even if we were allowed to meet in person. I would much rather do something practical and, of course, reflect my mission and purpose.

I thought, what about tree planting? While most of my business contacts are more comfortable in a suit, maybe I could encourage them to don their

wellies. Again, we won’t be able to do anything in person for a while.

1,500 trees planted for my 150 clients

So, to mark Eshcon’s anniversary, I am planting 1,500 trees.

This is 10 trees for each of the 150 clients I’ve worked with over the years.



Wow – that’s quite a woodland developing there! Obviously, I’d love to do some of the digging myself, but as it’s not mean to be, I’ve partnered with Ecologi, investing in their reforestation project in Changalane, Mozambique.

Trees for new clients

Would you like to work with me? Eshcon would very much welcome new clients into the fold (or forest!). From now on, for all new clients that I take on, I’ll plant a further 25 trees.

Please do spread the word!

Anya Ledwith, Eshcon
www.eshcon.co.uk

They say necessity is the mother and father of invention, nothing has been truer for coworking space Freedom Works, over the last few months.



The pandemic has hit everyone, aviation, hospitality, retail, closing businesses all over the country and a very empty office block in the heart of Manor Royal was no exception to the destruction Covid-19 has caused. Freedom Works were given the heart-breaking news that the iconic building, The Office, was to be sold and the new landlords had plans that didn't include them.

It would have been easy to throw their hands up and cut their losses, relocate their members, admit defeat and concentrate on their growing business else-

where. But they didn't. Being committed to their members, supporting the local area and keeping a space that was welcoming, affordable and flexible was at the heart of all Freedom Works' decisions. With the business world changing they knew it was more important than ever to remain present in the Gatwick area creating a solution for so many companies. After scouring the area for a suitable new home within 3 weeks of receiving the keys they were up and running!

What they have achieved in such a short time is nothing short of remarkable and

are proud to show it off to new members!

The (very) large meeting room is waiting for you; the hot desks are ready to book, and the coffee is brewing. Freedom Works offer the same brilliant service as before, fresh new offices, virtual offices, hot desking, meeting rooms and much more. What are you waiting for? Talk to Freedom Works and see how they can help your business grow, adapt and function with more flexibility.

Contact Freedom Works on 01293 368100 or info@freedomworks.space

Chichester College Group says this may be the best time to hire your next apprentice

If you have ever thought of hiring an apprentice, this may be the best year to take that step!

The government are now offering the largest incentive payments (to date) to employers.

Did you know you could receive up to £4,000 – just for hiring a new apprentice? That's right – you could:

- Receive up to £3,000 for apprentices of any age who start their apprenticeships between 1 April 2021 and 30 September 2021.
- Plus, you could receive £1,000 for hiring any apprentice between 16 and 18 years old or under 25 with an education, health and care plan or who has been in care.

What are the benefits of hiring an apprentice?

Apprenticeships are an affordable option to recruit new talent or upskill existing staff. There are also many other benefits of hiring an apprentice:

1. Improving productivity – more than three-quarters (76%) of employers who employ apprentices agree they make their workplace more productive.
2. Enhance service or product quality – 74% of employers say that having an apprentice improved products or service quality.
3. Aiding staff retention – employing an apprentice can aid staff retention, providing you with skills staff

for the future. In a recent survey, 74% of companies surveyed said that apprentices tended to be more loyal than non-apprentices.

The Chichester College Group can help you find the right apprentice for your business and advise you on your eligibility for grants and funding.

To find out more about hiring apprenticeships and how they could work for you go to:

www.chigroup.ac.uk/apprenticeships

Or email the team at:

employers@ccgtraining.ac.uk

gdb welcomes new members

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



www.lochassociates.co.uk

Loch Employment

At Loch Associates Group, we are experts in developing solutions to help organisations manage and look after their people. We provide a unique combination of employment law, HR, health and safety, wellbeing and mediation to ensure clients have access to a range of services from a

single trusted partner. The four distinct areas of the group work both independently and in partnership with each other. This allows us to tailor our services and develop a bespoke plan perfectly suited to your needs whilst being flexible enough to adapt as your business grows.



www.longwoodbusinesssupport.co.uk

Longwood

We are a friendly team based in West Sussex, offering remote Accounting, HR Support & Recruitment Services.

Our specialists have extensive experience in their fields and are passionate about working with small businesses and start-ups.

We know that not every business is the same. You may need an ad-hoc solution or a more permanent service. We offer practical solutions to support you, tailoring our approach to your business needs, providing much needed flexibility for small businesses.



www.smux.co.uk

SMUX

SMUX is a Sussex-based User Experience consultancy helping small and medium enterprises, start-ups and scale-ups understand and improve the experience they give their customers. We offer research on customer's needs, customer-focused product and service design, expert product evaluations, customer product testing, and experience measurement.

One thing you can't avoid when doing

business, is giving your customers an experience. How good that experience is can make a big difference:

- improved retention and share of wallet
- reduced acquisition costs
- reduced development costs and cost to serve

Ready to have a conversation or try something out? Email Barry at barry@smux.co.uk



www.techresults.co.uk

Tech Results Ltd

We help organisations Design, Migrate, Install, Protect and Support Cloud and on-site IT Solutions. If your current infrastructure isn't supporting your business goals or IT support not meeting your expectations, please get in touch. Tech Results is dedicated to helping you

make the most of IT technologies. When considering a new IT partner, it can be a leap of faith. Chat directly with some of our existing customers and find out if we are the right choice for you. We offer a low cost fixed price system/cybersecurity reviews.

Upcoming Events

www.gatwickdiamondbusiness.com/events

gdb Networking

Tuesday 11th May: 10.30-11.30

gdb Virtual Elevenses & Networking

- Stay connected with the gdb Team and your fellow Members
- Free of Charge – gdb Members Only

Thursday 20th May: 13.00 – 14.00

Simple steps to grow your business with online marketing

- Join us for an overview of the most popular and effective tactics to sell your products and services on the Internet, combined with ways to improve your web presence that can be easily accomplished.
- Free for gdb Members
- Non-Member Fee Applies

Referral Thanks

- Jeff Downs from Quantum Sales for Global 4 Communications Ltd
- Richard Butcher from Coast to Capital for Airbase UK Interiors & Tech Results
- Jeremy Taylor from The Company Connector for YTKO Ltd
- Matt Saunders from Storm12 for Bakers Garden Buildings Ltd
- Simon Bland from Reigate & Banstead Borough Council for Digibubble
- Anya Ledwith from Eshcon for TUV UK

Friday 28th May: 11:30 - 12:45

gdb May 2021 Members Meeting with Love Water

- Stay connected with the gdb Team and your fellow Members
- Free of Charge for gdb Members
- Non-Member Fee Applies

Tuesday 1st June: 10.30-11.30

gdb Virtual Elevenses & Networking

- Stay connected with the gdb Team and your fellow Members
- Free of Charge – gdb Members Only

Thursday 10th June: 12.00 – 13.00

Promoting Heavy Drinking and other Coping Strategies! with Crawley Wellbeing & Love Water

- Learn about the advantages of having a Health & Wellbeing Strategy for you & your Team and hear about the importance of staying hydrated.
- Free for gdb Members
- Non-Member Fee Applies

Tuesday 15th June: 10:00 - 11:00

Ask the Expert with Jonathan Sharrock of Coast to Capital LEP

- Free of Charge for gdb Members
- Non-Member Fee Applies

Friday 25th June: 11:30 - 12:45

gdb June 2021 Members Meeting with Bakers Garden Buildings Ltd

- Stay connected with the gdb Team and your fellow Members
- Free of Charge for gdb Members
- Non-Member Fee Applies

Face to Face Networking Returns...



Tuesday 20th July

Ashdown Park Hotel & Country Club



Wednesday 15th September

Malmaison, Brighton

Friday 24th September

September's Members Meeting and AGM sponsored by Thakeham Group

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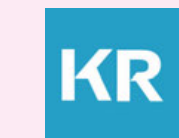
Brewin Dolphin

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



KPMG

<https://home.kpmg/xx/en/home.html>
Timothy.Rush@KPMG.co.uk
01293 652000



Kreston Reeves

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



MHA Carpenter Box

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



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sales@mnai.tech
020 31516624



Servo Private Wealth

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



Your Right Hand Finance Team Limited

<https://yourrighthand.co.uk/>
hello@yourrighthand.co.uk
01252 820002

Airport / Airline Services



Gatwick Airport

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



Virgin Atlantic Airways Ltd

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01293 553221



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info@vulcanellis.co.uk
07903 911727

Banking



HSBC

<https://www.hsbc.co.uk/>
andrew.steer@hsbc.com
08455 854001



NatWest

<https://personal.natwest.com/personal.html>
Paul.Mcconalogue@natwest.com
01293 643096

Business Consultants



Hazel Gibson Learning & Development Consultant

<http://hazeligibson.co.uk/>
hazeligibson199@btinternet.com
07753 520735

Environmental Services



Cleankill Pest Control

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

Food & Drink



Love Water

<https://www.lovwater.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 & Cophorne Hotels Plc

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



South Lodge Hotel

<http://www.exclusivehotels.co.uk/>
enquiries@southlodgehotel.co.uk
01403 891711

Insurance / Risk Services / Compliance



1st Central

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



IT Services / IT Support

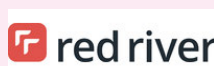
E-mpower IT

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



Extech Cloud

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



Red River

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



Vazon Technology

<http://www.vazontech.co.uk/>
info@vazontech.co.uk
07880 728209

Legal Services



DMH Stallard LLP

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



HCB Legal Limited

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gatwick@hcbgroup.com
01293 602890



Irwin Mitchell

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



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info@mayowynnebaxter.co.uk
01273 477071



Schlich

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sean.hughes@schlich.co.uk
01903 717001

Leisure / Entertainment



K2 Crawley

<https://www.freedom-leisure.co.uk/freedom-leisure-in-crawley/>
laurenpullen@everyoneactive.com
01293 585300



Local Government / Public Sector

Crawley Borough Council

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

Logistics / Travel Services



DNA

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



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ILG

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0844 264 8000



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

Manufacturing / Engineering



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sales@telguard.co.uk
01306 710120



Pentagon Plastics Ltd

www.pentagonplastics.co.uk
sales@pentagonplastics.co.uk
01403 264397



Marketing / Media / PR

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<https://huxleydigital.co.uk/>
hello@huxleydigital.co.uk
01903 896624



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



Global 4 Communications

<https://www.global4.co.uk/>
sales@global4.co.uk
01403 272910



Omni3

<https://omni3.co.uk/>
hello@omni3.co.uk
0800 368 7799



Regency Grove Communications

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



Property / Planning Services

Thakeham Group

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

Recruitment / HR

**Mekeda HR Limited**

<https://www.mekeda.co.uk>
meryl@mekeda.co.uk
07710 998291

**Volt**

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

Training / Education

**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
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**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
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**Control Energy Cost**

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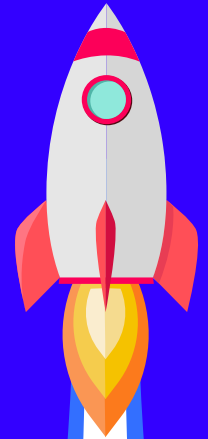
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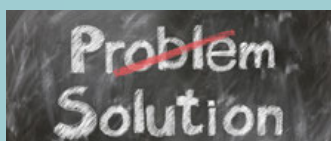


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