

**Edition 3**

July & August 2020

The magazine for Gatwick Diamond Business members

# Gatwick Diamond Open for Business

Top five steps  
to get staff  
back to work

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Warninglid Pupils  
Prepare for  
new £4 Million  
Primary School

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ILG: delivering in  
an uncertain world

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What can we learn from  
COVID-19 to help us  
look to the future?

# Jeff's Message

I've just been listening to the Prime Minister's announcement on the government's plans for the UK to "Bounce back Better" led by investment in big infrastructure programmes. Comparisons with Franklin D. Roosevelt's "New Deal" may be a bit far-fetched, but it does mark a change of mood - from crisis management and survival to "bounce back better" - and better includes greener.

I have sensed this mood change in recent gdb member events - a gradual shift from comparing pain (though that has certainly not gone away) to discussing opportunities to adapt and innovate in response to new opportunities. This will need new thinking, new skills and new business models to an extent that many, if not most, individual businesses will struggle to achieve on their own - collaboration and partnership will be vital. At gdb, we are now looking ahead to how we can best support members through a time of change and opportunity. One thing we know, because members are telling us, is that our role in providing

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**"... suggestions for change are often met with 'No, we can't change that because...' when in fact being adaptable and open to change is the very thing that is going to see you through and help you to realise your strength and potential for growth as an organisation."**

**Pentagon Plastics Group**

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a platform for informing and making connections will be more important than ever. We are always open to ideas from members and partners on how we can rise to this challenge.

Our popular 'Ask the Expert' events have been addressing some big issues. We were pleased that Henry Smith MP was able to join us for one - his Crawley constituency has been particularly hard-hit by the current crisis. Although a Conservative MP and generally supportive of the government response to COVID-19, he did not hold back on policies with which he disagreed - particularly the quarantine restrictions for people flying into this country. He led pressure within Westminster to get the more focussed measures now in place that are so important to the recovery of the airport and the wider aviation sector which, through its supply chain, touches every part of our economy.

Jonathan Sharrock, Chief Executive, of Coast to Capital, joined us to discuss the challenges our economy faces at the regional level and how we can attract the much needed investment including from government. I am pleased to say that Jonathan has agreed to return regularly to report and discuss progress as the LEP-led regional recovery plan develops. On Friday 9th July, Alison Addy, Head of Community Engagement at Gatwick Airport, will be in the hot seat for an interactive session on developments at the airport, including the latest on airlines and destinations, and all that Gatwick is doing to help everyone 'keep healthy, keep safe, and keep flying'.

The virtual 'Ask the Expert' programme, together with our weekly 'Elevenses' networking every Tuesday morning, are examples of innovations, inspired by necessity, that we will look to build into our events programme through the recovery and beyond. Like many businesses, gdb will need



to continue to innovate to strike a new balance in how we deliver our services. That said, to mis-quote Mark Twain, 'reports of the death of face-to-face events have been greatly exaggerated'! And we certainly look forward to seeing you all again in the real world.

As usual, my thanks to the Creative Group for the design of Diamond and to all the contributors for your inspiring stories.

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

Jeff Alexander, Chief Executive of  
Gatwick Diamond Business

# Chairman's Column

I write this on the day that should have been our AGM, which is now postponed to September because of the Covid-19 disruption.

The new AGM is going to be different; it might be in person or done virtually – hopefully we can have a dynamic and engaging session. Either way, this is just another of many examples of adapting to new ways of working.

There will be a couple of vacancies on the Executive Council, so please do consider now if you'd like to nominate yourself. It is an interesting and rewarding opportunity to be involved in the running of Gatwick Diamond Business. Voting will be taking place later on in summer.

Have you seen the report commissioned by our sister organisation, Gatwick Diamond Ltd, on the impact of Covid-19 in this area? A loss of 12.8% in

GVA is expected in 2020. To recover the loss in output in the next 5 years, the area would require an annual growth rate of 2.7%.

Locally, the recovery needs to be spearheaded by a number of organisations. gdb obviously has a role to play in this and I'm pleased with our strong connections and partnerships with many of the key players in the region.

Recently I joined more than 150 business leaders to call on the Prime Minister to use the UN's Sustainable Development Goals to create a socially just and green recovery.

As lockdown eases, we have a great opportunity to do things differently – to improve health, society, the environment and the economy.

We must Build Back Better – how wonderful would that be for you, your family and your business?



Luckily, gdb is well placed to contribute. Our strong network of like-minded and supportive businesses is our greatest strength... Sharing information on how we're doing things now, reaching out to those in need, buying from each other and generally providing support and friendship.

It will be a challenge, but gdb is definitely up to it!

**Anya Ledwith**  
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[www.eshcon.co.uk/gdb](http://www.eshcon.co.uk/gdb)

## Chestnut Tree House LOTTERY



**Join our Lottery and help provide life-changing care, week after week.**

During the coronavirus crisis, the Chestnut Tree House Care Team is doing everything possible to carry on providing hospice care for local children with life-shortening conditions. Will you help?

For **£1 a week** you could win our top prize of **£1,000 every single week.**

**Join today from £1 a week at [www.chestnutlottery.org.uk](http://www.chestnutlottery.org.uk)**

Players must be 16 years old or over. Promoter: St Barnabas Hospices (Sussex) Ltd. Manager Responsible: Max Caunhye. St Barnabas Hospices (Sussex) Ltd is licensed and regulated by the Gambling Commission [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)

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Hospice Care}



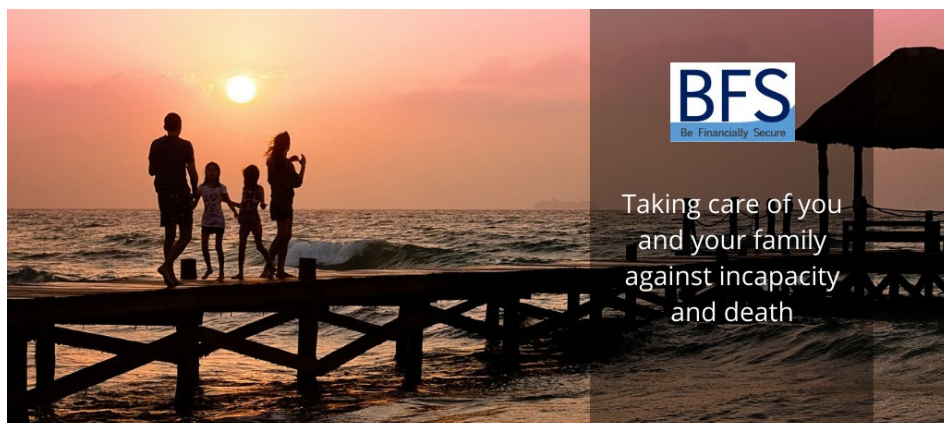
## Are you covered?

Be Financially Secure is an Independent Financial Advisory practice I have owned and run for 33 years. It has only ever offered specialist advice on life assurance and critical illness covers. The huge impact of this pandemic can be seen and felt by all.

Whether through me, or an existing Independent Financial Adviser, I would urge all members, to consider:

1. Are your life policies written in trust? Are your beneficiaries and trustees still appropriate today? Please remember, on death, the life policy proceeds are paid to the trustee for distribution to the beneficiary(ies). If you have named two or more trustees, they will jointly need to open a Bank account before any proceeds can be received.

2. Are your life policies set up on the most tax efficient basis? If trading through a Limited Company or a Limited Liability Partnership, there are some huge tax ben-



efits and as Legal & General's marketing says 'Put Life Cover on Expenses'.

3. Do your life and/or critical illness policies run to an expiry date now appropriate?

4. Have you reviewed your critical illness policies? There have been, in the last couple of years, very significant improvements in conditions covered and partial pay outs offered.

5. Are you and your spouse protected by way of a joint life, first death policy?

On death, proceeds pass to the surviving spouse/life assured and the policy ends. No further pay outs. Separate single life policies written in trust can cost as little as £5-£6 more than a joint policy but can pay out twice if both die within the term. The same applies to critical illness.

Care for a review? Please email [richardb@bfsco.com](mailto:richardb@bfsco.com) or call 07860 242065. <http://www.bfsco.com>

## It's time to build your business rehab programme

**Your Right Hand Finance Team offers 'personal training' advice...**

The most successful businesses build on best practice. But the world as we know it has taken a substantial hit in recent weeks – and many of us are reeling as a result... So how are you going to get your business back on its feet in an optimally efficient way?

The 'rehab' concept is a really useful approach to planning to get your business up and running again in a stronger, healthier way than ever before.

Many business owners in our community are likening the current en-

vironment with having been in an accident, or suffering a sports injury. What's needed now is some kind of training plan and clear goal-setting to get back to full fitness in an efficient and effective (but also strong and sustainable) way.

So what does 'optimal fitness' or 'fit for purpose' look like for your business? And how will you get there?

Fitness isn't just about growing sales. It's about every area of the business being at its best, delivering the most effective performance at all times – including the finance function.

An optimised, highly effective finance function will actually help you make more sales, improve profit and generate more cash.

At YRH, we know what the fitness programme is that businesses need in their finance function – and how that pro-

gramme can support stronger results, more profit and better cashflow.

We've already designed the best practice training plan and acted as the part-time 'personal trainer' for hundreds of businesses just like yours – helping them gain a leaner, fitter back office. Would you like us to help you too?

We're happy to review how you can streamline your finance function in the most effective way for your business – providing immediate practical suggestions to help you get you back on track...

Email us [hello@yourrighthand.co.uk](mailto:hello@yourrighthand.co.uk) or for more information visit - <https://yourrighthand.co.uk>



## Mark Sweetinburgh questions - Should you protect your Intellectual Property (IP)?

In the current situation with the coronavirus pandemic, we are seeing a huge increase in innovation, with many of the innovations being offered either for free or on a not for profit basis; however, does this mean that there is no need to protect these innovations?

There is often a thought that protecting Intellectual Property (IP) in a new technology prevents that technology being available for all. This would clearly be undesirable in relation to a vaccine for Covid-19. What about a new and improved item of PPE? Surely the answer would be the same – under the current situation, it is simply not right that PPE could be prevented from being made available to all.

However, what happens when there is no longer an urgent public need for these innovations? What if someone finds a highly profitable new use for an innovation?

Protecting IP simply means that the

owner of the IP has a choice in the matter. They are free to allow all to use their innovation whilst it is needed and then recoup some of their investment at a later date.

Unfortunately, if inventions are not protected before they are publicly disclosed, it will not be possible to protect them at a later date.

What about possible delays in protecting the IP in a new product? Doesn't it take years to obtain patent protection? Whilst it is true that it can take many years to obtain a granted patent, all that is required is for a patent application to be filed before an invention is made public. This can be done in a matter of days. Whilst patents protect how a product works, there are also registered designs to consider which can be filed very quickly and protect the appearance of a product.

All in all, it seems there is no reason not to protect the IP in innovations. To



Mark Sweetinburgh

the contrary, it seems only right that the companies who are willing to develop and provide new technologies should have the opportunity to be rewarded for their work at an appropriate time in the future.

Mark Sweetinburgh is a Chartered (UK) and European Patent Attorney and a partner in the firm Sweetinburgh & Windsor ([www.sweetwindsor.com](http://www.sweetwindsor.com)), based in Crawley, West Sussex.

## Wind generated energy and negative pricing by Control Energy Costs Ltd



Did you know that nearly a third of electricity in the UK is now generated by wind?

Wind power is a renewable source of energy, so better for the environment. Wind is also sustainable meaning it will never run out – at least not in this country!

When there is an increase in wind, you would not necessarily assume that it might mean negative pricing. But this is exactly what happens when a very windy day is coupled with a decrease in energy use in the UK. With the pandemic, there is a sustained significant drop in business energy use.

When more energy is generated than there is demand, this mismatch can mean that prices will occasionally enter negative territory.

This is because wind generation has financial support mechanisms that mean that suppliers need to be compensat-

ed if they are asked to stop generating wind power. It also costs them money to stop generating wind power, then restart once demand increases.

You might think that negative energy pricing is a bonus for customers, but this is not the case. If you have an all inclusive fixed price energy contract, this anomaly will not impact on your charges as you are protected from these fluctuations. However, because of the compensation mechanisms, customers buying energy on the wholesale market under a flexible energy contract may have to pay extra, even though it sounds counter-intuitive.

If you are interested in finding out more about how energy pricing works and how we can help with your business energy questions why not get in touch with the team at Control Energy Costs <https://cec.uk.com/>



## Do you know where you are going to ... & who to talk to? asks The Company Connector



Jeremy Taylor

As a professional networker and company connector working in the travel and aviation sector, few people are more squarely in the Covid19 crosshairs than Jeremy Taylor. Since 2018 his business, The Company Connector, has introduced dozens of large organisations to the people who matter most to them – stakeholders and potential partners.

Using London Gatwick airport as a hub, he has shaken more hands than

### Jeremy has built countless networks

he cares to remember and built countless networks, both for international trade delegations and for British exporters. But overnight the

Covid crisis has halted all conferences, turned Gatwick into a ghost town and sent travel bookings tumbling.

Jeremy has therefore pivoted to create a new business – ViTex, the Virtual Trade Experience. With international conferences off the agenda for the foreseeable future, ViTex enables British exporters to connect virtually to trading partners

overseas and helps foreign trade delegations make vital connections with UK businesses.

ViTex Sessions provide a place, online, for businesses to meet and to discuss trading opportunities as well as promote a region. The ViTex Team have access to over 30 destinations and are building this network so you can reach the markets you need. At the time of writing there are positive discussions with Argentina, Eastern Europe, the Middle East and several cities in the USA.

Each ViTex Session includes an overview of the two connecting markets, delivered by experts in trade from that destination. Each participant is then paired with businesses from the destination in dedicated Zoom Breakout Rooms before reconvening to agree their next steps. With expert facilitation from the ViTex Team, these Sessions are engaging, commercially constructive and a novel way to make great connections.

Delivered by [www.TheTradeConnector.com](http://www.TheTradeConnector.com)  
Call us on 0 (+44) 78 31 14 80 64  
[connect@TheTradeConnector.com](mailto:connect@TheTradeConnector.com)

## Looking after your business assets: a series of short articles on how to upgrade your old spreadsheet to a modern cloud based register!

### Episode 3: Asset Auditing – fixing the tags

Now you've got some ideas from the last article on tags and types, usually barcode labels, let's consider the main issues.

**What to tag.** Generally, fix a label on anything that's valuable, portable and vulnerable, which in an office context is IT, AV, furniture, catering and cleaning equipment, artwork too. Fixtures and fittings can be added if you have responsibility for checking the safety aspects of the premises like fire doors, emergency exits, boilers and water tanks. Don't forget storeroom items that are taken out on site, tools, plant, and professional equipment as these can be the subject of a check in check out procedure.

**Where to tag.** The optimum position for the tag is somewhere easy to scan, but not easily affected by impact or abrasion or casual interference.

**Threshold.** Usually around £100 minimum value, so that individual items can be individually tracked and linked with specific information. This avoids low value items like keyboards and mice, consumables etc, although a large volume of low value chairs can be counted and listed under one barcode label as a set, for insurance purposes and replacement budgeting.

**What information to record.** As you go around fixing the labels it is preferable to record asset details at the same time. This will be the subject of the next article.

"You can't manage what you don't measure!"

For more information contact:  
[info@assettrac.co.uk](mailto:info@assettrac.co.uk)

## The Creative Group acquires Huga

Former Crawley Town FC boss scores a hat-trick with the acquisition of a third company in six months.

Crawley's multi-award-winning creative agency; The Creative Group announces the acquisition of Forest Row based digital marketing agency, Huga.

The Group, which is headed up by CEO Matt Turner, is an umbrella company for Creative Pod, ECHO, Square One, The PrintShop, Spacelink and 427. This announcement marks an impressive hat-trick for the firm which, despite the current uncertain climate, has been its third acquisition in six months.

The move sees The Creative Group acquiring 100% of the Huga brand and its 12-year-old client base, increasing The Creative Group's client portfolio by approximately 30%. The move, which will no doubt spark curiosity and possibly a few raised eyebrows amongst its peers, given the current climate, has been commended by many for supporting local Sussex businesses and local employment, and is a further testament to their

commitment to the local economy.

Matt Turner, CEO of The Creative Group, said: "This is proof that if you have the right team, the right leadership and a creative calm head on your shoulders, you can steer your business through anything. We are providing massive value for our clients at the moment and constantly going the extra mile. I look forward to welcoming the Huga client base into The Creative Group, so we can help support them through these challenging times, by providing first-class marketing communications."

**This announcement marks an impressive hat-trick for the firm and is its third acquisition in six months**

Søren Pople, Founder & CEO of Huga, said: "I'm incredibly proud of what we have achieved as an agency over the last 12 years. I have been given an incredible



Søren Pople & Matt Turner

opportunity to move onto pastures new. However, I care about our clients a lot. So I have spent considerable time finding a like-minded agency, which shared the same ethos, values and entrepreneurial spirit, as I do. These guys do just that and more, and I know my clients are in very safe hands. I would like to wish Matt and his team the very best and look forward to seeing our clients prosper with The Creative Group."

To find out more about The Creative Group, please visit: [www.thecreative.group](http://www.thecreative.group)

## Vail Williams scoops Investors in People gold award

Investors in People has awarded property consultancy, Vail Williams LLP, the We invest in people Gold award following a recent accreditation inspection.

The Gatwick-based property firm was awarded the gold accreditation for its continued investment in people development policies and now ranks amongst just 17% of IiP accredited organisations to achieve gold status.

Commenting on the award, Matthew Samuel-Camps, managing partner at Vail Williams, said: "We are absolutely delighted to have received recognition of our work to make Vail Williams a great place to work by the UK's leading personal development organisation. This was a core milestone in our development plan and achieving gold is testament to the hard work and enthusiasm of each and every person who works here."



Vail Williams previously held the Silver Investors in People accreditation and has continued to invest in the development of its processes and procedures, communicating its core values and purpose across the firm, whilst ensuring the physical, sociological and psychological wellbeing of its people.

Geoff Fallon, partner at Vail Williams and a member of the firm's IiP working group, said: "We've worked incredibly hard not only to retain our accreditation, but to improve on our silver award. This is about helping our people to be their

best selves whilst also developing the future leaders of our business."

Vail Williams was applauded for its progressive nature and ability to adapt and review processes, something which has been reinforced amid the ongoing Coronavirus outbreak, which as seen the firm roll out more widespread flexible home-working practices quickly and seamlessly, as well as launching an online COVID-19 business support hub to support clients.

Paul Devoy, CEO of Investors in People, said: "We'd like to congratulate Vail Williams. Gold accreditation on We invest in people is a fantastic effort for any organisation, and places Vail Williams in fine company with a host of organisations that understand the value of people."

For more information, please visit [www.vailwilliams.com](http://www.vailwilliams.com)

# ILG: delivering in an uncertain world

When High Streets closed for lockdown, millions of UK consumers switched to the Internet for their shopping. Between 19th April and 10th May 2020, online orders in the UK increased by 200% year on year. But, while this gave a much-welcomed boost to e-commerce revenues, the Covid-19 crisis caused serious logistics challenges for e-tailers and all kinds of other businesses.

## Delivery network overloaded

Getting products into the hands of customers became more problematic as lockdown restrictions and surges in parcel volumes overwhelmed some delivery carriers. From 30th March to 3rd May 2020, Royal Mail Parcel deliveries grew by 31%. International delivery networks were also disrupted by cuts to air services and tighter border controls. Businesses faced the prospect of letting down their customers, either through late or failed deliveries or perishable goods arriving out-of-date or in poor condition.

## Managing logistics for Gatwick Diamond businesses

ILG is a specialist delivery and fulfilment company with long experience of managing deliveries to consumers and businesses, both in the UK and overseas. Founded in 1990, it has grown from a small delivery provider based in Burgess Hill to become part of the global Yusen Logistics network, with worldwide storage facilities and access to air cargo, sea freight and international courier services.

ILG is ideally placed to keep businesses connected to their customers during times of crisis. Thanks to its established

**ILG gives us a range of delivery options to keep our deliveries on time and our customers happy. Their knowledge, responsiveness and honesty has made a huge difference to us.**

Jo Hunter, Chief Food Lover, Piglets Pantry



partnerships and significant buying power with the world's leading courier companies, ILG is able to problem-solve many of the most testing delivery challenges. Access to a wide choice of carriers enables them to pick the fastest, most reliable and cost-effective route for each package. If a consignment is delayed or goes astray, ILG works closely with its carrier partners to pinpoint and redirect to the correct destination as quickly as possible.

## Case study: Piglets Pantry

Piglets Pantry is an award-winning food producer based in Worthing, with a reputation for supplying hand-filled pies, handmade sausage rolls, cakes and biscuits to sports, hospitality and events clients up and down the UK. When the Covid-19 crisis struck and B2B orders dried up overnight, Piglets Pantry quickly built a unique and very popular online afternoon tea service for consumers that broke all previous sales records. But as order volumes grew, courier companies struggled and delivery failures spiralled to 50% of all orders.

ILG was appointed in June 2020 and within a few days, deliveries were back on track. By offering a choice of delivery solutions across its courier networks, ILG helped Piglets Pantry achieve a delivery success rate of almost 100%.

## Future-proofing deliveries

As lockdown eases, non-essential stores reopen and retailers adjust to the 'new normal', increased demand for courier services shows no sign of disappearing. Research predicts that 40% of UK shoppers intend to make more frequent online purchases after High Street trading restarts.

Heightened demand, Brexit uncertainty and the possibility of further lockdowns make it difficult for businesses to anticipate how courier services will be affected and plan accordingly. Whatever the future brings, delivery experts like ILG will be essential for ensuring Gatwick Diamond businesses get their products to the right destination at the right time.

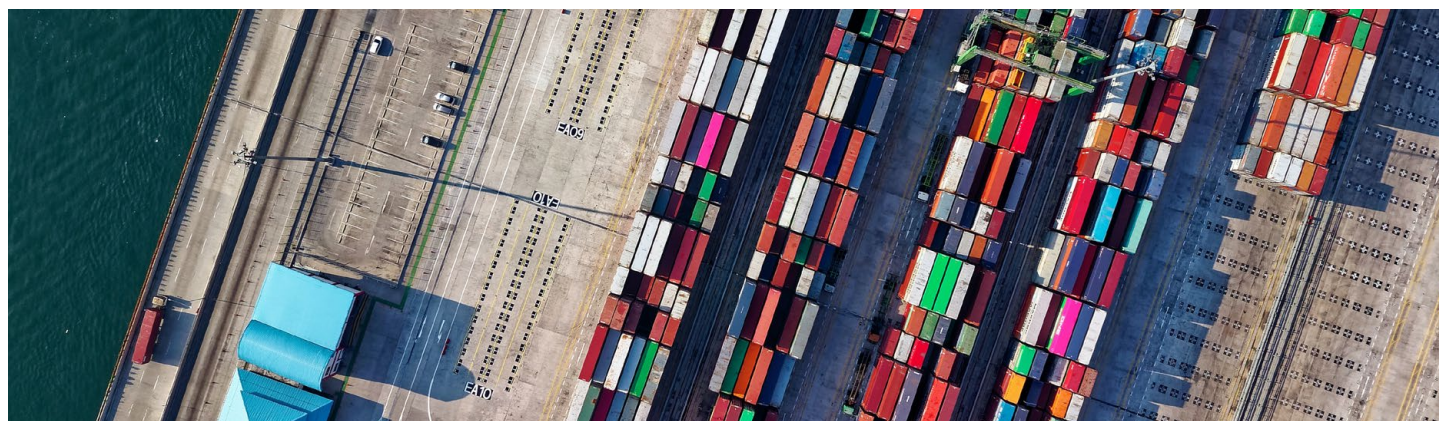
Find out more about ILG:

<https://www.ilguk.com/delivery/global-delivery-services>

For enquiries about ILG delivery services, please email [mikejones@ilguk.com](mailto:mikejones@ilguk.com)



## The impact of Covid-19 on global trade supply and demand from the University of Sussex



As the UK begins to emerge from lockdown, many Gatwick Diamond Business members will be considering the impact of global supply chains on their trade in the wake of the Covid-19 pandemic.

Professor Michael Gasiorek, a trade policy expert at the University of Sussex Business School, speaking in a recent episode of the UKTPO podcast Trade Bites, considered whether the global trade system was immune to the pandemic:

“There are very few supply chains that are resilient to the Covid-19 shock. It is so extreme, so synchronised and affecting supply and demand, it’s hard to imagine any supply chain that could be resilient.

“If you can’t produce goods because you must maintain social distancing and you can’t have production facility operating, then no amount of supply chain diversification is going to help. One way of building resilience is through stockpiling essential goods. Clearly many countries, including the UK, did not stockpile enough, or the right types of goods.”

According to Prof Gasiorek, the world has seen the importance of maintaining the flow of goods and services. In the future, ways of using technology, limiting trade barriers and reducing costs had to be found to continue supply and demand.

“At the moment, we don’t yet know

how the international trading system is going to respond to the challenges of emerging from the lockdown. It’s important to remember that the crisis is a collapse of supply and demand which then impacts on trade.

“There will be much pressure on governments to resort to policies which impact on trade. Time will tell how governments, the global trading system and the World Trade Organisation respond to those.”

For more world-class perspectives on economics and supply chains, join the [www.sussexmba.com](http://www.sussexmba.com) [www.sussex.ac.uk](http://www.sussex.ac.uk)

## Avantguard Security are thrilled to be a Living Wage Employer

We are very pleased and proud to announce that Avantguard Security are now a Living Wage employer. This is an historic moment in our business journey and underlines the incredibly close working relationship and trust we share with our clients.

Our exceptional hardworking team coupled with smart technology and training have proved that we really can deliver outstanding security solutions that keep our clients safe, secure and informed. We join nearly 6,000 employers around the UK who have proudly committed to pay a real living wage to

our staff. The real Living Wage is higher than the government’s minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. It is calculated each year and is announced by the Living Wage Foundation as part of Living Wage Week.

It has always been our belief that the Living Wage is the difference between paying what is a legal requirement and what is ethically right. Thanks again to our customers and team for helping us reach this amazing milestone and helping us to be the best we can be.



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

## Working together - Be Financially Secure & Bluebell Digital

When I joined gdb, I did so to try and improve sales for BFS Co, my independent life/comprehensive critical illness/income protection/inheritance tax financial consultancy

With that in mind, when I wanted a particular problem solving on my Google Ads account, it was only fair and proper that I should try and engage with a gdb member. At a meeting I was lucky enough to meet Barney and later engaged professionally with him. Barney, thank you. You solved the problem in a timely and cost-efficient manner. Thank you gdb, without which we would not have been doing business.

I met Richard at networking and was interested to get to know his business. He engaged me for the aircraft-servicing side of things, as he has a couple of hats in terms of his business locally. I worked on the Norvic account and was able to suggest and implement a

number of optimisations to improve the presence of his business on Google and increase the potential for securing leads for aircraft servicing, which is something Norvic offers on a global basis. Richard was great to work with and I felt I was able to improve his campaign and give his regular marketing team some pointers on how to manage the Google Ads account in future to make the best use of their current budget and potentially expand.

My business is Bluebell Digital and we offer deep expertise in Google Ads, Social Media Management, Paid Social Media Advertising, Analytics, SEO, Copywriting and Training on digital platforms for staff and executives. I used to work for Google so I can bring 20 years of experience to bear on your business and make sure you are running the most effective possible digital media campaigns and or manage your social media and optimise your SEO

visibility. If any companies are looking to take their business online for the first time, we can also help you do that.

[www.bfsc.co.com](http://www.bfsc.co.com)

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



# Add eCommerce to your business today.

In these troubled times many companies are looking for additional revenue streams to add to their business model. One of the most effective is your own eCommerce solution. This will ensure your products and services remain right at your customers fingertips.

We create affordable, high quality eCommerce solutions that convert your visitors into customers. Our solutions allow you to control every aspect of your online business - and it will probably cost less than you think.

For July and August we can offer a flexible payment plan to Gatwick Diamond Business Members to spread the cost with monthly installments at 0% interest.

**Call us now on 01293 562 700 for a free no obligation consultation.**



## Cleankill asks - Are you paying too much for your pest control?



Paul Bates



With budgets tightening and all expenditure being scrutinised, it's a good time to evaluate your pest control provider.

The big, national brands says Cleankill Managing Director Paul Bates don't necessarily offer the best value or service.

"It's well worth looking at regional pest control companies. They can offer better value and often more transparent, fair pricing. You will also get a more personal service. With shareholders wanting better returns, the larger companies can put a lot of pressure on their salespeople who then become focused on their targets rather than the problem they are trying to solve for the customer."

Regional companies are usually large enough to afford to invest in good training, accreditations and the latest products and services, but don't have the huge overheads and marketing costs associated with national brands.

If you have a contract with a national company, Paul advises careful examination of any hidden costs and extras that may be charged alongside the charges for regular site visits. It is worth comparing the original contract with what you

were actually charged.

"Pricing should be completely transparent and there should be communication after every visit, so you know what has been done and why. All of our technicians use i-pads so instant reports can be sent to customers and there are no surprises," said Paul.

Accreditations and standards are something that should be checked. The European Standard for Pest Control is EN 16636 Certification (CEPA Certified®). This is independently assessed by qualified and experienced auditors with an in-depth working knowledge of the industry. Audits validate practices to a clear professional standard to ensure activities are delivered safely, effectively and within European and national regulations.

Also critical is British Pest Control Association membership and accreditations including ISO9001, ISO14001, Altius Vendor Assessment, Safecontractor, Exor, Constructionline and Achilles Health and Safety schemes.

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

## University of Chichester introduces executive portfolio of on-line short courses!

The University of Chichester announces its executive portfolio of on-line vocational, practical and in-depth short courses available from August 2020 onwards.

In these challenging times, some people may now be in very different employment circumstances. Short courses can help them feel a sense of purpose, grow a new network and evidence what they have done to increase their skills and employment opportunities.

This exciting initiative is designed to provide learners who may already be involved in people management, marketing, event management or related careers with the opportunity to refresh and enhance their skills and knowledge.

These short courses can be tailored



to the needs of individual organisations and are designed to give learners the competence and confidence to further develop their skills.

You do not need any special entry requirements as the courses cater for all types of learners.

According to Paula Jenkins, one of the coordinators of the initiative, 'Our lecturers have access to the latest thinking in

their respective fields as well as industry experience working with a broad range of employers and are highly conversant with contemporary issues within different organisations".

For further information, please visit our website at [www.chi.ac.uk/business-school/our-courses/executive-short-courses](http://www.chi.ac.uk/business-school/our-courses/executive-short-courses) and download our brochure.



# What can we learn from COVID-19 to help us look to the future?

COVID-19 has seen all businesses and individuals make rapid adaptation to day to day life.

Interaction as we knew it on a personal level has changed in an unprecedented way and business have had the shutters pulled down without a minute's notice leaving loyal staff and owners vulnerable. Business owners have had the power taken out of their hands and the nation now rests in the hands of the Government to guide the country out of this pandemic.

We have all learnt a lot about ourselves as we have navigated COVID as individuals, employees, business owners, families

and as a nation and one thing is evident, no one is unaffected.

As a plastic injection moulder and toolmaker, facilitating the production of medical products into the health care system and frontline services we have continued to operate throughout the pandemic. Embracing a new way of working to incorporate social distancing measures and facilitating the shielding of our more vulnerable team members,

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**Bringing manufacturing back to our own shores will give greater control to production supply**

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we have been able to fulfil increased demand for medical moulding production, including ventilation components.

As we begin to see a glimmer of light at the end of the tunnel, what can we learn from COVID-19 which will benefit our business in the future?

## 1. There is nothing that cannot be changed

All too often in businesses including our own there can be a resistance to change, for one reason or another many of us do not like change. Maybe due to a fear of the unknown with suggestions for change often be met with 'No, we can't change that because...' when in fact being adaptable and open to change is the very thing that is going to see you through and help you to realise your strength and potential for growth as an organisation. Everything you think you can't change; it turns out that you can, procedures and processes

rapidly adapted to facilitate a safe working environment, shift changes, working remotely and even temporary role changes we have done it all. Having the ability to change and adapt at the drop of a hat has been one of the essential elements that has been installed in our COVID-19 toolbelt.

## How will this help in the future?

We will all be a little less fearful of change, knowing its all for the greater good and will enable the company to continue to perform at to its potential. Change is not permanent..... that is why it is called change.

## 2. Teamwork is essential

Pentagon could not have continued to operate through this pandemic if it were not for the dedication, trust, and flexibility of our entire workforce. Our staff have embraced social distancing following government guidelines without question to safeguard in the workplace and facilitated change in shift patterns to help colleagues accommodate individual childcare and family needs. Meeting a high increase in production demand for the medical sector our team has given us everything they have got, and we could not be prouder of each one of them.

## What can we take from this for the future?

We are humbled by the efforts of our staff and the commitment they have shown is second to none, this is a culture we want to take forward as we grow in staff numbers. Staff who look out for one another, provide emotional and practical support, and understand the business needs are invaluable.

## 3. UK Supply Chain

With an instant rise in demand for the manufacture of ventilation equipment and PPE to help the fight against COVID-19



the UK found that there are some rather large holes in the UK supply chain system. Much of the manufacturing process is undertaken offshore, not because we cannot make it here in the UK but because it can be done at a lower cost or a faster turnaround in other countries. The lack of PPE and massive demand for ventilation saw UK manufacturing come out of the shadows, work collaboratively, and throw everything it has got to offer into supporting the country at the worst time. Many manufacturers adapted their usual production lines including clothing, vacuum, automotive, to name but a few changing their focus to help meet the needs of this national emergency. These combined efforts have humbled us and made us prouder than ever to be a part of this great British industry.

#### What will this mean for the future?

The key word for manufacturing should be 'supply' over cost or time. Bringing manufacturing back to our own shores will give greater control to production supply, consistency in quality requirements and will ensure we always have access to products. This can avoid the need to travel through boarders or be declined for not meeting quality standards whilst also lowering the carbon footprint, a win-win. By keeping manufacturing onshore, we can limit interruptions to the supply chain providing an incredible impact on helping the UK out of any future issues such as unprecedented levels of unemployment! Increased demand in UK manufacturing will in turn deliver greater employment opportunities across the country.

#### 4. No one is alone

COVID-19 has seen all of us thrown into the very alien situation of Isolation, whether alone or with family or housemates

we have been shut off from the world we know and take for granted. Interaction with family, friends, and colleagues on a day to day basis has become something that many of us now pine for. As human's social interaction is a fundamental part of our personal wellbeing and as an employer, we recognise that this will influence everyone's mental health one way or another. It has been outstanding to see the UK come together to support and care for family, friends, strangers and neighbours and we can only hope that this level of kindness stays with us as a country in the years to come. Here at Pentagon team spirit and comradery have emanated through the facility, although mindful of physical distancing our four walls have been filled with kindness, understanding and respect as staff and managers support one another in these emotionally challenging times.


#### What does this mean for the future?

No one is truly alone, even when physically separated there are always ways to reach out and someone to listen. Mental health is not something people leave at home, it goes everywhere with them and is displayed in different ways, it is vital that employers are able to support not just physical wellbeing but also emotional wellbeing of their workforce.

#### 5. Everyone has a different approach to risk

As individuals and businesses, we all have a different approach to risk, some incredibly fearful of the unknown and others bulldozing ahead not worried about the consequences. Neither of these approaches are wrong, they are just different. In the work place we have seen some of our team needing to shield in accordance with Government advice, some requiring isolated working areas and others, battle on sword in hand ready to take on the virus head on. With these varying approaches to





**We will continue to support our diverse customer base now and beyond COVID-19**

risk the Pentagon team have shown nothing but respect for one another and differing approaches to the risk of COVID-19, not judging nor being dismissive.

#### **What does this mean for the future?**

We hope people in general will be a little less judgemental be it to risk, choice, lifestyle, or business decisions.

#### **6. Plastic is good not something to fear**

There is no denying that Plastics has taken a media whipping over the last few years and has been an unrelenting enemy of the world. As a plastic injection moulder, we are only too aware of the negative reputation of single use plastic. Much of it emanating around drink bottles, bags, coffee lids, straws, and other plastic packaging with little thought to the wider use of plastics. The hospital equipment, the PPE, aircraft, freight the very things that we have all relied on to support us throughout this crisis to supply us with food, medicine, and essential equipment. None of the products that we produce here are for the single use market, all products produced are customer owned and of a technical nature serving industries including aviation, medical, construction and security.

#### **What does this mean for the future?**

It certainly does not mean that its ok to litter and allow our environment and marine life to deteriorate and suffer. What it does mean though is that in the future we should always look at the bigger picture and have an informed, measured and educated opinion considering all factors before calling out the bad guy. After all, as COVID has shown us all, one day it may be something you come to rely on!



#### **7. No business is untouchable in a crisis**

Even though we have continued to work through the UK's biggest crisis of modern times it has become wholly evident that no matter what industry you are in, no organisation is untouchable. Although we have seen a sharp rise in our medical production lines, the aviation sector has fallen to an all time low. Aviation makes up approximately 30% of our production and the slowdown is having an impact on the business.

We are fortunate enough not to have closed our doors like many others have in this crisis, therefore the true impact will be drawn out over a longer period. With the re-establishment of travel and hospitality still a relative unknown we have contingency plans in place to manage this drop in demand.

#### **What does this mean looking forward?**

We are not too proud to say that this does not cause us a level of concern as we look to the future. However, we are adaptable, resilient, and strong in our business sector. We will continue to support our diverse customer base now and beyond COVID-19.

COVID-19 will be the biggest challenge many of us have and will experience in our lifetime on both a personal level and as businesses, lets hold on to this experience and learn from it as we emerge, reset, and look to the future.

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

**PENTAGON**  
**PLASTICS GROUP LTD**



## Diamond Leaders – Your New Peer Group Opportunity



**The great thing about peer groups is rather than just getting business advice from, say, one consultant, the group gives you access to about 10 experienced business people around the table who can give you inputs without an 'axe to grind' or trying to sell you something but at the same time hold you accountable for your actions.**

**Jeff Downs, MD Quantum Sales**

We are very pleased to announce the launch of Diamond Leaders - gdb's peer group programme offering a new, high-value service for business leaders and shapers.

Learning from the experience of members, we have designed Diamond Leaders to give participants targeted opportunity to meet with their peers to share experience, knowledge and ideas to help grow their businesses – all with the benefit of expert facilitation and input.

To get this new initiative off to a strong start we have been working with gdb member Jeff Downs of Quantum ([www.quantum-sales.com](http://www.quantum-sales.com)). Jeff is very experienced in running peer group programmes and, in addition to helping us to develop the concept, has agreed to chair and facilitate the first Diamond Leaders group.

His group – Diamond Leaders for Growth - is aimed particularly at MD/Owner level with a broad agenda tackling the needs of group members as they strive to grow their businesses. Jeff has worked with gdb to build the group. He will lead each meeting, co-ordinate expert speakers and develop the group as a network including with other groups as they are established. The group will

meet bi-monthly with 6 full-day meetings each year.

With the intensity of the programme and the individual commitment it demands, Diamond Leaders is a major development of the gdb offer exclusively for individual leaders with a high desire to grow their businesses. Each group will have no more than 10 members, and the membership will be fixed so that the group can develop as a team in a sharing, but challenging, environment characterised by trust and confidentiality.

Diamond Leader groups will be established, supported and quality-guaranteed by gdb but led by a chair drawn from the membership. Each chair will be experienced in group leadership and will have expertise in the specific aspects of the growth agenda on which their group will focus. They will also have the connections to bring in specialist contributors to provide a fresh perspective and challenge.

Groups will be formed around the general business growth agenda or with a more specialist focus such as marketing, sales, investment, innovation, people and strategic planning. They could also potentially be targeted at a specific sec-

tor or business size/type. The right balance of members within each group will be for the chair to determine with an informal selection process. To maintain momentum and build the necessary trust, we expect groups to meet at least every two months. As groups become established, we will bring all Diamond Leader participants together to form an extended network.

For more information on the opportunities for either leading or becoming a member of a Diamond Leaders group, please contact Jeff Alexander ([jeff@gatwickdiamondbusiness.com](mailto:jeff@gatwickdiamondbusiness.com); mob. 07787 224676). If you are interested in joining the first group led by Jeff Downs (one or two places are potentially available for participants who would strengthen the group's mix) please contact him direct ([jdowns@quantum-sales.com](mailto:jdowns@quantum-sales.com); mob. 07715 749691).

Membership of a Diamond Leaders group is for a minimum 12-month period for monthly payment of £75 (plus VAT) for gdb members or £150 (plus VAT) for non-members. One-to-one sessions are not included but will be available on-demand through the chair.

## 30 Years of Change

Optima Systems is an IT and support services company based in Crawley. In this article Managing Director, Paul Grosvenor, talks about the last 30 years.

When I founded Optima Systems in 1990, there was no World Wide Web, no smart phones, no Google. Our computers were based on 486 chips (if you were lucky) and ran at 33MHz not the GHz we see today. Offices were manned 9 to 5 by people wearing suits and video conferencing was limited to large multi-nationals with very deep pockets. Laptops or 'mobile computers' were often fondly referred to as 'luggables' and we had to connect to the mainframe computer through slow modems running at speeds that today would be laughable. Networks seemed to be limited to the sharing of printers.

In our year of incorporation, you may remember Microsoft releasing version 3.0 of Windows and Voyager I taking the famous "Pale Blue Dot" image while looking back at Earth (incidentally, it is still returning information today and is now over 13 billion miles away). A year after that, the first webpage appeared on what was to become the World Wide Web and a year later the first text message was sent.

**There was no World Wide Web, no smart phones, no Google**

Who would have believed the changes that would come from those early ideas? We did business using pagers, emails, and the telephone. We did

make our first significant tech purchase, an HP LaserJet II printer which went on to last for quite a few years (quite a bit longer in fact than its replacements).

By the year 2000 Optima had moved around and expanded somewhat but remained in serviced offices. We numbered around 10 staff. Services on offer now included software development, IT support and web design which allowed us to provide a complete package to our customers.

In 2004 we purchase a building in

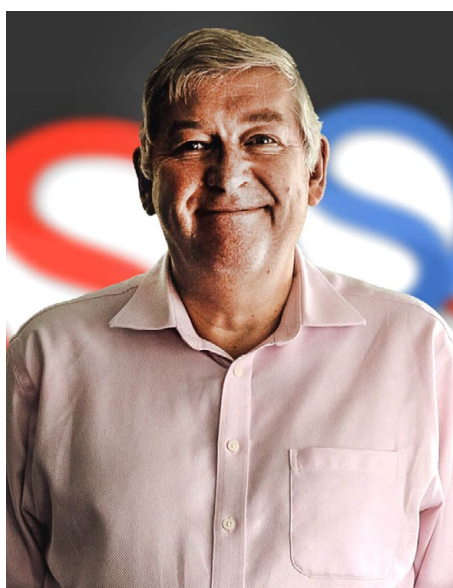
Crawley and comfortably settled into the offices we remain in today. At the same time Facebook, Gmail and Firefox launched and were followed by YouTube a year later. The year after that Twitter launched and Apple sold its first iPhone.

In 2010 we expanded our horizons with the purchase of a stake in a Washington D.C. based analytics company. This allowed us to move our software development toward clinical research and data analytics – an area we are still heavily involved in. 4 years later we opened a European office in Malmö, Sweden where much of our R&D is based.

Today Optima Systems continues to grow and build on technologies that were once only concepts. Optima now employs 18 staff and we provide a variety of services to many clients. Some of which have been with us since the early days: 30 years ago.

I wonder what's next?

**Paul Grosvenor – Managing Director**  
([paul@optima-systems.co.uk](mailto:paul@optima-systems.co.uk))



[https://optima-systems.co.uk/?utm\\_source=pauls-article&utm\\_medium=online-magazine&utm\\_campaign=GDB](https://optima-systems.co.uk/?utm_source=pauls-article&utm_medium=online-magazine&utm_campaign=GDB)

## Matthew Tyson, Director at Richard Place Dobson, appointed a Director for Crawley's Business Improvement District



Matthew Tyson, Director at Richard Place Dobson (RPD), Crawley based Chartered Accountants and Business Advisors has been appointed to join the Board as a Director for Crawley's Town Centre Business Improvement District (Crawley BID).

The Crawley BID is a businesses-led and business-funded body formed to improve the town centre of Crawley. One of its core focuses is the creation of a safer environment within the town centre for the benefit of all its users by looking to reduce crime, improve CCTV coverage and introduce street ambassadors.

Matthew is well known for being active in the local community and is a big advocate of corporate fundraising. He was put forward for this position to be on the Board so he could join in and support the Crawley community and other local businesses. Already, Matthew's training is well underway, and he has meetings scheduled over the coming weeks to work towards helping get the BID's plans up and running.

Matthew Tyson, Director at RPD, said: "I'm thrilled to be joining the Board as a Director of Crawley's Town Centre Business Improvement District. This is a great opportunity for me to get involved with the local community and help create a thriving town centre through collaboration and partnership".

"I look forward to the next steps!"

For more information, please visit:  
[www.placedobson.co.uk](http://www.placedobson.co.uk)

## Scaramanga launches video animation

A little while ago, client and fellow gdb member Control Energy Costs asked us if we could create a series of animated videos. Our design team were delighted at the chance.

We have now created several videos for Control Energy Costs, including one lasting five minutes to describe the complexities of climate change agreements in a clear and easy to understand way.

We have also been approached by several other companies since, including a major conference venue in Westminster, to develop animated videos for them.

Animated videos are far more cost effective than getting a film crew in, you can really get your branding across very powerfully and you can animate abstract concepts in a way that are nigh on impossible to create with live action video.

As a result, we have now formally launched this as a service and you can



see all the details, including pricing, on our website at [scaramanga.agency/video](https://scaramanga.agency/video).

We can also create video animations of your logo, as well as screen capture instructional videos with captions.

If you are interested in finding out more, please get in touch on 020 3371 3295

# ANIMATE YOUR MARKETING WITH VIDEO

Animated video is such a powerful way to get messages across to your audience for:

- Product launches
- Complex ideas made simple
- Instruction, induction and user manuals

Animation is a great way to create on brand video without the need for costly film crews and editing.

We can also create a short animation of your logo, great for presentations and at the start of a video.

**Give us a ring today on 020 3371 3295 or find out more at [scaramanga.agency/video](https://scaramanga.agency/video)**

**SCARA  
MANGA®**



## Teachers working from home discover new ways to support children born pre-term through free online resource

### Action Medical Research fund new support systems

A toolkit designed to help teachers support the learning and development of pupils born preterm has been downloaded over 10,000 times and is recommended by 97 per cent of teachers who have used it.

The resource was developed by researchers led by Professor Samantha Johnson, with funding from Horsham-based children's charity Action Medical Research.

Children who are born preterm, before 37 weeks of gestation, are at higher risk of developing learning difficulties and may have special educational needs as they grow up.

Whilst two or three children in an average school class are likely to have been born preterm, many teachers are not aware of the issues these pupils

may face.

So researchers funded by the Sussex-based charity set out to develop an e-resource to help. The easy-to-follow toolkit includes practical strategies that teachers can use to support children in their school. It is now available worldwide – and is proving extremely popular, especially with so many educators working from home. It is now freely available to schools and teachers at no cost and can be accessed via [www.pretermbirth.info](http://www.pretermbirth.info).

### Jago's story

Born extremely prematurely, at just 28 weeks, Jago has mild hearing loss along with some difficulties with learning and regulating his emotions.



Now in Year Two, Jago struggles with maths but finds writing and reading the hardest, says his mum Georgie: "He is in the lowest set but is praised highest for trying! He finds school very tiring, as he has to work harder to overcome the problems associated with background noise."

This new resource is, Georgie feels, excellent, commenting: "It's a great tool for all new and existing teaching professionals."

<https://action.org.uk>

## Why now is the time to invest in your staff

By Paul Rolfe, Director of Commercial, Sales, Marketing & Public Affairs at the Chichester College Group

Times are tough and companies across all sectors are facing difficult decisions. But at the Chichester College Group, we believe that at times of crisis it is more important than ever to nurture your workforce.

After all, an investment in your staff is an investment in your company's future. And the more you invest in your staff, the greater the dividend for your company will receive in the form of higher performing teams, increased motivation and higher retention rates.

Apprenticeships are a cost-effective and successful way for companies to

develop your staff's skills and knowledge base. This will help you to resolve skills shortages and expand your team's talent – without the need to recruit new staff.

There's no age limit for an apprentice – staff of any age can be an apprentice, without any changes to their salary or job title.

The Chichester College Group offers apprenticeship programmes across a range of occupations and levels, including operations manager, digital support technician, HR support and commercial procurement

We also work with our employers to

negotiate a programme that is personalised and can meet their business needs.

And, at our colleges, you can be assured your staff will be receiving the very best training delivered by industry experts. According to Government figures, we have the highest achievement rates for apprenticeship in Sussex and Hampshire – and our apprenticeship provision was recognised by Ofsted as Outstanding following our recent inspection!

You can also use your apprenticeship levy to fully fund apprenticeship training for existing staff, with no cost to your company. So, why wouldn't you want to use this opportunity to bring about positive change in your workplace?

**An investment in your staff  
is an investment in your  
company's future**



Contact us to find out how we can help you. Email [apprenticeships@chigroup.ac.uk](mailto:apprenticeships@chigroup.ac.uk) or visit [www.chigroup.ac.uk](http://www.chigroup.ac.uk)

## As time goes by....more and more life changes

### MRT Consultants gives an insight to new factors

We are all now well and truly entrenched in physical and social distancing and for many people this means working from home. All sorts of new thoughts, feelings and stressors are joining our lives.

In our business, we have really noticed significant changes in the last few weeks from the initial panic and shock and distinct fear that many people were verbalising, to increased anxiety and anger at the situation. Clients are asking for support for their staff who are feeling increased levels of stress and anxiety with this isolation. Many are finding the unknown and uncertainty around the end date for COVID-19 extremely unsettling. These feelings parallel the loss cycle that many people experience with grief and understanding this will

help you (and others) to normalise these feelings and realise that having such extreme reactions is part of a process of coming to terms with what is no longer. The important thing is to keep moving through the stages until you are able to find acceptance and a way to move forward. This requires effort, energy and intention.

There was a very interesting virtual talk (Getahead Festival) on stress and how it relates to energy. How energy cycles in turn feed back into stress and when this stress becomes a 'struggle', you are effectively incapable of making clear decisions or having clear thoughts. It's imperative to find relief from this struggle in order to close the cycle of stress. Tools that are essential for this are sleep



Ase Greenarce & Jenni Cole

(where your body and mind can recover from stress); exercise; talking; journaling; touch or hugging; breathing; vision; music or sharing. Our brain's natural default is social cognition, so for us to re-group and re-charge, we need to allow it to make these social connections.

Just a few things to think about as we battle on through the coming weeks.

Stay safe.

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

## Cyber attacks are on the increase

### nTrust strongly advise you to switch on Multi Factor Authentication

Cyber attacks on UK businesses have increased by almost 30% in the first three months of 2020 compared to a year ago, according to new research from Beaming an ISP specialist.

And more recently there has been an increase of email phishing scams reported as Cyber criminals take advantage of the disruption caused by coronavirus.

We are seeing and hearing of too many email hacking incidences. Microsoft believes that 99.9% of email account compromises could have been prevented by turning on Multi Factor Authentication (MFA).

In light of this we strongly advise that, if you are using Microsoft Office 365, you turn on MFA. Indeed, in the interest of email security, we shall be insisting that our clients do just this.

MFA is a free security feature that helps prevent your accounts being hacked or breached.

When you sign in on a new device or



Russ McKenzie

from a new location, you will have to:

- Enter your password – as normal
- Verify it is genuinely you trying to log into your account

Verification takes 1 of 3 forms:

- An automated call to a pre-approved mobile number
- An automated text containing a unique 6 digit code to a pre-approved mobile number

- Approving access via an authenticator app

As only you can verify your identity, this stops anyone else being able to access your email account.

Please be extra vigilant for phishing and email scams and keep your company data secure.

If you've not yet done so, we advise that you consider Cyber Essentials. This accreditation ensures that you have robust security measures and processes in place and demonstrates to your clients, suppliers, stakeholders and employees that you take their data protection seriously.

If you'd like to find out if there are weak security links within your IT systems, please get in touch.

[www.ntrustsystems.co.uk/contact](http://www.ntrustsystems.co.uk/contact)

T: 03331 50 60 70

E: [Support@ntrustsystems.co.uk](mailto:Support@ntrustsystems.co.uk)

**nTrust**  
Your IT support partner

# Top five steps to get staff back to work

As more businesses begin to re-open, Sybille Steiner, Partner from Irwin Mitchell's employment law team sets out the steps employers must take to prepare.



Sybille Steiner

## 1. Conduct a risk assessment

All employers must take all reasonable steps to ensure that their staff work in a safe environment. If risks are identified, you must take steps to reduce these to the lowest practicable level. Before re-opening, you must carry out Covid-19 risk assessment to: identify what work activity or situations might cause transmission of the virus; think about who could be at risk; decide how likely it is that someone could be exposed and act to remove the activity or situation, or if this isn't possible, control the risk.

Each of these steps must be carefully considered and documented. You should also follow any relevant recommendations set out in sector specific guidance produced by the government and any other relevant approved trade/sector guidance.

The basic rules are that if you can maintain social distancing you should do so, but if that's not possible, you can only re-open if you put in place suitable measures to control the risk of transmission. This might include putting barriers in shared spaces and creating shift patterns so the same workers work together. If your business uses shared spaces, you'll need to work with the landlord and other tenants to identify and then minimise risk.

## 2. Consult your staff

If you recognise a union and you've agreed to collectively consult a union H&S representative you must discuss your

proposals to make your workplace safe for staff to return to. If you don't have a union representative then you need to consult with your employees directly as individuals or through workforce elected H&S representatives.

Consultation involves giving information and taking into account what they say before making any health and safety decisions. You don't need to reach agreement though. If you do not comply with the regulations, you will be committing an offence.

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**Many people are worried about returning to work, particularly as the UK still has around 39,000 new cases each week**

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## 3. Conduct individual risk assessments

You can't ask anyone who is shielding to return to work but they can work from home. However, those people in the clinically vulnerable group (which includes pregnant woman, people aged over 70 others with underlying health conditions) can return if it's safe for them to do so. You'll need to undertake individual risk assessments to determine this and may have to make reasonable adjustments to help them to return. This might include temporarily moving them to a role which reduces their risk of contracting the virus.





**You can't ask anyone who is shielding to return to work but they can work from home**

Bear in mind that people working in the transport, health and social care settings will have a much greater exposure to the virus, than say office workers and you'll be expected to do more to protect them.

Please note: clinically obese people are now included in the list of people considered to be vulnerable.

You may also need to conduct specific risk assessments from anyone in a BAME group because there is evidence that people from ethnic minority groups are more likely to become seriously unwell and die than people from white ethnic groups. Bangladeshi people are the most vulnerable.

#### **4. Find out how your staff will travel to work**

The Government has asked people to consider all other ways of getting to work before using public transport. However, anyone who can't walk, cycle or drive to work is likely to need to use public transport - and if this is overcrowded, it will increase the risk that staff will become infected and, in turn, possibly infect other members of staff. You may therefore, need to be more flexible around start/end times to allow vulnerable staff to travel off peak.

#### **5. Staff who refuse to return**

Many people are worried about returning to work, particularly as the UK still has around 39,000 new cases each week: the pandemic is shrinking but not fast.

Under sections 44 and 100 of the Employment Rights Act 1996, employees are protected from being subjected to a detriment (such as being suspended or having their pay deducted) or being dismissed for exercising their right to leave their workplace. To be protected, they must have a 'reasonable belief' that their workplace poses a serious and imminent threat to them, or to others - including members of the public and their own families.

You may disagree with your employee's assessment of the situation. However, if the employee has a reasonable belief, they will still qualify for protection. Therefore the more you can do to communicate with staff about measures you are taking, and to reassure them of the precautions in place, the better. Talk to anyone who has concerns about returning and, if these are valid, make adjustments where you can.

Note: any member of staff with depression/mental health issues may feel particularly anxious about returning to work. If they have a disability, you will need to consider reasonable adjustments to help them continue to work, which may include allowing them to work from home or giving them the safest possible job role.

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

## Brewin Dolphin Open Gatwick Office

Brewin Dolphin, one of the UK's leading Wealth Management companies, is continuing to expand its presence in the South East with a new office near Gatwick Airport as part of its company-wide growth strategy. The new office opened in February 2020 and follows the Royal Tunbridge Wells office opening in August 2019.

Brewin Dolphin has closed its Reigate office and the employees from Reigate have re-located to Gatwick and will continue to look after existing clients and offer Financial Planning and Investment Management advice to new clients in Surrey, East and West Sussex, Kent and along the South Coast. Lee Clark continues to head up the new Gatwick and Royal Tunbridge Wells offices, closely supported by Paul Cannons, Divisional Director and Senior Investment Manager.

Lee Clark, head of office, Brewin Dolphin said: "We are thrilled to announce

our new Gatwick office and look forward to serving the financial needs of those in the area. We're seeing an increasing need for trusted and expert advisers to take the strain from those who need help with their finances in these uncertain times. We know our clients will be well served from both our new offices."

William Hepburne-Scott, regional director, Brewin Dolphin, said: "We are committed to helping more clients in the South East and the office openings in Gatwick and Royal Tunbridge Wells are key to us being able to do that."

The new offices are located as follows:

**Gatwick:** First Point (second floor), Buckingham Gate, Gatwick, RH6 0NT  
Tel. 01293 661323

**Royal Tunbridge Wells:** 16 Lonsdale Gardens, Tunbridge Wells, TN1 1NU  
Tel. 01892 739580



Lee Clark & Paul Cannons

Disclaimers:

- The value of investments can fall and you may get back less than you invested
- The opinions expressed in this document are not necessarily the views held throughout Brewin Dolphin Ltd.
- No investment is suitable in all cases and if you have any doubts as to an investment's suitability then you should contact us.
- Brewin Dolphin is authorised and regulated by the FCA

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

## Baby steps in returning to work and the delivery of Apprenticeships

### Jace Training helping you return to work

Like many of us, you may currently be contemplating a phased 'return to work', in accordance with new government guidance. We appreciate the challenges that this will bring, in terms of continuing to keep all staff, customers and potential visitors to your premises safe.

As a training provider, we have an obligation to assess employed apprentices within the workplace but appreciate the challenges that this may bring, in terms of meeting social distancing guidelines and keeping all protected. We are currently liaising with End Point Assessment Organisations and external Awarding

Bodies as to how we can best meet requirements to say, undertake workplace observations of apprentices during this time, in order for them to progress and complete their programme of learning.

One way to overcome this maybe for some of your existing staff or 'mentors' to apprentices to achieve a Training and Assessing Qualification (TAQA). This would enable them to have a greater understanding of the journey of the apprentice and what is expected of them to successfully complete. Importantly, it will allow those who achieve the TAQA qualification to undertake their own observations of your apprentices, as valid evidence that will satisfy internal and external Quality Assurance.

During these challenging times it will be important for both individuals looking for employment and existing employees to have the skills required

to help our economy recover.

As an individual looking to upskill and find employment, we are offering Information, Advice and Guidance 1:1 Sessions during July and August where you can speak to our team on-line to help 'sign-post' you in the right direction and understand the funding options for training. To register for a Session, email your interest to [jace@jace-training.co.uk](mailto:jace@jace-training.co.uk).

JACE offers a free Training Needs Analysis, to help companies plan for the development of their staff. If you would like to find out more, full details can be found on our website [www.jace-training.co.uk](http://www.jace-training.co.uk) or you can email direct to [AskUs@jace-training.co.uk](mailto:AskUs@jace-training.co.uk).

We wish you all the best in re-starting your return to work, in whatever shape it takes.





## Exiting lockdown – what's your plan?

To date the UK governments help has been much appreciated, but every business needs to have their strategy in place. This will encompass the lessons learnt through tackling the onset of the crisis, surviving the duration and ultimately emerging well prepared to face the other side.

### Menzies post-lockdown business checklist:

1 - Have a detailed cashflow forecast and a joined-up profit and loss and balance sheet – this enables businesses to understand the impact of decisions made right now on future cash flow.

2 - Be in possession of good management information. This will be crucial to making good, strategic and agile business decisions as well as giving visibility over liabilities deferred and those new due dates.

3 - Spend time interrogating your pipeline including any work that dropped off at the end of March and other opportunities arising. Be aware that where business diversification has taken place, this may have changed.

4 - Carry out a forensic review of your supply chain e.g. components or staff, linking back to your pipeline and/or order backlog.

5 - Continue to analyse staffing levels within your return to work plan being sure to measure positive and negative capacity issues.

6 - Stay close to existing and previous customers/clients – your clients will feel valued and looked after which in the long run may help you build your trusted status.

7 - Identify any competitive advantages that have come to light, are there some weaknesses in your competitors or even gaps in the marketplace that can be seized upon?

8 - Invest in your ongoing internal communication strategy. This will be critical to ensure that everyone within the business knows what is expected and any appropriate parameters to work within.

9 - Review your current retention model and consider whether instead of extracting all profits you should set a new benchmark so that the business can retain cash and reserves for contingencies.

For further information please see our COVID 19 Strategy Plan article at: [www.menzies.co.uk/covid-19-exit-strategy/](http://www.menzies.co.uk/covid-19-exit-strategy/)

## Top Tips to Build Back Better, from Anya Ledwith Eshcon

During the lockdown some positives have come out. Many of us appear more kind – people helping neighbours with food shopping. We consider our wellbeing – families cycling down once busy roads & a significant reduction in air pollution. Businesses too - making visors for NHS staff, raising money for charities or donating services.

Anya Ledwith of consultancy Eshcon poses the question: Why should we simply return to the 'old ways' as we start to reopen? We have an opportunity now to change things with greater benefits for society, the planet and the economy – to build back better.

Just think how much better it could be – healthy, clean, just. People are asking for it & we will all benefit!

To be radically innovative is scary – most companies aren't ready for this type of change. So start small – here are some top tips, using environmental management:

1. Be clear about your purpose. Articulate your company's values & set ambitious goals to be better.

2. Put in an Environmental Management System. This provides a structure for understanding & actively managing your impacts, through your policy, targets & processes. Use the ISO 14001 standard or if you prefer a simpler approach an Environmental Action Plan.

3. Engage with your staff and suppliers. Staff need to understand to support you on this, plus can provide ideas of their own. Your suppliers can put in their own EMS & contribute to your processes. Everyone can be creative.

4. Communicate with your customers - show them you care about them, their families, their commitments & their own values. Customers are discerning, so you need to stand out to them.



Anya Ledwith

I've helped numerous organisations do this – call me to discuss how I can help you Build Back Better. How wonderful would that be - for you, your family and your business?

Anya Ledwith, Eshcon  
[Info@eshcon.co.uk](mailto:Info@eshcon.co.uk)



# Upcoming Events

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

## **gdb Networking**

### **gdb Virtual Elevenses & Networking**

- Online Event
- Stay connected with the gdb Team and your fellow Members
- Free of Charge – gdb Members only

**Tuesday 7th July: 10:30 - 11:30**

**Tuesday 14th July: 10:30 - 11:30**

**Tuesday 21st July: 10:30 - 11:30**

**Tuesday 28th July: 10:30 - 11:30**

**Tuesday 4th August: 10:30 - 11:30**

**Tuesday 11th August: 10:30 - 11:30**

**Tuesday 18th August: 10:30 - 11:30**

**Tuesday 25th August: 10:30 - 11:30**

**Friday 31st July: 11:30 - 12:45**

### **gdb July 'Virtual Members Meeting'**

**rob and**

- Brought to you by gdb Member Rob and
- Online Event
- Stay connected with the gdb Team and your fellow Members
- Free of Charge – gdb Members only

**Friday 28th August: 11:30 - 12:45**

### **gdb August 'Virtual Members Meeting'**

 **optima systems**

- Brought to you by gdb Member Optima Systems
- Online Event
- Stay connected with the gdb Team and your fellow Members
- Free of Charge – gdb Members only

## **Ask the Expert**

**Thursday 9th July: 11:00 - 12:00**

### **Ask the Expert**

- Online Event
- The latest from Gatwick Airport with Alison Addy, Community Engagement Officer, Gatwick Airport Ltd
- Free of Charge

**Friday 24th July: 11:00 - 12:00**

### **Ask the Expert**

- Online Event
- Unconscious Bias with Moira Blake, Head of Organisational Development, University of Sussex Business School
- Free of Charge

**Friday 7th August: 11:00 - 12:00**

### **Ask the Expert**

- Online Event
- Agile Organisational Leadership with Robert Coles, CEO at Roffey Park
- Free of Charge to gdb Members
- Non-members welcome (fee applies)

**Thursday 21st August: 11:00 - 12:00**

### **Ask the Expert**

- Online Event
- Investigating and Preventing Cyber Attacks on SMEs, Andy Rawlinson | Police Officer - Cyber Security Advisor & Cyber Choices Team
- Free of Charge - gdb Members only

## **Seminars & Webinars**

**Wednesday 8th July: 13:00 - 14:00**

### **Survive & Thrive: Appy business**



- Online Event
- SINC: Panel Discussion on APP dev
- Free of Charge

**Friday 10th July: 10:00 - 11:00**

### **Understanding How to Manage Remote Workers**



- Online Event
- Rewards Training
- Free of Charge

**Thursday 16th July: 11:00 - 12:00**

### **Designing Better Website Engagement - Post Lockdown**



- Online Event
- Storm12
- Free of Charge

**Friday 17th July: 11:00 - 12:00**

### **gdb Sales Surgery**



- Online Event
- Quantum Sales
- Free of Charge

# gdb welcomes new members

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



## Bluebell Digital Marketing

Bluebell Digital Marketing creates business by reaching your customers at the right time with the right message online.

We bring people to your Website, app, video or content using digital media and encourage them to try your service or buy your products.

We can demystify the digital landscape, target the right audience for your business and explain our strategy in clear, straightforward terms. We measure, analyse and then optimise to make sure you get the most out of your digital marketing budgets.

Tap into our extensive experience with Google Ads, SEO, Facebook, YouTube, LinkedIn, Instagram, Pinterest, TikTok, Snapchat and Twitter advertising, as well as running social media accounts for businesses and organisations. We

can advise you on creating engaging posts for social networks and managing your online reputation. Let us help you with blog, feature or case study writing, as well as creating visual or video content for your Website.

We can offer digital strategy and planning consultancy, hands-on campaign builds, performance analysis, analytics, social media, conversion optimisation and training on digital platforms.

We are based in East Grinstead, but our clients across the Gatwick Diamond and into the wider Sussex, Surrey and Kent areas, as well as further afield in Europe and the US. We are happy to take on remote projects.

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



## Formation Group

Formation have for the past 15 years, delivered the finest Workplace facilities service to an array of businesses across the South-East.

We provide all the technical know-how and maintenance support and in a straight-forward way that makes us easy to do business with. From small office refreshes to full-blown refurbishment and for the planned and not-so-planned maintenance, Facility Managers like to keep us on speed-dial.

We carry all the accreditations and awards that you would demand and expect and all our trained staff are the easiest people to work with. We like

to avoid nasty surprises, so we ensure that each activity is delivered to your standard, when you want it and at a price that's fair. We don't think it's that difficult a thing to do and in those situations where things do go wrong and they will from time to time, we will tell you and come up with an answer to resolve it. Our aim is to become your trusted advisor.

Managing an organisation's facilities is a tricky thing to do, we realise that, so let us take some of the burden and you can focus on your day job.

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



# Diamond Listing Directory

Welcome to your Diamond Listing Directory

## Accounting / Financial Services



### BDO

<http://www.bdo.uk.com/>  
tania.fensom@bdo.co.uk  
01293 591000



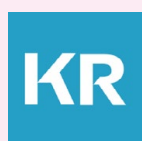
### Calverton Finance

<https://www.calvertonfinance.co.uk/>  
enquiries@calvertonfinance.co.uk  
01293 804676



### 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



### Servo Private Wealth

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



### Your Right Hand

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



### Brewin Dolphin

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



## Airport / Airline Services

### Gatwick Airport

<https://www.gatwickairport.com/>  
Paula.Aldridge@gatwickairport.com  
0844 335 1802



### Virgin Atlantic Airways Ltd

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



### Vulcan Ellis

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



### Nestle

<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 & Copthorne 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 Services



### 1st Central

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



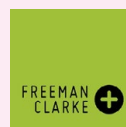
### E-mpower IT

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



### Extech Cloud

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



### Freeman Clarke

<https://www.freemanclarke.co.uk/>  
contact@freemanclarke.co.uk  
0203 020 1864



### 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



### Irwin Mitchell

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



### Mayo Wynne Baxter

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



## Leisure / Entertainment



### Brighton & Hove Albion FC

[www.brightonandhovealbion.com](http://www.brightonandhovealbion.com)  
[ian.kinnear@brightonandhovealbion.com](mailto:ian.kinnear@brightonandhovealbion.com)  
01273 878278



### K2 Crawley

<https://www.freedom-leisure.co.uk/freedom-leisure-in-crawley/>  
[laurenpullen@everyoneactive.com](mailto: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](mailto:info@dna2b.com)  
0333 335 8585



### Gatwick Express

<https://www.gatwickexpress.com/>  
[Angie.Doll@gtrailway.com](mailto:Angie.Doll@gtrailway.com)  
0345 850 1530



### ILG

<https://www.ilguk.com/>  
[info@ilguk.com](mailto:info@ilguk.com)  
0844 264 8000



### Metrobus

<https://www.metrobus.co.uk/>  
[kevin.carey@metrobus.co.uk](mailto:kevin.carey@metrobus.co.uk)  
01293 449191

## Manufacturing / Engineering



### Comm.tel

<https://comm.tel-uk.com/>  
[sales@telguard.co.uk](mailto:sales@telguard.co.uk)  
01306 710120



## Marketing / Media / PR

### Huxley Digital

<https://huxleydigital.co.uk/>  
[hello@huxleydigital.co.uk](mailto:hello@huxleydigital.co.uk)  
01903 896624



### Elekta

<https://www.elekta.com/>  
[Crawley.Accounts@elekta.com](mailto:Crawley.Accounts@elekta.com)  
01293 654378



### Varian

<https://www.varian.com/>  
[steve.pullen@varian.com](mailto:steve.pullen@varian.com)  
01293 601200



### Welland Medical

<https://wellandmedical.com/>  
[SamJackson@WellandMedical.com](mailto:SamJackson@WellandMedical.com)  
01293 615455



## Office Services

### Regency Grove Communications

<http://www.rgcltd.co.uk/>  
[enquiries@rgcltd.co.uk](mailto:enquiries@rgcltd.co.uk)  
03300 022222



### Thakeham Homes

<https://thakeham.com/>  
[info@thakeham.com](mailto:info@thakeham.com)  
01403 787300

## Training / Education



### Chichester College Group

<https://www.chichestercollegigroup.ac.uk/>  
[info@chichester.ac.uk](mailto:info@chichester.ac.uk)  
01243 786321

**East Surrey College**

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

**Proactive by Design**

<https://www.proactivebydesign.co.uk/>  
 david.santineer@ntlworld.com  
 07597 820678

**Rewards Training**

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

**Roffey Park**

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

**University of Brighton**

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

**University of Sussex**

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

**Utilities****Control Energy Cost**

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

**Southern Water**

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

Follow  
**@gdbmembership**  
 and keep touch with  
 latest news from the  
 gdb community

Join the **gdb LinkedIn**  
**Group** and keep  
 in touch with the  
 latest advice that  
 could help you and  
 your business



## Finding the 'New horizons of opportunity' by Steve Jebson, Business Doctors

There is much talk of 'the new normal' and 'a new world' and although I subscribe to the idea that our lives have changed, I also firmly believe our lives have always been changing...the difference is the pace of change which CV-19 has brought.

Speaking to many businesses the challenges over the past 3 months have all been short term, with every business focusing on.

- Cash flow
- People plans - especially 'furlough' and with remote working
- Restart plans - social distancing, etc

These have all been a 'reaction' to the changes in demand, the changes in regulations regarding which businesses can trade and how, etc, etc.

I have always maintained that for businesses the best chance of succeeding is



to have a clear vision, purpose, values, and targets. These are long term 'foundations' for your business.

BUT it is hard to think long term. I know it is 'all hands-on deck' in most businesses.

I would therefore suggest you try and answer the following questions.

1. How have the needs of my customers changed?
2. How are my team feeling right now?

3. How are my suppliers responding to CV-19?
4. How have my competition responded to CV-19?
5. How have my immediate goals for my business changed?

These will help you decide how to 'adapt' your business to meet the changing business environment. There are opportunities in this 'new normal', and by answering the questions above you have a chance of finding them.

Choose your attitude, think positively, and look to the future with optimism.

If any of this resonates with you I offer a free, no obligation 1 hour 121 to have a conversation about your business, the opportunities you can or can't see, please get in touch [Steve.Jebson@BusinessDoctors.co.uk](mailto:Steve.Jebson@BusinessDoctors.co.uk)

## Control Energy Costs awarded with Investors in People accreditation



Control Energy Costs is delighted to have been awarded the We Invest in People accreditation from Investors in People. Any organisation that has been through the accreditation process will recognise that this has been quite a journey for the company, with employees being surveyed and the Investors in People team coming to the office to get to the detail of how the company works.

Control Energy Costs described the accreditation as reflecting a business commitment to getting the best out of people through good engagement, attention to wellbeing, effective performance management and investment in leadership and management development.

Phil Ager MD commented "It has been an enlightening process and hearing what our employees had to say was fantastic. We're proud to have achieved this accreditation and will always be looking for ways to continue this journey in making Control Energy Costs a great place to work"

Here are some comments that were made during the accreditation process.

"Our values are about integrity, excellence, supportiveness and we are expected to behave consistently; it feels positive, Control Energy Costs is a nice company to work for."

"It's hard work but it's good hard work and management are very fair and un-

derstanding. Anyone joining would be lucky to do so."

"CEC has always had a nice vibe; people look out for each other and it is a good team environment".

If you are interested in the accreditation then why not get in touch with Phil Ager, Managing Director at Control Energy Costs and he can give some advice and guidance about the process and what to expect [Phil.ager@cec.uk.com](mailto:Phil.ager@cec.uk.com)

You can find out more about Investors in People here: <https://www.investorsinpeople.com>

## News Flash: The UK's First Ever Live Digital Apprentice offer! From Creative Process Digital

We are excited to share the launch of our shiny new Talent Page.

"74% of executives believe that organizations face a critical talent shortage due to lack of digital skills that will be needed to meet ongoing customer demands." Digital Marketing Institute.

Investing in your staff through quality training and professional development creates motivated employees who will bring innovative skills and a digital mindset to your business whilst helping to build digital capabilities that are critical for business success in the digital transformation era.

Digital Apprenticeships combine on-the-job training with classroom and online learning giving your employees the knowledge and first-hand experience to build their business and digital skills, whether they are existing members of

staff or new employees to the team.

Our people-focused approach, combined with our digital expertise, guarantees our employers access the very best digital talent. And now with the launch of our brand-new talent page, finding your next digital superstar has never been easier! Let us introduce you to the best candidates on the market.

At Creative Process we work relentlessly to maintain our employers and apprentices' loyalty we pride ourselves on the repeat and referral business we continuously receive.

"We have already hired two apprentices and we're really keen as a business to hire more. It is great to be able to give individuals the opportunity to develop and grow within a real working environ-

ment and become an integral part of the team." Steve Evans CEO of Natives

And through matching great talent to great jobs, 92% of our apprentices continue with their employer when their apprenticeship ends.

Find out more about our digital apprenticeship programmes at our Employer's Briefing Webinar on 29th July.

Philip Perryman  
philip@creativeprocessdigital.com  
www.creativeprocessdigital.com  
<https://creativeprocessdigital.com/top-talent/>  
01273 232273

## Top benefits of using a staffing, recruitment and consultancy agency by Volt

The right people are essential to any business. However, finding them can be a big challenge when this is handled entirely in-house, especially under the current global pandemic. As we look ahead to the future, working with a staffing and recruitment agency is an alternative that offers many benefits. Volt International is an award winning, global workforce solutions expert committed to taking businesses and people forward and are here to support you now and beyond.

### 1. Quality candidates

Statistically, you're much more likely to have access to better quality talent if you're working with a staffing and recruitment agency. That's because agencies have extensive candidate networks and the most proactive jobseekers will go out and register with an agency as soon as they are looking for a new role.

### 2. Save time

The first stage of recruitment often means

dealing with a vast number of applications, many of which are totally unsuitable. With the support of a consultant you can let the professionals handle the first round of vetting to save your team time.

### 3. Value added service

Depending on what your business needs, staffing and recruitment agencies may be able to add extra value, such as providing psychometric testing that can be costly to source independently. Volt Consulting Group provide many solutions, one being bespoke MSP, they work with fortune 100 clients to SME's around the world, therefore the team understand the challenges faced by organisations to mitigate risk and remain operationally resilient under current external factors.

### 4. Expertise

Staffing and Recruitment consultants are genuine experts who understand their market and know how to match the right person to the right role in the



Charlotte Gurney

right organisation. This high level expertise isn't usually something that in-house recruitment teams can match, simply due to lack of depth and breadth of experience. Volt's leadership team have over 200 years combined industry experience.

Charlotte Gurney  
Head of International Marketing at Volt  
[Charlotte.gurney@volt.eu.com](mailto:Charlotte.gurney@volt.eu.com) or  
<https://www.volt.eu.com>

## Do's and don'ts in a PI claim...from Custodian Insurance

Professional indemnity insurance is an odd purchase. Purchased hoping it will never be used! However, we reckon roughly 1 in 10 will call on it at some point.

Any of us could experience a claim. If it happens our actions can potentially strengthen or weaken our position.

Here are a few do's and don'ts ...

### DO tell your insurer immediately

If you think a client may make a claim, then pick up the phone to your insurer or broker. The word 'claim' doesn't even need to be mentioned.

Why? If a client raises an issue, the sooner your insurer is aware, the sooner they can prepare.

If you leave it too long before notifying insurers, you may worsen the situation, which could prejudice your cover.

### DON'T admit liability

Even if you know that were wrong, do not admit it!! Speak to your insurer before communicating with your client. Their legal team will advise you throughout the process.



### DO keep calm and carry on

Being at the end of a claim is stressful.

Don't let it impact your business or your confidence. We are human, we have bad days, we make mistakes. That's ok. That's why Professional indemnity insurance exists.

### DON'T negotiate your own deal

Resist the urge to take matters into your own hands and make a deal. Talk to your insurer before you act. They may support your course of action or flag downsides you've not seen.

### DO keep your insurer posted

If new information materialises then do keep your insurers up to date.

### DON'T think only less professional companies have claims

Not true. We have seen many excellent, highly professional firms experience claims. No person or company is immune from human error. Which means no firm is immune from experiencing a claim.

### Get in contact!

If you have any questions relating to professional indemnity or anything above please contact [zahid@custodianinsurance.co.uk](mailto:zahid@custodianinsurance.co.uk) or call 0207 648 4343.

## Calling ALL Suppliers... Want to get paid first?

Well, this recent real story will help you understand how and more importantly why!

Our client carried out some work with a limited company. Everything was fine until Covid-19 shutdown. Then suddenly CASH was KING once again and companies went into "holding cash" mode and stop paying suppliers or at least the "non-essential" suppliers.

How can you tell if you are a non-essential supplier? Well the following are some indications:

- All of a sudden, your client stops taking your calls or are unavailable or
- You are being fobbed off with all sorts of stories or
- Worst still you are at the bottom of

their pile to pay as they no longer need your services.

Under Company Law, a company is essentially "insolvent" if it is unable to pay its debts as and when they fall due. Hence, if you have an undisputed debt over £750 which is due from a limited company, then you are entitled to ask for it to be paid promptly or accept the situation. We find "he who shouts loudest get paid first."

So, we helped our client issue a formal demand a week ago which was completely ignored. Today we issued a further formal demand via an expert firm of solicitors, threatening "wind up". To our amazement the company paid the client same day. Why?

The trick is if the company does not pay the formal demand in 2-3 days then they are issued with a wind-up order which gives them 7 days to pay. If they fail to pay or come to an arrangement to pay you, then the wind up petition is advertised in the national press and the other suppliers and your clients bank finds out, at which point the bank has to freeze the bank account and this in effect paralyses the company and its directors. That's WHY you get paid promptly.

Email us at [jcp@jcpconsultancytalent-search.co.uk](mailto:jcp@jcpconsultancytalent-search.co.uk) so we can help you too.



## Pentagon Group to welcome new Operations Director

Pentagon Plastics are delighted to announce the appointment of Operations Director, Mark Sait.

Paul Edwards and the team at Pentagon are soon to be joined by a new Operations Director. Mark will join the 44 strong team at Pentagon on July 1st and work shoulder to shoulder with Managing Director and Business Owner, Paul.

Mark has a strong manufacturing and leadership background having worked for Premier Foods and DS Smith.

This new and dynamic addition has been a long time in the making as Paul and Mark have been in discussions for a considerable time.

2020 is the perfect time for Mark to join Paul's leadership team as the group looks to grow its customer base across all key industry sectors. Pentagon are one of the very few UK plastic injection moulders that also provide full on-site toolmaking capabilities to support the production process. This allows Pentagon to provide a full UK manufacturing service delivering low to medium volume bespoke technical mouldings to sectors including, Medical, Aviation, Aerospace, Marine, Construction, Electrical and Security.

Paul Edwards says "Mark will be a fantastic addition to the Pentagon family

providing strong operational leadership to our manufacturing team as well as supporting business growth and investment across all sectors. I am looking forward to overseeing the measured continuous improvement to processes and unlock the potential growth that Mark's appointment will help us to achieve. These are very exciting times for the business."

For more information on Pentagon Plastics, please visit - <https://www.pentagonplastics.co.uk>

## How to help your business bounce back post-lockdown

### Simon Groves from PRG Marketing shares his thoughts

The recent easing of lockdown measures has seen more people return to the workplace – some, for the first time in several months. But how should businesses operate in this changed landscape? And how can marketing help your business bounce back? Managing Director of PRG Marketing Communications, Simon Groves shares his thoughts.

#### Think timely, responsive communications

Now more than ever before being prepared for further change and remaining adaptable is key. There seems little point planning too far ahead given the continuing uncertainty but remaining responsive to how the situation progresses and acting accordingly is vital. Marketing post lockdown will involve an element of trial and error as businesses find their feet once again.

#### Set shorter term goals

You may be used to planning bi-annually or maybe you map out your marketing

strategy a year in advance? In the current climate, setting shorter term goals will help you keep your marketing communications relevant and help you better control your budget.

There are plenty of marketing channels that offer flexible solutions. If you have seen an increase in social media engagement, consider implementing a quarterly strategy to maximise this with targeted advertising to boost your content so it's seen by a wider audience and not just your current followers.

#### Invest in futureproofing

In times of uncertainty it can seem wise to cut costs; marketing can often be first to go as it is classed as non-essential. Yet far too often we see those businesses that cut back in haste, live to regret their decision when their competitors do the opposite and ramp up their marketing efforts.

Futureproofing often requires investment in new equipment, staff and marketing. A great example of a wise marketing investment could be a website.



Simon Groves

Whether a full redesign or a refresh of an existing site to enhance user experience, enhancing online business could help reduce running costs and help business continue to function if there were to be a second peak.

For further advice on marketing post-lockdown, please contact Simon at [simon@prgltd.co.uk](mailto:simon@prgltd.co.uk) or <https://www.prgltd.co.uk>

# Charity Fundraising

## Action Medical Research Emergency Appeal

As you would expect, at Action Medical Research we're doing all we can as a charity to continue funding medical research to help sick and vulnerable babies and children, in the face of the coronavirus threat.

In the UK there are hundreds of thousands of sick and disabled babies, children and young people, affected by a range of devastating physical and mental conditions. Whilst the world is turned upside down by coronavirus, these children and their families still need our help.

As a charity, we receive no government funding so our ability to fund vital research to help children relies entirely on voluntary support. With so many of our fundraising events now having to be cancelled, there's a big gap to fill – urgently.

With your help we can continue to help save and change children's lives: [www.justgiving.com/campaign/ActionEmergencyAppeal](http://www.justgiving.com/campaign/ActionEmergencyAppeal)

## Sussex Wildlife Trust go wild

Over the last few months things have been a little different across Sussex, but that doesn't mean we can't connect with wildlife. It is proven that a daily dose of nature improves your mental health, creativity and productivity. Sussex Wildlife Trust has been sharing ways you can get wild at home, from wild activities for all the all family, to ideas to help you and your colleagues stay connected and motivated through nature.

Visit their website for inspiration [www.sussexwildlifetrust.org.uk/discover/go-wild-at-home](http://www.sussexwildlifetrust.org.uk/discover/go-wild-at-home) or contact Louise Collins to find out how connecting with nature can help you, your colleagues and your business thrive. [Louisecollins@sussexwt.org.uk](mailto:Louisecollins@sussexwt.org.uk)

## Carers Support



Carers Support West Sussex (CSWS) is an independent charity supporting some of the 89,000 family and friend carers living in West Sussex.

We urgently need to continue providing support for carers in West Sussex who are vulnerable and are isolated during Covid-19. We have unfortunately had to stop face-to-face activity with our carers and have now planned how we will ensure that they receive this vital support over the next few months.

Our work during Covid-19 and beyond is focused on increasing community cohesion within West Sussex, supporting vulnerable people and ensuring that we help hard-to-reach/underrepresented groups.

With your help we can reduce isolation, increase health and wellbeing and provide carers with the tools they need to cope during this difficult and stressful time.

You can donate to Carers Support West Sussex here <https://www.carerssupport.org.uk/fundraising/>

## Chestnut Tree House

Chestnut Tree House is your local children's hospice and they care for children and young people with life-shortening conditions across Sussex and South East Hampshire, all of whom are unlikely to reach adulthood.

From providing care in families' own homes to delivering special personalised craft packages, Chestnut Tree House helps families live for the Now. By giving families precious moments that give a lifetime of memories. By helping families feel less alone. By supporting families through tough and uncertain times.

## O3W develop new way of working

Outreach 3 Way are a charity for adults who have a learning disability or autism. We have been in operation for many years now and have a strong presence in Crawley and provide services across the county.

Due to Covid 19 our day services have had to close and we have had to develop a new way of working overnight. Services that used to be 1-1 are now being provided virtually and we have adapted our services to give families more support in their homes and lessen their stress levels during this very difficult time.

As a charity we rely on donations and fundraising to support our services. Usually we also receive an income through our horticulture department that grows and sells plants but that is closed also.

If you want to support our much needed services please contact [bob.leeves@outreach3way.org](mailto:bob.leeves@outreach3way.org)



Lots of companies give their time and fundraising efforts through a variety of ways, and these partnerships are a vital source of income for Chestnut Tree House. Getting involved with a local charity is a fantastic way to motivate staff and boost your company profile all whilst raising vital funds for local children and families who know they don't have long together.

Email [corporate@chestnut-tree-house.org.uk](mailto:corporate@chestnut-tree-house.org.uk) to start your fundraising journey today!

## Furniture Appeal from Chailey Heritage Foundation



Can you help us kit out our new staff room for our key workers? Our special school has remained open throughout the pandemic, supporting children with disabilities, and we want to ensure our teachers and teaching assistants have a comfortable space to relax during their breaks. We would be grateful for any of the following:

- Bar stools
- Sofas
- Tub chairs
- A garden bench/other garden furniture
- Plants in pots for the patio

At Chailey Heritage Foundation, we provide education and care to children and young adults with complex disabilities. Onsite, the foundation encompasses a special school for 2-19 year olds, a Life Skills Centre for disabled young adults, and residential accommodation. We also provide care in the community as part of our 'Pathways' service.

If you can help, or know someone who can, please contact Jenna: [jdurdle@chf.org.uk](mailto:jdurdle@chf.org.uk); tel: 01825 724752. we would love to hear from you.

## Future Fun Events from Crawley Parkinson's

Been missing your social interaction! Then come and join the Crawley Parkinson's Branch at two exciting evening experiences. Join us on Saturday 26th September for a horse racing evening. Watch recordings of actual races have a bet, a drink and win 50% of the bets placed for each race. Why not sponsor a table. Snacks will be included.

Come and have a drink, dance and sing-along on Friday 30th October to the Southern Strummers Ukulele Band. Tickets include supper.

Both events at The Haven Crawley

Down - ticket prices to be advised

Dates dependant upon government guidelines pertaining at the time

More information from Patrick Brady  
[07977 506435 plb11@btinternet.com](mailto:07977 506435 plb11@btinternet.com)

**PARKINSON'S<sup>UK</sup>**  
**CHANGE ATTITUDES.**  
**FIND A CURE.**  
**JOIN US.**

## Crawley Open House

Crawley Open House is a homeless shelter and hub for homelessness services in Three Bridges.

We have remained open 24/7 throughout the Crisis, with a full hostel, 3 full move-on houses and nearly 100 people temporarily accommodated by Horsham, Mid Sussex and Crawley Councils locally.

We have been feeding and caring for all these vulnerable people in conjunction with Giving Back Crawley and other agencies, and with the help of generous food donations from several supermarkets, restaurants, companies and individuals.

We've received support and encouragement from several gdb members including PVL, Control Energy Costs, ILG and Irwin Mitchell for which we are massively grateful.



**CRAWLEY**  
**OPEN HOUSE**

*helping the homeless and disadvantaged*

Many of our usual fundraising channels have hit the buffers for now, so any support from the GDB family would be hugely appreciated, especially by those who rely on our accommodation and services every day.

If YOU can help please email or call Ian Wilkins on [ian.wilkins@crawleyopenhouse.co.uk](mailto:ian.wilkins@crawleyopenhouse.co.uk) and 07973 367356, and help support those who have fallen through the cracks locally, for whatever reason. [www.crawleyopenhouse.co.uk](http://www.crawleyopenhouse.co.uk)

## Aldingbourne Trust & Supported Employment West Sussex's new partnership

Supported Employment West Sussex is an exciting new partnership between WorkAid at the Aldingbourne Trust, and Impact Workability from Impact Initiatives, bringing unified employment support to people with lifelong disabilities across West Sussex. WorkAid will still focus on supporting people with learning disabilities and autism

spectrum conditions, and Workability will focus on supporting people with physical and sensory impairments, acquired brain injuries and those who are carers.

Despite the current climate, we are still here to provide support to employers- we really encourage businesses to continue welcoming diversity in their workforces

but recognise what difficulties that can bring. If you need free advice to help you to think about strategies to retain staff who have disabilities or are hoping to recruit more diverse staff in the post COVID 19 world, please don't hesitate to contact us.

[01243 546035](tel:01243 546035) / [workaid@aldigbourne.org](mailto:workaid@aldigbourne.org)



# Charity Fundraising

## Sussex rises to the challenge! Will you join us?

Sussex Community Foundation has been supporting grassroots charities tackling disadvantage since 2006. Never has this support been more vital. We work with businesses, trusts, families and individuals who care about Sussex to get help to where it's needed most. During lockdown, we've given out £1.4million to get emergency food and support to vulnerable people across West and East Sussex and Brighton & Hove.

We know our most disadvantaged communities will continue to be hardest hit by the economic impact of Covid-19; and Sussex includes some of the country's most deprived neighbourhoods. We're asking for your support to ensure that the amazing community response we've seen can continue in the months ahead, including distributing food, befriending older people, providing emotional and practical support for people with mental and physical challenges and people at risk of domestic abuse.

To get involved, visit [www.sussexgiving.org.uk](http://www.sussexgiving.org.uk) or contact Toni Darton on 01273 409440 or [toni.darton@sussexgiving.org.uk](mailto:toni.darton@sussexgiving.org.uk)



Jasper Thornton-Jones following an online physiotherapy video courtesy of Neurokinex in Crawley, funded through the Sussex Crisis Fund/National Emergencies Trust.

## Step Up for your local hospice this summer

St Catherine's Hospice is asking local people to step up this summer and make sure terminally ill people can continue to have hospice care during these difficult times and beyond.

The local charity is asking people to walk, jog, run or climb a distance or height to raise vital funds.

Choose a personal challenge, or take on one that St Catherine's suggests. You could:

### Run, walk or jog:

**A marathon** – 50,000 steps

**The width of England** – 150,000 steps

**From Crawley to Paris** – 300,000 steps

### Or climb the height of:

**Big Ben** – 632 steps

**The Shard** – 1,326 steps

**Scafell Pike** – 6,180 steps

Arron Trott, Events Fundraiser at St Catherine's said, "We need our community's support to continue to provide essential hospice care when it's needed most. Step Up is a great way to keep yourself active and do something amazing to help others."

Ready to Step Up? Sign up at: [www.stch.org.uk/step-up/](http://www.stch.org.uk/step-up/)

## Kangaroos supporting Mental Health



In the face of lockdown and COVID-19, mental health is being pushed to the brink.

But for people with learning disabilities this is often the harsh, and all too common, reality.

For the last 26 years, Kangaroos has been there to protect those with learning disabilities from the social isolation and mental health issues they face.

For the last 26 years, Kangaroos has ensured those with learning disabilities have access to much-needed leisure, social and recreational time.

For the last 26 years, Kangaroos has worked tirelessly to bring connection, community and colour to the lives of people with learning disabilities.

And during lockdown, this hasn't stopped.

But now we need you more than ever. Without your support, we simply can't continue doing what we're doing.

Please donate today.

Visit [kangaroos.org.uk/donate](http://kangaroos.org.uk/donate) and help us bring colour to the lives of people with learning disabilities.

## NSPCC

The NSPCC is still here for the children who need us and we're needed more than ever. With most children not in school, child protection remains a major challenge. And when family life is turned upside down, it's even more important that we're still here for children.

We've had to adapt quickly to keep our Childline service running, and have seen a surge in calls from children worried about COVID19 – feeling anxious, scared, even trapped – and we're currently delivering 700 counselling sessions a day, with 6,000+ visits to our Childline website each week.

Our 'Coronavirus hub' – [www.nspcc.org.uk/coronavirus](http://www.nspcc.org.uk/coronavirus) – offers advice for families around online safety, mental health during lockdown and returning to school, and our helpline (0800 800 5000) is there for parents needing support

If you'd like to find out how to support or get involved, please email [southeast@nspcc.org.uk](mailto:southeast@nspcc.org.uk). With your help, we can still be here for children.



## Family Support Work

Family Support Work has been helping families in crisis since 1890. Working all over Sussex, we help families experiencing multiple challenges to access appropriate services, develop coping strategies and build their confidence to become stronger. We also provide a range of drop-in services, support groups and family activities as well as food parcels and help with fuel bills from our in-house food bank and winter fuel fund.

Since lockdown our families have needed us more than ever, as furlough and redundancy has magnified financial issues and increased mental health concerns. We never leave a family until they are ready to cope without us and we know that the need

for our support will increase over the coming months.

If you'd like to know more about our work and how you might be able to help, please contact Nikki on [nikki@familysupportwork.org.uk](mailto:nikki@familysupportwork.org.uk) or by phone 07474 919166. [www.familysupportwork.org](http://www.familysupportwork.org)



The Sussex Charity for Children  
Since 1890

## Lockdown 2020 Challenge from Golden Lion Children's Trust

Lockdown!

Lack of actual contact with children and families supported by Golden Lion Children's Trust.

Lockdown!

Projects postponed for months ... or cancelled.

Lockdown!

The entire diary of GLCT 2020 events ... gone!

Lockdown!

Communicating with gdb members especially charity reps and the wonderfully supportive gdb team; with other partners and 'Friends of GLCT'.

Lockdown!

Applying for grants to sustain the charity.

Lockdown!

Sharing a problem with a busy gdb member who generously helped GLCT with their quest for fridges and robust bins so pupils of a local special needs primary could return to school. Why fridges? To safely store pupils' meds while they are in their individual classroom 'bubbles'.

Huge thank you, Markus Wood of Avensys Ltd. What a hero!

Lockdown!

You too can help local children when you shop on-line. Go to AmazonSmile, choose Golden Lion Children's Trust and as the children's favourite animals say ... simplez!!

Lockdown!

Could we ever have imagined anything could cause such changes, chaos and challenges?

But coronavirus won't break the GLCT spirit ... or that of gdb.

Stay safe,

Lynda Guy (Chairman)

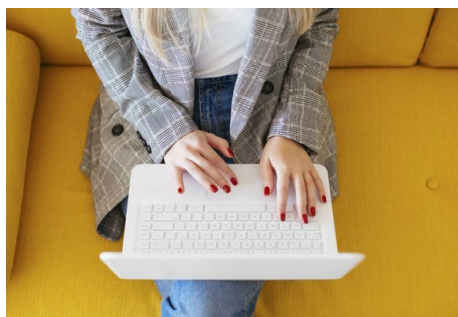
[www.glct.org.uk](http://www.glct.org.uk)  
01273 891963  
[lynda@glct.org.uk](mailto:lynda@glct.org.uk)

Follow @gdbmembership  
and keep touch with latest news  
from the gdb community

## Coming out of Lockdown: safety, productivity and managing blended teams

Brighton based Flexibility Matters has championed flexible and remote working for over 6 years, overnight lockdown required us to embrace this new working pattern. But, 12 weeks later as we begin to go back to 'normal' life the biggest fear for employers is how they make their employees feel safe to return to the office and will they want too?

In a recent TotalJobs survey, 48% of employees said they had not been told



what their businesses 'back to work policy' was and 43% of employees didn't trust their employers to prepare adequately to make them feel safe to return.

Brighton business owners have safety top of mind, but also felt that financially and economically it was imperative that a return to the office was initiated asap. There were many creative ideas of how to manage the return, with safety and social distancing at its heart through; core days, core hours, team rotations, hot desking, continued WFH, reducing costs through downsizing office space and the need to create team momentum as spirits begin to flag.

Productivity has been under scrutiny whilst WFH and business owners have been pleasantly surprised by how well their teams have been working remotely, despite the pandemic. One challenge

mentioned was managing scattered and remote teams and the fact that 'this is not normal' working. I worry that this means that businesses will all be back in their offices under management's eyes asap. I hope not if we can work remotely and flexibly without the threat of a pandemic, lockdown and the complication of home schooling and illness, what can be achieved in good times?

At Flexibility Matters we believe that flexible and remote teams can be very effective and that the key is communication, trust and results focussed work. However, blended workforces, WFH, complicated rotations of staff, and socially distanced offices really do prove a challenge for HR and for business leaders.

<https://www.flexibilitymatters.co.uk/>

## Gatwick Airport station transformation on target despite Covid-19 pandemic

Despite the impact of Covid19, the £150 million Gatwick Airport station upgrade met its first major milestone last month, successfully taking platform 7 out of use to enable the start of the main works.

Thanks to innovative ways of working within Covid-19 social distancing safeguards Network Rail has stayed on track with the project, which will relieve overcrowding, improve accessibility and reduce delays for millions of passengers every year.

The station, which serves passengers using Southern, Thameslink and Gatwick Express, is a vital part of infrastructure for the airport and the economy once people start to travel again.

When the upgraded station opens in 2023, there will be wider platforms and improved step-free access, five new lifts and eight new escalators. Works will double the concourse area, which will make journeys from the train to the plane much easier.

The project is being managed by Network Rail and delivered by Costain, in



partnership with the Department for Transport and Govia Thameslink Railway. Gatwick Airport Ltd and Coast to Capital Local Enterprise Partnership are co-funding the project with £37 million and £10 million respectively.

To find out more about the Gatwick Airport station upgrade, contact the

project's Communications Manager, Veronika Karailieva [Veronika.Karailieva@networkrail.co.uk](mailto:Veronika.Karailieva@networkrail.co.uk)

<https://www.networkrail.co.uk/running-the-railway/our-routes/sussex/upgrading-the-brighton-main-line/gatwick-airport-station-upgrade/>



# Warninglid Pupils Prepare for new £4 Million Primary School

Thakeham Homes delighted to welcome new School



Warninglid Primary School governors have welcomed news that their pupils will be amongst the first to attend the new £4 million Woodgate Primary School, when it opens in September 2021.

The new-build school at Woodgate, Pease Pottage in West Sussex will offer state of the art classrooms and early years nursery provision, a 18m2 main hall, library, multifunctional space and a special educational needs room.

Work on the new £4 million Woodgate Primary School will begin in July. The school will open to its first pupils at the beginning of the 2021-22 school year.

For Warninglid school, Bob Clark, Chair of Governors said: "We are delighted that formal West Sussex County Council (WSCC) approval has been given for the relocation of Warninglid Primary School to the brand- new building on Thakeham Homes new Woodgate development at Pease Pottage in September 2021.

"Everyone at Warninglid is looking forward to this exciting new development. Woodgate Primary School will retain our current highly-valued school ethos. We'll preserve the full complement of pupils, staff and governors who will bring a fully-functioning school community to the Woodgate development."

The news follows two full WSCC Consultations on the future of Warninglid Primary, a school rated as GOOD by Ofsted but in a locality no longer able to fill the school with local children.

The move, just five miles, will provide local primary school places for current and new family residents.

Rob Boughton, Thakeham Group CEO, said: "We are de-

lighted that the new primary school will be completed at an early stage of the Woodgate development. This is our chance to retain the spirit of Warninglid whilst inspiring the next generation with a vibrant new learning environment.

"Thakeham are funding and building the new £4 million Woodgate Primary School at an early stage of the Woodgate development. This means that the first families will enjoy a crucial role in building a thriving new community."

Woodgate includes 619 new homes, a shop and a coffee shop, a community centre, village green, parks and a pavilion. The development will also provide a home for locally-based charity, St Catherine's Hospice.

New families moving into the area will be able to apply to attend Warninglid

Primary School for the 2020/21 school year. Applications are welcome through WSCC admissions. Warninglid currently has spaces in all year groups. The school will be able to accommodate families with children at all Primary ages. This means that siblings will be able to attend the same school whilst waiting for Woodgate Primary School to open.

Parents wanting more information can contact the Head Teacher at Warninglid on 01444-461329 or visit the website at [www.warninglidprimary.co.uk/](http://www.warninglidprimary.co.uk/)

More information about Woodgate, including infrastructure and the wide-range of community facilities, is available at [www.mywoodgate.co.uk](http://www.mywoodgate.co.uk)

## Coronavirus - could government support dampen innovation?

Local businesses navigating the Coronavirus pandemic need to take stock of the best way ahead as the government prepares to reduce some areas of support.

Sussex-based chartered accountants and business advisers, MHA Carpenter Box, say that while the headlines have been about a gradual rolling back of the Coronavirus Job Retention Scheme (CJRS), which closes at the end of June for new applicants, government loan schemes could act as a dampener on future innovation.

"The focus has been on reducing support for CJRS, but HMRC has also confirmed that receiving a Coronavirus Business Interruption Loan Scheme (CBILS) or a Bounce Back Loan could disqualify an SME for all R&D tax relief," says Andrew Neuman, Client Service Director at MHA Carpenter Box.

"This presents many SMEs with a dilemma if R&D tax relief is a vital tool to maintaining adequate cashflow, especially for start-ups. However, if businesses



lack sufficient cash reserves to survive, then CBILS may be the only option and they will need to forego the benefits of the R&D incentive.

"However, not all is entirely lost, because it will still be possible for businesses using CBILS support to access R&D relief under the R&D Expenditure Credit (RDEC) scheme as this is not classed as state aid."

RDEC provides 10p tax relief for every pound of qualifying spend, although it is significantly less generous than R&D tax relief, which offers 25p in the pound if the company makes a profit, and 33p

if it makes a loss.

Andrew Neuman continued: "Unfortunately, for many companies it's a question of taking a loan to stay in business and foregoing the benefit of R&D tax incentives. The concern is that once the pandemic abates and businesses begin to recover, the legacy of today's vital government support could be to dampen innovation at a time when we most need it as a nation.

"It is, therefore, vital to take appropriate professional advice on this area as the EU state aid rules and restrictions are extremely complicated."

For further information on planning for the post Coronavirus era go to MHA Carpenter Box's dedicated Coronavirus business information hub via [www.car-penterbox.com/coronavirus](http://www.car-penterbox.com/coronavirus)

## How can you accelerate your growth to make the most of life after lock-down? By The Marketing Centre

A fully-functioning economy could be some time off, but we do know that there will be life and new opportunities after this crisis.

As a leader, you need to drive your business. So here is something that our team of marketing directors have developed that you can do yourself right now to help set you on the right track.

We call it our Accelerator Framework - a step-by-step process that will guide you toward a positive plan for growth.

To get the maximum value out of these exercises, set aside a couple of hours to complete them. But don't spend too much time trying to think of every single thing that's changed. Jot down headlines and then move on.

1. How has your context changed? What political, economic, social, and technological (PEST) changes

may impact your business, industry, customers or competitors?

2. The second exercise is to consider all of those activities that you carried on with or pivoted into during the crisis itself. Do you Amplify, Cancel, Restart or End these.
3. What are the new risks and opportunities? A SWOT analysis will highlight your strengths, weaknesses, opportunities, and threats. If you've done one before, do it again. It will have changed.
4. What will we do in response? What strategic initiatives are more important than others. Prioritise the ones that are high impact but easy to achieve.
5. How does our marketing have to change? I'm not talking here about your marketing comms. Look at

your entire marketing discipline: think hard about your audiences, how to find them, win them and (often most important) how to keep them.

You now have the beginnings of a new action plan. You can find it in more detail on our website ([www.themarketingcentre.com](http://www.themarketingcentre.com)). Best of luck, or if you need help you know where to find me.

Tim Parrack, Regional Director for the South East at The Marketing Centre  
07831 579681  
[Tim.parrack@themarketingcentre.com](mailto:Tim.parrack@themarketingcentre.com)





**WHERE IN THE WORLD WOULD YOU LIKE TO GO?**

**AND HOW DO YOU MEET**

**THE PEOPLE WHO ARE THERE?**



**FEE PER SESSION**

**£30 / €35 / \$40**

## Join ViTex Sessions

ViTex Sessions bring you the opportunity to build your network of contacts so you can explore new markets or maintain existing relationships in any destination.

It is no longer feasible for businesses to travel to destination countries to promote their products and services. Similarly, we are currently unable to host visitors from overseas looking to bring their goods, services or investment to the UK.

Utilising video communications and remote delivery, you will meet your prospective partners, clients, suppliers and collaborators to build the network you need to succeed in any market or any destination, promoting your products and services while establishing a commercial presence.

ViTex Sessions provide a place, online, for businesses to meet and to discuss trading opportunities as well as promote a region. The ViTex Team have access to over 30 destinations, and we are building this network so you can reach the markets you need.

Each ViTex Session is hosted and facilitated to ensure all participants are engaged and generate real commercial collaborations.

## How it works

**1**

Each ViTex Session is no more than 2 hours

**2**

The event starts with a 10-minute overview of each destination, delivered by experts in trade from that destination

**3**

Each participant is paired with a business from the destination in a Breakout Room for 15 minutes, and then allocated to another room and so on, taking part in up to 5 meetings

**4**

We then reconvene and you agree your next steps - full contact information of all participants will be distributed after the event

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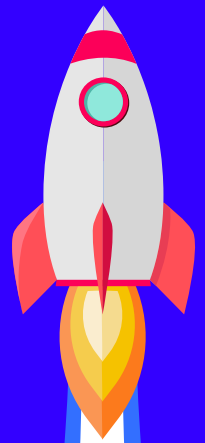
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# Your marketing doesn't have to be in lockdown too.

**Outsource it and kickstart your marketing today.**

Post COVID-19 no one needs any additional stress. So chat with one of the team today to find out how we can become your fully outsourced marketing team for a fixed monthly fee.

Get in touch at **hello@creativepod.net**



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#BuildingBusinessConnections

## Building a better business community

You are at the heart of a dynamic business region with 45,000 businesses and a £24 billion economy.

### Connected

with hundreds of other members, who are enthusiastic to engage.

### Promoted

through our publications and opportunities to showcase your business.

### Supported

and inspired to grow your business through extensive networking opportunities.

### Informed

and represented so that you influence issues important to your future success.

### Boosted

by the peer support within our very special business community.

