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Jan/Feb 2018 #GettingBusinessDone

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I think it's fair to say that business likes certainty and predictability.

Unfortunately, it appears that 2018 is going to present further challenges as we approach a year with decisions to be made on Brexit, infrastructure growth and skills development, to name a few.

However, business does seem to be resilient and while there is a somewhat tortuous path towards geo-political stability, the majority of businesses are concerned with a relatively straight path towards positive cash flow and continued growth.

We have a role to play in navigating both paths. By contributing to the debates on Brexit, infrastructure and skills, we can free up your time so you can concentrate on generating revenue and developing your business.

This year, 2018, starts off with the highly anticipated gdb Speakers Conference. Sponsored by Gatwick Airport, Reigate and Banstead Borough Council, The University of Sussex, BMEC and Red River Software, the event has attracted four inspirational and challenging speakers.

The year will continue with further opportunities to network and grow your business alongside the flagship Gatwick Diamond Business Awards in March and

the Gatwick Diamond Meet the Buyers in September.

At the beginning of last year, I wrote how proud I was of the Team and the way they have worked so hard to help drive this organisation forward. That pride continues as Sally, Mandi, Shelby and Bryony have all stepped up to deliver outstanding results. It is a pleasure to work with them; behind every confused man, there is a raft of good women!

I would also like to extend my personal thanks to the Executive Council, Chairman, Treasurer and Directors who have all supported us through an occasionally challenging year.

We also have a very strong supply chain, helping us bring exceptional value to you, the Membership.

I hope you continue to make the most of every event we run and here's to a very profitable, prosperous and predictable 2018!

## Chairman's Column

At the Members' Meeting recently I asked a bit of tricky question - why are we here? This wasn't a theological query, but rather asking why are we all here today at this gdb event?

For our companies, it may have been to increase our network or grow sales. On a personal level, perhaps to pay the mortgage, learn or simply enjoy. Or maybe for more altruistic reasons: to build the economy, to boost skills and for a better quality of life for all.

I'm reading a lot of business books at the moment, the latest is putting the WHY into our business ... in developing our strategy, we should start with why.

For me it's about improving the environment. I was inspired by David Attenborough to bring about positive change and make a living out of it! So, it is my mission to make environmental management the business norm.

By putting in ISO 14001 systems, I bring commercial benefits - savings, reducing risk,

winning business. Directly this reduces impact; indirectly it can help boost the economy. So that's why I am here. And I LOVE what I do.

And what about gdb? Our mission is to be the first choice for local businesses looking to grow, develop and wanting to be seen and heard.

We are developing a new business plan contributing to people, planet and prosperity - our key services, connections and links to other organisations' economic, skills and infrastructure plans. Looking ahead 5 years to gdb's 70th anniversary, how we challenge business practices and promote innovation.

Our vision is to:

- create opportunity locally, nationally and globally
- help local businesses have influence and impact
- and ensure that the Gatwick Diamond remains this centre of excellence.

You are part of our vision - how can we do this together?



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# DISTINCTIVE CREDIBLE PRESTIGIOUS

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

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

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

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

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

 @gdbizawards

# Manor Royal Business Improvement District (BID) Seeks New 5-Year Term



The Manor Royal BID in Crawley has published an ambitious Business Plan for a new five-year term and is urging businesses on Manor Royal to vote in its renewal Ballot on 1 February.

The Business Plan covers the period 2018 to 2023 and sets out the achievements of the BID over its first five-year term as well as bold new plans for the next five years.

"Today Manor Royal Business District is a very different place to the one we were all working and trading in a few years ago", says Trevor Williams of Thales, which employs more than 2,100 people on Manor Royal. "There are more businesses, fewer vacant buildings, and more developments underway."

Trevor believes that the Manor Royal BID, of which he is Chairman, has been the driving force of these changes, bringing together a collective business voice with public sector partners. "It is the only organisation whose sole interest is the success of Manor Royal" he says.

"Most importantly, the BID is run by and for Manor Royal companies. This has enabled

investment to improve Manor Royal's broadband infrastructure, roads and security, as well as the delivery of subsidised transport and training initiatives." If businesses vote to renew the BID, this will generate a fund of circa £2.6m over a five-year period to be reinvested across the business district, along with any additional funds the BID team secures from other parties.

Trevor's concern is that all these improvements and services will be lost if the BID is not renewed next month when those businesses expected to pay the BID Levy will vote to retain the Manor Royal BID for a second five-year term.

If the majority of businesses vote "yes", the Manor Royal BID will continue until 2023 and be able to deliver its ambitious plans. However, if the majority of businesses vote "no", the BID will stop, as will the additional services it provides such as the Manor Royal Rangers and Maintenance Teams and Winter Gritting Services.

"This is a crucial time for the Manor Royal BID," adds Keith Pordum, Managing Director of Bon Appetit and

Vice-Chair of the BID. "Such a lot has been achieved over the first term that would not have happened without the BID. The plans for the next five years are even more exciting, so I would urge all those eligible to vote in favour of a new BID term." For more information, please visit [www.manorroyal.org](http://www.manorroyal.org)



*"Being part of the BID has allowed B&CE to be at the heart of the decisions that impact the area we call our home. Recent examples have been the provision of outside space, low cost training for staff and involvement in the transport study commissioned specifically to attract funding for local transport improvements. The BID continues to have a tangible impact on the success of the local business community."*

**Zoe Wright**  
Director of People & Premises, B and CE



*"The Manor Royal BID adds value by allowing us to operate as a collective group of companies working together to make the business district a better place to work in for companies and their employees. The BID is making a difference. Without the BID we would lose momentum and the great projects that have been undertaken would be a thing of the past."*

**Tony Maynard**  
Facilities Manager, CGG



*"I'm voting Yes for the renewal of the BID because we can now positively influence changes in our local area. Improvements to the roads, lighting on the cycle paths & new signage have made it easier for our team & our tenants to access our business centre safely & comfortably. Being able to give our tenants access to discounted training courses, networking events & other avenues of business support is exceptionally valuable & would be sorely missed if they were no longer available. Manor Royal has improved greatly since the introduction of the BID."*

**Stephanie George**  
Centre Manager, Basepoint Centre

## gdb Team fail to 'escape' on away day

The gdb Executive Council and gdb Team came together at South Lodge Hotel for a team building event with a difference, facilitated by Nicky McCrudden, Managing Director of McCrudden Training.

gdb's Marketing and Events Assistant Shelby Beeden organized the event that took place at the start of December.

"We have some newer members of the Executive Team and the gdb Team don't spend a lot of time with our Exec Team colleagues. I wanted an event that would help people get to know one another and have some fun" said Shelby.

The session began with the teams testing how much they knew about their peers, revealing that Jeremy does pay attention to what people tell him, Simon really can recite the periodic table and that one particular member of the gdb team has an 'interesting' history with hump-back hoofed animals.

After which McCrudden Training, whose focus is on brain-friendly events and experiences, 'locked them in'. Working in teams, they had just 60 minutes to complete a series of tasks in order to escape.

"The exercise is designed to simulate the way many organisations and partnerships instinctively operate and highlight the pitfalls



around some working practices, but in a very light-hearted way. The gdb teams definitely embraced that with gusto. We certainly uncovered some different working styles and a few natural problem solvers in the group" says Nicky McCrudden.

"The whole event was organised so well and Nicky's training was amazing. It definitely hit the spot!". For more information on team building events or wider management development, please contact Nicky on 01293 230236 or [nicky@mccrudden-training.co.uk](mailto:nicky@mccrudden-training.co.uk)

## Hilton London Gatwick and Crawley Open House Forge Closer Links



The residents, day centre users and staff at the area's homelessness charity Crawley Open House (COH) were recently treated to a full Hilton breakfast!

Following an introduction made at one of the Networking at Ease events, Andy Smithers, Executive Chef at Hilton London Gatwick Airport, took a team and all the ingredients to the charity's kitchen and served up a wonderful full English breakfast, which was massively appreciated.

Ian Wilkins of COH commented "it was such a big hearted gesture from the Hilton Gatwick to partner with us for the day to serve those locally who find themselves homeless or disadvantaged. One resident said it was the best breakfast he had ever had!"

This was followed up in November by COH taking a group of clients to the hotel for a fascinating and comprehensive tour of all departments, front and back of house. This was with a view to Hilton offering work

experience to ex-homeless clients who have been resettled and are seeking employment.

"We are delighted to be deepening our partnership with COH and its clients" said Carla Rollin, Director of Business Development at the luxury Gatwick hotel. "Many local people find themselves homeless through no fault of their own, and we are keen to support our local homeless shelter who are working with them 24/7 365 days a year at the hostel and in the community."

Crawley Open House are always keen to hear from local companies who share their concern for the homeless, and who are able to support their work in some way. Contact Ian Wilkins on:

[ian.wilkins@crawleyopenhouse.co.uk](mailto:ian.wilkins@crawleyopenhouse.co.uk)  
01293 447712.

[www.gatwick.hilton.com](http://www.gatwick.hilton.com)  
[www.crawleyopenhouse.co.uk](http://www.crawleyopenhouse.co.uk)

## Implied Terms in a Contract



It has long been a feature of English law that a Court can imply terms into a contract. Since 2009 there has been some uncertainty about the test to be applied to allow a court to take such action. Some commentators have interpreted the law so that a term can be implied provided it is reasonable to do so. This approach would

normally be adopted to avoid any perceived anomalies that led to an injustice despite what the parties themselves wrote

Recently however, the Supreme Court expressly rejected this approach and made it very clear that the test is:

1. Is the proposed term to be implied reasonable and equitable;
2. Is the term required either because it is so obvious that it goes without saying or required to give effect to the intentions of the parties (that is to give business efficacy to the contract);
3. Can the term be clearly expressed;
4. Does it contradict any express term (in which case it cannot be implied into the contract).

The Court also emphasised that creative judicial intervention in the terms of a contract is to be resisted. In another case, it was pointed out that "it is not the function of a court...to relieve a party from the consequences of his imprudence or poor advice"

The outcome of this is that the court will not intervene quickly to imply terms even if the result of not doing so would be particularly disadvantageous from a commercial perspective to one or other of the parties to the contract.

The lesson from what is now the leading authority on the issue of implied terms is that you only get what you write. Given the reluctance (now) of the courts to intervene, there is not any assurance that businesses can rely on the courts to produce what one or other party consider to be a common sense commercial outcome if it wasn't expressly clear in the first place.

If you are a business and need legal advice with contracts of employment, contact Alex Lee via email: [alee@busssmurton.co.uk](mailto:alee@busssmurton.co.uk) or telephone: 01892 502 362. Offices in East Grinstead, Tunbridge Wells, Cranbrook and Dartford.

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

## How easy is it to steal money from your business? The Fake Boss Scam

As cyber-attacks increase, more and more small businesses are reporting breaches. The types of cyber-attacks are evolving. The reason they evolve is because a cyber-attack works best when no one knows what it is. The reason cyber-attacks stop working is because people catch on to common techniques.

### Having money stolen from your business may be easier than you think.

The Fake Boss Scam involves manipulating your employees into sending money to a foreign account by impersonating a company director or senior staff member.

It starts with an email to your finance department requesting an urgent payment. The reason for this payment could be 'to buy a company' or to 'secure an important contract'. Many phone calls may also be placed around this email too, supporting the claims. The goal is to make the employee make a quick decision and transfer the money without thinking. Urgency, pressure, and aggression can be used in the communications to achieve this.

An accountant of the small business Etna (which makes industrial equipment) was a victim of this scam. Their accountant

received a call around 9am on a Friday morning explaining that she will receive an email from the company's president, and that she's going to give instructions to conduct a very confidential transaction. Within an hour, the accountant received 10 emails and a few phone calls, and transferred £372,000.00. Luckily, three of the transfers were held up by their banks. However, one payment of £88,783.00 was successfully transferred.

### Why is this technique effective?

- It's easy to find out the hierarchical structure of an organisation due to websites such as LinkedIn. All they need to do is to impersonate a CEO or senior staff member (or anyone who has the authority to initiate a payment) in an email.
- Because It is a targeted attack, the persecutors are often knowledgeable about your business.
- It manipulates the victim to perform an action without thinking by using urgency, pressure and often aggression.
- Because it doesn't need attachments carrying malware, it can more easily bypass spam filters and antivirus systems.



The best way to fight Scams, hacks and malware is to prevent it. Think about educating your staff and implementing protection and security procedures. If you would like to have a quick consultation about your security and what can be done to strengthen it, call us today on 01273 806211, or visit [www.computer-eyez.com](http://www.computer-eyez.com)

By Simon Smyth, Co-Founder & Director, Computer-eyez

## What's your game?

Engaging your team with the commitments you make in your strategy is crucial if you are to make progress towards your goals. Using coaching and training interventions are a key method to supporting your people to determine how they align with what you have set out to do but let's face it, we've all sat in those dull meetings using the same old methods to talk around the subject of the day. It's well known that we only retain a tiny amount of what we're told, getting involved and discussing the topic leads to people remembering what they learnt.

Here at Catalicity we love to innovate and we're thoroughly enjoying working with one of our current clients to develop a card game to communicate key elements of the

strategy and throw in some challenges to get the players thinking.

What's exciting is that this can be applied to any strategy, though we are able to specialise in the full spectrum of sustainability from environmental issues such as waste and energy right through to social considerations such as accessibility or diversity and inclusion. Imagine designing bespoke games that help to make connections between industry standards, government strategies, management systems, internal delivery strategies... in fact, the limit is your imagination. Each card can be designed with your messages on both sides, or just one, or even a mix of both!

Fancy giving it a go? We are able to manage the design process and work to your brand



guidelines or, if you're looking for a more cost effective option we can deliver more generic games too, there's everything to play for!

Catalicity specialises in developing sustainable business strategy, you can find out more at [www.catalicity.com](http://www.catalicity.com) or contact us at [info@catalicity.com](mailto:info@catalicity.com) or call on 07985 610626

## Are your terms of business GDPR-compliant?

If your business processes personal data on behalf of a client and you fall within the definition of a "processor" under new data protection laws due to come into force on 25 May 2018 (GDPR), not only will you need to demonstrate to your client that you are compliant with the GDPR, but your terms of business will need to include some key provisions. Your contract will need to clearly set out the subject matter and duration of the processing, the nature and purposes of the processing and the type of personal data and categories of data subjects. In addition, it will need to place a number of obligations on you including:

- To immediately tell the client if you believe an instruction from it breaches the GDPR or any other applicable privacy laws

- To assist the client in complying with its obligations under the GDPR around security, notification of security breaches, and data protection impact assessments.
- To assist the client in responding to data subjects exercising the rights that they have under the GDPR.
- To take all measures required under the GDPR to ensure that you comply with the requirements around keeping personal data secure.

These are just a few of the obligations which you will need to include in a written contract with your clients. It is important that you fully understand these obligations, their implications (both operational

and financially) for your business and set appropriate financial limits on your liability. If you don't comply with these requirements, the ICO could fine you the greater of €10m or 2% of your total annual turnover in the preceding 12 months.

We are working with a number of clients to update their terms of business to ensure they comply with the GDPR. If you would like advice on revising your terms of business, whether you fall within the definition of a processor or the GDPR generally, please don't hesitate to get in contact for an initial chat ([lisa@ljdlaw.co.uk](mailto:lisa@ljdlaw.co.uk) / 07758 885578).

## Local Manufacturers Focus on 'Industry 4.0'



Sussex manufacturers will need to focus on upskilling and digitisation to reap the benefits of 'Industry 4.0' – the so-called fourth industrial revolution.

The latest meeting of METALL (the Manufacturing, Engineering and Technology Alliance), a forum for south coast and

Gatwick diamond businesses in the sector, heard that while robotics, 3D printing and artificial intelligence offered potential for productivity gains, there were structural barriers to overcome.

Speaking at the event, Philippa Oldham, Head of Manufacturing and Transport for the Institution of Mechanical Engineers (IMechE), said 90% of manufacturers were aware of developments in robotics, but that industry's skills gap remained a significant challenge.

"We need to get more people excited about engineering, from apprentices through to Phd graduates, so that we are equipped as a sector to optimise the value of the fourth industrial revolution," she said. She

estimated that manufacturing needed to find 182,000 new technicians and engineers every year until 2022 to meet demand.

This skills gap was underlined in the latest MHA Carpenter Box manufacturing and engineering report, which showed that 84% of manufacturing businesses in the south east were struggling to recruit people. Despite these challenges, the survey found that the majority of local businesses remained optimistic about the future which perhaps reflects the fact that engineers, by definition, solve problems.

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

## Bhavna's HR & Employment Column

Bhavna Patel of PDT Solicitors provides a snapshot of some interesting areas of development.



### Vital employment announcements following on from the Autumn Budget:

National Minimum Wage & Tax	
Category	From April 2018
Apprentices – If under 19 or in first year of apprenticeship (otherwise refer to age bands below)	£3.50 per hour
Age 16-1	£4.05 per hour
Age 18-20	£5.60 per hour
Age 21-24	£7.05 per hour
Age 25 & over	£7.50 per hour (National Living Wage)
Tax free personal allowance	£11,850
Higher rate tax threshold	£46,350

Key Statutory Entitlements for Time off Work from April 2018			
Category	Earnings Threshold	Standard Rate	Maximum Pay Entitlement
Sick Leave	£116	£92.05	28 weeks
Maternity Leave	£116	£145.18	39 weeks
Paternity Leave	£116	£145.18	2 weeks
Adoption Leave	£116	£145.18	39 weeks
Shared Parental Leave	£116	£145.18	39 weeks less any statutory maternity pay, maternity allowance or adoption pay received by mother or adopter

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

### Travel: time and pay

An Employment Tribunal has upheld Mr Valentine's claim against his employer. He was a support worker assisting disabled people. He drove from his home to wherever his first duty was, and drove back home following his last assignment of the day. Mr Valentine claimed that this travel time was "working time" pursuant to the European Court of Justice's decision in *Federación de Servicios Privados del sindicato Comisiones obreras v Tyco Integrated Security SL & Anr*. However, his employer appealed the decision. The Employment Appeal Tribunal ruled that, even though travel time may constitute "working time", payment for such time does not automatically follow.

### Settlement discussions with employee exiting; how much reliance can be placed on them?

An Employment Appeal Tribunal has confirmed an Employment Tribunal's finding in *Graham v Agilitas IT Solutions Ltd*. Mr Graham had a series of "without prejudice" meetings with his employer regarding concerns about his performance. Mr Graham was eventually dismissed, and he claimed wrongful and unfair dismissal. The Tribunals both ruled that the evidence regarding the meetings was inadmissible. The findings were essentially based on whether the parties concerned had contemplated litigation.

## Attention all business owners / marketing execs - can internet users actually find your website?

Business owners have enough to do without having to learn a new technical skill like SEO (Search Engine Optimisation). But, businesses might not also have the budget for SEO work to be done on the big shiny website they have already paid out for. However, as a business you pay for an accountant, right? And if you are an accountant, you probably pay out for sales, marketing or website development services, correct? The internet has grown to over 1 billion websites and it's getting harder to be seen. That means that an investment in SEO is vital for growing businesses.

SEO is broken down into on-site and off-site actions and as a whole, SEO should be an ongoing marketing activity. But even if you can get the basics in place, by doing them yourself, you will put your website in a better position than some of your competitors'.

The first step is to ensure a website is in a good position technically, with an audit – to

ensure any on-site actions don't fail due to coding issues. The second is to invest time and/or budget in detailed keyword research – to ensure that you are optimising for phrases that people are actually using in searches but aren't too tough to appear in the search results for. After this, there are plenty of actions you can do yourself, to begin optimising your site.

You can learn how to embark on DIY SEO in London on 20th February with member company Shake It Up Creative. Earlybird prices are available until the end of 2017 with all remaining spaces on sale up until a couple of days before the workshop takes place. Search DIY SEO in London on Eventbrite or follow @ShakeltCreative on Twitter.



**Go and Grow Online:**  
A campaign delivering advice, events and useful content so you can embrace the power of the web!

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#GoandGrow

Quality businesses do things properly. Every time.



Doing things the right way, the first time around is the quickest way to reduce costs, protect your business reputation, and to increase customer satisfaction, and to start your quality journey.

ISO9001 is the most recognised quality standard. It defines quality as a product or service that meets the requirements that have been specified by the customer. What this really means is doing things properly. Not just the first time, but every time.

But there also needs to be a drive in your business to work at getting it right. To positively impact an outcome, you need to continually improve the way you do things. Which will in turn improve the quality.

However, when time is pressured, there can be the temptation to leave quality in the hands of your team without making sure they stay on track.

Kevin Tamblin from Samphire Design runs a quality operation. November's World Quality Day was a trigger for thinking about his clients, his supply chain and his own internal quality practices. Reaching out to a supplier to give feedback on their service has strengthened their working relationship. Samphire Design's quality services and products have opened up new opportunities with clients who have experienced the team's quality delivery first hand.

There was reflection too on how things could be improved. Kevin came to the conclusion

small business owners wear many hats which can affect quality. Having too many loose ends in processes, incomplete documentation and grey areas in roles can undermine the message you give to your employees on maintaining quality. And doing things properly can be replaced by just getting things done quickly!

If you would like help to build quality into your business, give OpsAngel a call on 01444 452017, or visit [www.opsangel.com](http://www.opsangel.com)

And for a quality design and development company, contact Kevin Tamblin of Samphire Design on 01403 710728 ([www.samphiredesign.com](http://www.samphiredesign.com))

## 2018, Dream or Reality: The January Bell

Every year as the bell tolls bringing hope in for another year, there are many who will commit to a New Years resolution and every year, for many, it will wash away as yesterday's fish and chips, forgotten as the daily routines bite and old habits are restored.

For some, setting a vision is ingrained in their DNA, for others, its simply a matter of getting on with the routine of making every day count; each approach has its merits and its human nature to want to look forward to something, thoughts and dreams are empowering.

However, the reality is that we often procrastinate, change our minds or simply lose interest and our hopes fade away; reaching out to a coach can provide the

necessary discipline to start the process of self-empowerment and make things happen.

There is much evidence to suggest that setting a vision or goal and methodically working towards this head-mark works, however, how do you know which goals to set? Will they change? Will something stop me? With so much choice in life and so many vital areas needing attention in our professional, domestic and fun lives, it can be difficult not to feel guilty or pulled in too many directions.

Using a coach to "have that conversation", explore thoughts, beliefs and be challenged is enabling and will often unearth many areas that have been locked away and

  
**COACH AHEAD**  
 empowering thoughts and dreams

may have been holding back an individual or organisation. Equally, being coached is enriching, especially when you are not being judged and can simplify complex thoughts, identify unseen priorities and make the reality come true.

So, for 2018, Dream or Reality? For certain, making the dream become reality is doable and a coach may just help the bell toll.

For coaching services, please contact Howard Brown at [enquiries@coach-ahead.com](mailto:enquiries@coach-ahead.com)

## Top Tips on Making Redundancies

Making redundancies is difficult as people will have worked together and formed friendships. Many clients, on being made redundant, tell our firm that it's not what's done, it's how it's done. This is why a fair and consultative process is important. This also ensures that morale across the workforce is maintained.

### 1. Is there a redundancy situation?

There are three main redundancy situations:

- Closure of business as a whole;
- Closure of a particular workplace where the employee was employed;
- Reduction in the size of the workforce.

Remember, it's only a redundancy situation where the employer wants fewer employees doing a particular kind of work. There need not necessarily be less work to be done, but there must be diminished requirements.

### 2. Is the redundancy genuine?

- Employees can't challenge whether the employer acted reasonably in identifying the redundancy situation.
- An Employment Tribunal can investigate whether the redundancy is genuine and the real reason for dismissal.



### 3. Is there an alternative to redundancy?

- Information about current challenges to your business should be shared to open up a dialogue with employees as to whether cutting overheads or restructuring via salary cuts, shorter working weeks, job shares or unpaid sabbaticals could save jobs.

### 4. Have you worked out your pools for selection?

- Ensure the proposed restructure is set out so it is clear from which departments or groups of employees redundancies are being made.
- Consider which jobs are at risk and identify

the groups of employees where the redundancies will be made (the pool).

- Where there are a number of redundancies, you may need to make redundancies from several pools.

Next month, we will look at redundancy selection criteria and statutory payments.

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

## Getting Ready for GDPR / ICO May 2018

The Information Commissioner's Office (ICO) has done a fantastic job in providing guidelines and toolkit especially for SMEs (Small to Medium size Enterprises). There are lots of information readily available such as "Preparing for the General Data Protection Regulation (GDPR) 12 steps to take now" and "ICO's Privacy notices code of practice".

If you are currently compliant with the current Data Protection Act 1998, you may just need to take a few more steps of enhancement to comply with new elements or to do things differently. It is essential to take steps now to understand the personal data held by your business, why you hold it and who you share it with. The best approach will be to map out your information data to your business process to ensure all aspects are covered.

You will need to have a clear GDPR Policy outlining your approach to GDPR to demonstrate compliance and to dealing with data breaches. The ICO will issue fines to organisations who are found to be non-compliant or in breach especially where you fail to demonstrate that you have taken the necessary steps to protect personal data. You will need to clearly document your processes, your lawful basis for collecting and processing data, seek consent and have a clear data retention policy. You may need to appoint a Data Protection Officer depending on your business activity.

Mary Asante is a Certified Information Security Manager (CISM) with experience in managing information security within the Government and Defence Industry. She is an experienced Data Protection Officer who has supported businesses through



the current Data Protection Act 1998 compliance and advised on protection of valuable information assets.

Mary will use her knowledge and expertise to support your business through the compliance requirements of GDPR including Board Level and staff awareness training.

[mary.asante@maysante.co.uk](mailto:mary.asante@maysante.co.uk)

Follow @gdbevents for the best networking in the Gatwick Diamond

## What does GDPR mean for B2B marketing?



The new data protection regulations cover all information that can identify an individual and that includes business contact details.

There has been much discussion about what effect this might have on B2B marketing after the 25th May. Much of this has centred around the new, stricter

requirements for consent. Where consent is needed, that must be an affirmative (opt-in) consent which has been freely given, clear, and separate from other matters. It cannot be assumed, for example, that someone has consented to being on your mailing list just because they have given you their business card. Nor can

you assume consent just because the information is publicly available.

However, consent is not the only legal basis that you can use for marketing purposes. You can also use "legitimate interests". This provision allows for a balancing test where information can be processed if the legitimate interests pursued by the organisation outweigh the interests or rights of the individual.

The full detail of how this test works is the subject of a very lengthy EU working party guidance document. In summary, though, the balancing test looks at the impact on the individual, the safeguards in place and the expectations of the individual. Where the impact (including nuisance) is minimal and safeguards such as easy opt-out systems are in place, this balance can tip in favour of the organisation.

In short, then, you can continue to keep and use your marketing database in the GDPR era provided you ensure that adequate safeguards, including an opt-out system, are in place and that you use the information with due care. This includes having the evidence to show that you have taken care, of course.

For more information, contact Tom Crellin on 01825 768980 or see [www.tomcrellin.co.uk](http://www.tomcrellin.co.uk)

## 10 reasons part-time works

Why aren't more businesses taking on part-time workers? As productivity becomes more of a concern for UK businesses, it's going to be more and more important that businesses hire high calibre, effective staff.

As a part-time and flexible recruiter for professionals, we witness every day how part-time workers make a difference to organisations.

Our ten reasons part-time work works:

- Super productive – part-time workers perform to a high standard in order to get the job done in the hours they're contracted for.
- Good at deadlines – part-time staff work to deadlines and meet them.
- Highly accountable – part-time workers give a mini handover the day before they're

out of the office, so there are no loose ends when they're not there.

- Totally committed – part-timers will work hard for your business, as sadly this kind of work is still hard to come by. They're happy and fulfilled to be working in a flexible role.
- High calibre professionals – part-time workers can often be over qualified because their top priority is flexibility, so businesses sometimes get more skills for their money.
- Experienced and dedicated – part-timers often have bags of experience, gained in previous full-time positions.
- Great value hires – save money on recruitment fees and salary bill compared with the cost of a full-timer.
- Not after your job – part-time workers should be promoted like anyone else,



but often promotion doesn't drive their motivations to perform to the best of their ability.

- Local people – part-timers usually live nearby so they're reliable members of staff.
- An asset to your business – if you can't afford a full-time worker, a part-timer can help fill gaps or get a project off the ground that's been overlooked.

To find out more about hiring part-time workers for your business, contact us today [sharon@ten2two.org](mailto:sharon@ten2two.org) [www.ten2two.org](http://www.ten2two.org)

## 5 things you need to know to get the best out of your print management contract

### 1. Study the stats

A regular print audit should be a key part of your relationship with your provider. This essential piece of data will show you where your money is being spent and give you the data you need to optimise it.

At Principal we provide our clients with a comprehensive breakdown of their print management information on a regular basis.

### 2. Understand what you are paying for

It is essential that you understand your contract – what you are paying for, how, when and why.

### 3. Set targets

You may consider reducing the volume you print, or reducing the total value of your contract. However, if your business is growing it's more likely that you will want to set targets that support your growth.

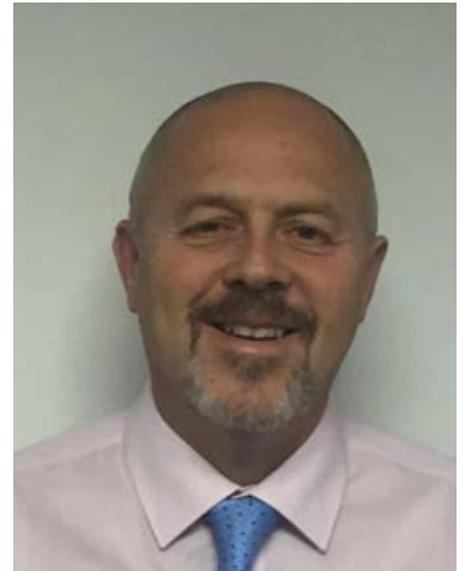
### 4. Treat your provider like a partner

Where print is concerned, it's worth discussing growth plans and strategies with your print provider. As you grow and develop your print requirements will change, a good partner will work with you to develop a strategy to fulfil your needs now and in the future.

### 5. Industry benchmarking

Print management is an increasingly competitive area, and it may be that you're not getting the best deal with your current provider. Regularly assessing the alternative options and providers in the market is a good idea.

Principal Ltd has helped businesses like yours for thirty years. If you are considering a new services supplier or would like to discuss how Principal could help increase efficiencies and benefit from cost reductions then contact Barry Hunt today.



Tel: 01403 280247

Mob: 07813 781546

Email: bhunt@principal.co.uk

## What's new in mobile apps for 2018?



Progressive Web Apps (PWAs) are one of the biggest emerging mobile technologies. Where responsive websites came before, PWA's combine the best of the web and the best of apps.

Developments in web standards and browser functionality now enable web applications that work offline and utilise functionality that was previously exclusive to native apps.

Accessed directly from your website rather than the app stores, there is no install required and they take a fraction of the memory required for a downloaded app. As the user progressively builds a relationship with the app over time, it becomes more and more powerful. It loads quickly, even on flaky

networks, sends push notifications, has an icon on the home screen, and loads as a top-level, full screen experience.

PWAs are gaining in popularity due to their ability to send push notifications, add to homescreen prompts, and provide offline content, with one build for all devices. Since PWAs focus on the browser and are device agnostic, they allow for seamless adoption by all users, while cutting costs and maintenance for businesses.

### It's Service Workers that make the difference

A lot of the functionality that PWAs provide is due to the addition of 'Service Workers' - a method for browsers to run JavaScript in the

background to handle network requests and manage cached responses. Service workers offers a replacement for Application Cache. Chrome, Opera, Firefox, Samsung internet, and Edge all support or plan to support, service workers.

FactorEstudio is a licensed app developer for Eazi-Apps. EaziApps provide PWA development and mobile marketing solutions which allow businesses to manage their own app and create their own mobile marketing campaigns.

Find out more and request a free demo app at [factorestudio.com](http://factorestudio.com), or call Barbara Pilgrim on 0333 9900 106.

## Ardingly Wedding & Catwalk Show



Ardingly College are delighted to announce their first Wedding and Catwalk Show being held on Sunday 18th February 2018, organised in partnership with one of Sussex's highly regarded wedding fair and show companies, Empirical Events.

Ardingly College and Empirical Events will be welcoming 40+ exhibitors to their

Wedding and Catwalk show, which is free to attend appealing to couples who prefer a high quality wedding show, with renowned, trusted and reputable suppliers.

Ardingly College is a highly regarded venue in an area of natural beauty, with outstanding views of some of England's finest countryside. The varied rooms and

grounds available for your special day are truly stunning, ranging from our oak-panelled main halls to our South Quad overlooking the River Ouse in the heart of the Sussex Weald.

Should you select Ardingly College as your wedding reception venue our events team and wedding planner would be delighted to assist you from enquiry and all the way through your special day, providing a first-class service, with hospitality options that will fit beautifully with any style, budget and theme.

To register for your FREE tickets to the Wedding and Catwalk Show visit: [www.empiricalevents.co.uk](http://www.empiricalevents.co.uk). Goodie bags, wedding magazines and a warm welcome await your arrival!

## 4D Gatwick Data Centre Expands Following £500k Investment



4D Data Centres, the independently owned UK data centre operator and cloud provider, has just completed a £500k expansion of its Gatwick Data Centre in response to higher than expected demand from businesses across the South East.

Jack Bedell-Pearce, Managing Director at 4D Data Centres, said: "When we opened 4D Gatwick earlier this year, we wanted to replicate our reputation for being one of the best data centres in Surrey to the Sussex, Kent and South-East London area. Due to a hugely positive response from the local business community, we've been forced to bring forward our expansion plans for the site and invest £500,000 in building out additional rackspace to keep up with demand.

We're having a significant impact on boosting the digital economy of West Sussex by being able to provide faster internet connections and secure data centre space to growing businesses in Crawley, Croydon and Brighton in particular. Over the next year, we are planning to invest a further £1 million into infrastructure upgrades at the Gatwick site and continue to hire and train technical staff from the local area."

The expansion follows strong growth for 4D Data Centres, which has increased its workforce by 20% in the last six months, employing new members of the team from the local area. Since opening in March 2017, the 4D Gatwick facility sold all of its 'Phase 1' rackspace capacity.

With current pipeline business looking strong, the 'Phase 2' expansion, which will see a third of the overall capacity being used, will take place within the next 12 months. Businesses of all sizes have trusted the site with their critical IT infrastructure, ranging from financial institutions through to logistics and service providers. The additional security a data centre provides over traditional in-house comms rooms is of particular interest to companies concerned over the introduction of GDPR (the European General Data Protection Regulation) that comes into force in 2018.

For more information about 4D Gatwick, and the services it can provide to your business, please visit: [www.4d-dc.com/data-centre/gatwick](http://www.4d-dc.com/data-centre/gatwick)

## Assurity Consulting – commits to supporting their employees with mental health issues

Mental health is one of the biggest issues in the workplace today, causing over 70 million working days to be lost each year.

In 2015/2016 the Directors at Assurity Consulting recognised the importance of being able to support their employees with mental health. Since then the majority of their line managers have attended a Mental Health First Aid Lite course and their Marketing Manager, Suzanne Clarkson-Lewis, has been on a Mental Health First Aid course and is now the company's first certified Mental Health First Aider.

Following this course, their Director of Business Services, Ian Woodland, put together a strategy for mental health in their workplace. This strategy and their plan for supporting employees with mental health were rolled to

the rest of the business. Ian commented "As a responsible employer we have a strategy for managing mental health which considers prevention, intervention and recovery. I am delighted that we have four more employees that have volunteered to become Mental Health first aiders across the business, taking the two day course with MHFA England later on in 2017 and early 2018".

On top of this, Assurity Consulting supported world Mental Health Day in their office on Monday 16th October 2017 and have launched a site on their intranet site where employees can go for support on mental health issues. They have also organised a personal resilience workshop for January 2018.

To underline the support of their employees, Assurity Consulting has



committed to the charity Time to Change and have recently signed their Employer Pledge joining a growing movement of more than 450 employers in England across all sectors. The pledge signals the company's commitment to changing how they think and act about mental health in the workplace and to make sure that employees who are facing these problems feel supported.

lara.batley@assurityconsulting.co.uk | 01403 269375 | assurityconsulting.co.uk

## Business Pulse Club Sponsor of Crawley Rugby Football Club



Nasser, Founder of Business Pulse, is delighted to be one of the sponsors of Crawley Rugby Club supporting school & community initiatives raising the profile of rugby locally.

Crawley Rugby Club is a thriving community based club that relies on its membership to cover its running costs.

Our Club takes pride in that we operate at many levels in the community, both socially with special needs groups and through rugby with involvement in local schools and youth organisations.

Sponsorship from local companies, such as the generous support given by Business Pulse, enables us to invest in improving our facilities and provide quality training and

support for our many volunteers. Basically, this support enables us to flourish and grow.

We are grateful that Nasser has chosen our club to support and share our vision of what a community sports club should be.

I look forward to a long and rewarding partnership.

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

## Crawley College new IT Apprenticeships

Make sure your IT department is up to speed with two new, essential IT Apprenticeships

With over 50 years of experience as a training provider, Crawley College is delighted to offer two new IT Apprenticeships.

- Level 4 Cyber Security Technologist
- Level 3 Infrastructure Technician

These qualifications follow the New Apprenticeship Standards - designed by employers within the IT industry to be used across a wide variety of organisations in all sectors.

Both Apprenticeships can be used to recruit new staff or to train up existing team members.

### **Cyber Security Technologist** (duration - 24 months)

The Cyber Security Technologist will apply an understanding of cyber threats, hazards, risks, controls, measures and mitigations to protect organisations systems and people.

New Data Protection Regulation legislation being introduced in May 2018 means Cyber Security will be more important than ever for businesses of all sizes.

### **Infrastructure Technician** (duration - 12 months+)

The Infrastructure Technician provides IT support to internal and external customers, setting up systems and solving IT issues as they arise to maintain productivity.



Talk to one of our Skills Advisers today. We will work with you to devise the best IT Apprenticeship Training for your business.

Call 01293 442200 (PRESS 4) today or email [employers@crawley.ac.uk](mailto:employers@crawley.ac.uk) and start training your next IT Apprentice.

## New Report: Surrey & Sussex Recruitment Trends 2018



At Ambra, we're wholly optimistic about 2018. In our region, the professional job market feels positively buoyant. Companies are investing heavily in growth, basing head offices and specialist teams here. And with so much opportunity, professionals are raising both ambition and expectations.

So, to give you a head start we've put together a brand new report, Surrey & Sussex Recruitment Trends 2018. In it, we provide insight into the local talent market including business growth plans, feedback on what's best attracting talent and guidance on improving your hiring in the year ahead.

Here's a quick preview looking at three of the trends:

### **TREND 01: Candidates Still Control The Market**

There's no two ways about it: the Surrey and Sussex professional job market remains significantly skewed in the candidates' favour. With numerous industries in growth - from financial services to aerospace, competition for trained and talented professionals remains fierce.

### **TREND 03: Salaries Finally Rise to Compete With London**

It's been a long time coming, but employers are finally beginning to realise that quality comes at a price. With the ball so firmly in candidates' court, higher salaries are the most reliable way to access new tiers of professional, particularly when

advertised up front. NB For further insight on salaries, see full report

### **TREND 06: 'City Lifestyle' Losing Its Lustre**

According to a recent survey, 60% of us are "dissatisfied" with our work-life balance. Whilst London may appeal financially and for its 'city lifestyle', many overlook the hours spent traveling and implications on family life. Plus, unreliable London commutes are driving ever-more Surrey and Sussex residents to breaking point. Little wonder commuters are increasingly receptive to opportunities closer to home.

Read the full report, with all 10 Recruitment Trends, free at [ambra-recruitment.co.uk/blog](http://ambra-recruitment.co.uk/blog)



## Mid-sized businesses face worrying lack of liquidity

According to an analysis of 72,011 companies across Europe, a severe lack of liquidity means that 51% of mid-sized businesses would have to turn to external sources of funding after just three days, in the event of an unexpected drop-off in trading.

The findings are the result of a new study by international accounting and advisory firm Mazars, which analysed mid-sized businesses in the EU over a four-year period.

The findings are particularly worrying at a time when UK productivity has fallen further and Brexit outcomes are unknown. It calls into question whether firms have the agility to effectively respond to external challenges.

The median time for all 72,011 companies before external funding sources would be required was a meagre 2.5 days. This raises the likelihood of businesses assuming expensive short term finance to cover

ongoing liabilities, while also leaving companies short of options in the event that they want to finance new ventures or acquisitions.

Mike Bailey, Office Managing Partner for Mazars in the South East, comments: "Despite the current market and external economic challenges, the success of a mid-market business is strongly dependent on the strategic focus of its owners.

We have seen successful growth of many Gatwick Diamond Businesses as a result of investment in a well-considered business plan, good management information and strategic leadership. The ability to be able to focus on the strategic direction of your business, rather than the day-to-day operational issues, is vital and the research backs this up."

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



## Vega Europe Accelerated Growth leads to further office expansion!

Audio Visual & Video Communications solutions and services provider, Vega Europe have taken a 3rd unit on Manor Royal!

With further growth Vega Europe has now acquired another business unit to house staff, expand their rack build facility and hold stock. At the beginning of 2017, Vega expanded into Unit 2 after some building work to make the first floor of the two units into an open plan area with meeting rooms and a break out area for staff. Eight months later and Vega have already outgrown this space and have now taken on a 3rd unit next door!

Tim Dobson, Sales & Commercial Director said "We have recently had great success in winning some fantastic large corporate and retail client refurbishments, both locally and across Europe. Our extremely high-level of service is not going unnoticed in the Corporate world ". He continued, "Being on Manor Royal in Crawley positions us well to provide accessible support and service to our clients."



Vega provide professional and independent advice to businesses looking to improve the way they present communicate and collaborate. Dobson commented, "Technology is ever-changing and evolving and as an agnostic supplier, we work with our partners and manufacturers to ensure all of our design, technical and engineering teams

are trained and completely up-to-date. This is a key element to our business strategy enabling us to advise the best solution to businesses." With a team of over 40 in the UK, and part of a global company covering 14 countries with 21 offices, Vega are well positioned to offer a truly global service. Visit [www.vega-global.eu](http://www.vega-global.eu) for more information.

## Brighton-based graduate recruitment company – DigitalGrads – launches with support from Entrepreneurial Spark.



You'll find DigitalGrads touting the mantra: We train the grads so you don't have to. This is the essence of their business. Train the talented, hungry graduates so they can make a real difference to your business on day one – not in six months' time.

The new service offers businesses a risk-free way to try out graduate talent before hiring them

for an Internship. The graduate continues to be mentored by a senior DigitalGrads marketing professional whilst they work for your business.

All the graduates have undergone a screening process and have voluntarily completed the Digital Career Accelerator – a programme that teaches them how to get a web page found on Google, run a marketing campaign on Twitter and increase audience engagement on Facebook.

Businesses can search for the trained Graduates and request to interview them via the DigitalGrads HiringHub which is like a LinkedIn for digital graduates.

DigitalGrads was founded by Lucy Smith who has spent the last 15 years living and breathing digital marketing for small and medium sized business. Lucy had this to say: "Businesses no longer need someone who is just "ok" at marketing or sales. The field has evolved so much (and so fast!) that

businesses now need very specific digital skills and talent to truly aid growth.

"Through our Digital Career Accelerator we take the natural digital savvy of youth, add some rigorous digital marketing training and put it to work in your business. We are on a mission here at Digital Grads to arm the future digital workforce with the specific digital skills needed to succeed in business."

DigitalGrads is part of the Entrepreneurial Spark scheme Powered by NatWest that is the world's largest free people and business accelerator with 13 hubs across the UK.

Over 2,000 entrepreneurs are currently on or have graduated from, one of four bespoke programmes designed to grow and scale start-ups from every sector and at every stage.

Contact Lucy Smith for more information on 07771 966 951 or by emailing [lucy@digitalgrads.com](mailto:lucy@digitalgrads.com)

**Join @gdbmembership and have your voice heard on the issues that matter to you**

## Local businesses gear up for the British Airways Run Gatwick Corporate 5K



The inaugural British Airways Run Gatwick takes place on Sunday 13th May 2018 and the UK's most exciting new road race is set to attract plenty of local businesses to its Corporate 5K event.

Taking place on the same day as the International Half Marathon, 5K and Family Run races, the Corporate 5K is part of a thrilling sporting event at one of the UK's major hubs. With British Airways as the headline sponsor, the event aims to encourage runners of all ages and abilities to get active and enjoy the experience of running through the towns and beautiful West Sussex countryside around Gatwick Airport.

The British Airways Run Gatwick Corporate 5K is without doubt a brilliant opportunity for businesses in the area to get active,

promote corporate wellbeing and have fun as a team working towards a common goal. It is a distance that even the busiest people can train for, and a perfectly feasible goal for those new to running.

Race Director Dave Kelly said, "The British Airways Run Gatwick Corporate 5K promises to be a hugely popular part of race weekend and we are looking forward to welcoming corporate runners of all levels and abilities to the event next May. There are many businesses in the Crawley and Gatwick area and it is a perfect opportunity for a little friendly rivalry whilst encouraging fitness in the workplace and a great sense of team spirit. We hope that many businesses will take up the challenge and start preparing their teams and training for the big day! We have had an incredible response since

launching British Airways Run Gatwick and are very much looking forward to delivering a first-class event in this fantastic location next spring."

The 2018 British Airways Run Gatwick takes place on Sunday 13th May and a total of 7,500 places are available across the various races: International Half Marathon, 5K, Corporate 5K and Family Run (for children aged 4-15 years). Races are staggered, with the Corporate 5K starting at 9.20am.

Go to [www.rungatwick.com](http://www.rungatwick.com) for further details and to sign up.

You can also like the Facebook page [www.facebook.com/rungatwick](http://www.facebook.com/rungatwick) and follow @rungatwick #rungatwick on Twitter for all the latest news.

## A true local success

Checktrade, the leading UK online directory, based in Selsey, has come under the ownership of the HomeServe Group with the final valuation close to €90m. On Friday 17 November, HomeServe acquired the remaining 60% of Checktrade and the deal was completed.

ACUMEN BUSINESS LAW is very proud to have played its part in this transaction been the company's legal representative for several years up to and during the sale.

Chris Boakes, ACUMEN BUSINESS LAW's Director and Head of Corporate, commented, "After working with Checktrade for nearly a decade, it was extremely rewarding to be an integral part of this important stage in its life cycle. Working alongside the founder, Kevin Byrne, a long term client of Acumen and a good business friend, and his management team was a

tremendous experience as the sale was certainly more than a 'financial transaction'."

ACUMEN BUSINESS LAW has worked with Checktrade and Founder Kevin Byrne since 2008. Over this time we have seen the incredible growth that the company has achieved. Kevin was a key contributor to our Founder's, Penina Shepherd, recent book *The Freedom Revolution*. He was also the guest speaker at the prestigious annual ACUMEN BUSINESS CONVENTION in May 2016. Kevin inspired the audience with his incredible business story of how he took an idea with no investment to provide fully vetted tradespeople and made Checktrade the market leader in the UK and the massive success that it is today. The business has incredible CSR credentials and staff wellbeing, as well as creating the Checktrade Foundation, to support those in need and help charities carry out vital work.



The entire team of ACUMEN BUSINESS LAW would like to congratulate and wish all future success to Kevin, the Checktrade team and the Homeserve Group.

For more contact [office@acumenbusinesslaw.co.uk](mailto:office@acumenbusinesslaw.co.uk)  
<https://acumenbusinesslaw.co.uk>

## South East and London manufacturers end year in positive mood – EEF/BDO survey



Manufacturers in the South East and London are ending the year in a healthy position, according to a closely watched survey published today by EEF, the manufacturers' organisation and accountancy and business advisory firm BDO LLP.

The Manufacturing Outlook survey for the fourth quarter shows output across the region

dipped slightly from the last quarter to +45% but this remains very strong and healthy by historical standards.

Overall orders increased to +47% which was the joint second highest of any UK region. This reflects the national picture of a sector benefitting from increasing demand from Europe and other growing markets around the world.

This strong performance and the need for extra capacity continues to boost recruitment amongst firms in the South East, with recruitment intentions remaining healthy at +13%. Investment intentions also picked up to 13%.

However, business confidence amongst South East manufacturers as they approach the start of 2018 slipped slightly although it remains strong compared to the average levels since the indicator was introduced to the survey three years ago.

As a result of the strong conditions for manufacturing through 2017 and the positive outlook for 2018 EEF has upgraded

its forecasts for the sector to +2.1% and 1.4% respectively. This is faster than the UK economy overall where, in line with the OBR forecasts at the Budget, EEF expected tepid UK growth of 1.5% in 2017 and 1.3% in 2018.

Kevin Cook, Partner and Head of Manufacturing at BDO in the South East, said: "Manufacturers in the region have ended the year in a healthy position and positive mood. The sector's performance is being driven by increasing demand from around the world, in particular Europe. The task of government is very clear: it needs to deliver a Brexit that minimises disruption to manufacturers – they are the economic engine of the UK economy.

"It is encouraging for manufacturers to now see further detail of the Government's long-awaited Industrial Strategy. However, it is critical that the Government commits to the strategy over the long term (15 to 20 years), avoiding the disruptions of political cycles and encouraging manufacturers to commit to significant capital investments to boost growth and productivity."

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

## Last chance to sign up for popular management development programme

Time is running out to enrol on the popular development programme. The Management Conservatory run by McCrudden Training. The programme returns for its second year on 25 January 2018.

The rolling three-year programme is a complete development package for talented and ambitious managers working in professional services organisations. Delivered in McCrudden Training's trade mark brain-friendly style, the first year covers emotional intelligence, advanced communication skills, personal leadership styles, more difficult conversations and coaching others, as well as managing your own time effectively.

"Smart businesses promote people who are great at their job. However, being a great accountant or marketing expert doesn't automatically mean you'll find it easy to manage others. That's a different skill, and something that's difficult to teach someone in a one-day course" says McCrudden Training's MD, Nicky McCrudden. "One-day courses have limited impact on complex skills like management. So, we created The Management Conservatory."

The blended-learning package includes online courses, self-directed study and



4 workshop days over a 7-month period, giving people time to apply learning and get support. The Conservatory includes a final assessment and 12 months access to McCrudden Training's online LearningHub after the programme. Meaning employers can be confident that learning has taken place, and that their staff have all the support they need to develop their skills.

Andrew Stewart from Accountants LMDB, attended the programme last year "Accountants are not always famed for our inter-personal skills which can be a challenge in business. The Conservatory course helped in numerous ways from dealing with challenging staff situations, to winning new business by building rapport with potential

clients. Having time to implement ideas meant there never seemed to be information overload and putting things into practice was achievable. The training provided by McCrudden Training was fun and informative."

The Conservatory works as a standalone programme, or those graduating can opt to progress to year 2 if they wish. However, places are strictly limited to ensure the best learning experience. For more information on The Management Conservatory or wider management development, visit [www.mccrudden-training.co.uk](http://www.mccrudden-training.co.uk).

To book your place on the programme at £759 per person contact Tilly Lucscombe on 01293 230236 or [tilly@mccrudden-training.co.uk](mailto:tilly@mccrudden-training.co.uk)

## Creative Process Digital

Anna has joined Creative Process as their Digital Marketing Apprentice.

Anna told us; "As an English grad my digital marketing apprenticeship at Creative Process has already taught me so much in such a short amount of time, giving me vital digital and business skills as well as providing me with valuable experience across a wide range of areas.

"My responsibilities include creating and managing newsletters, social media, web content management and email marketing campaigns to name a few. Creative Process encourage me to explore different marketing ideas and combined with the digital skills

training I have built our B2B partnerships and increased employer engagement. By the end of my apprenticeship I will have created a cross platform marketing strategy fully integrated with a new company website."

Jack Hiatt, Managing Director of Creative Process, says "having Anna as our digital apprentice is a great return on investment and it's good for us to be developing young talent. Digital skills are increasingly critical to all employers and what we see with our digital apprentices is a digital mindset that is predicated on resourcefulness."

[www.digital-apprentice.co.uk](http://www.digital-apprentice.co.uk)



## Extech's Andrew Hookway unveils the leader of its Innovation Project



After a series of strenuous interviews Extech selected Joe Morecroft to lead its innovation project which is part of the Knowledge Transfer Partnership with the University of Brighton. Joe headed up the marketing team at a multi-award winning neuroscience technology firm, where he transformed their digital strategy to significantly grow the firm's international client base.

Previous to that, he spent two successful years in London at one of the major national B2B publishing leaders. In his spare time, Joe goes into his third year studying to obtain a Strategic Diploma in Management and Leadership and a Master's degree in Business Administration (MBA) at the University of Brighton, building on his undergraduate degree in business management from the University of Portsmouth.

Joe's first task has been to encourage all of the Extech team to contribute to the ideas pool and he has put in place a Kaizen Project.

Kaizen was originally introduced to the West by Masaaki Imai in his book Kaizen: The Key to Japan's Competitive Success in 1986. Today Kaizen is recognized worldwide as an important pillar of an organization's long-term

competitive strategy. It came to the fore in the UK when the Honda, Toyota and Nissan Motor Companies opened manufacturing plants here and Joe has enjoyed success from this process in his last business post.

The MD of Extech, Andrew Hookway, said "I am delighted to welcome Joe into our business and given his excellent track record I am looking forward to working with him to take Extech to the next level in the Digital Transformation marketplace".

If you would like to learn more about how Extech can help you with your Digital Transformation, as a recent survey reveals businesses who fully embrace the technology are doubling sales, then please contact Andrew on 01444443200 or email [Ahookway@extech.co.uk](mailto:Ahookway@extech.co.uk)

## Richard Place Dobson supports the next generation of accountants

Crawley based Chartered Accountants and Business Advisors, Richard Place Dobson, are delighted to be supporting the next generation of accountants with the combined ACA / CTA qualification.

Team member Jordan Keates, who has recently completed his AAT level 4, is the first in the organisation to embark on the new combined ACA / CTA qualification. Developed by the ICAEW and the Chartered Institute of Taxation (CIOT) the joint programme enables students to achieve both the ACA and the CTA in three to four years, which is less time than it would take sitting the exams one after the other. The qualification offers a unique and efficient route for students who want to specialise in one of three areas of tax.

Jordan said: "Knowing that I would like to work in tax, this was a perfect opportunity as it streamlined the way to achieving my goal of holding both qualifications. Ideally I would like to be ACA qualified in two years and CTA qualified in three."

Matthew Tyson, Director, said: "RPD have a long history of developing people into successful accountants and helping them to bring the best out of themselves. The relatively new combined qualification route provides another opportunity for us to help develop bright and motivated individuals."

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



## Crawley and Gatwick Organisations come together for a second year running to Help Boost Young People's Confidence and Career Prospects at Be the Change



The inspirational Be the Change programme was launched for a second year running with over 120 school students from all seven Crawley secondary schools in November at Arora Hotel.

The initiative was developed by LoveLocalJobs.com and co-founder Graham Moore to help 13 and 14 year-olds negotiate the gap between education and employment. Volunteer business guides from Arora Hotel, B&CE, Crawley Borough Council, Gatwick Airport (headline sponsor), Hilton Hotel Gatwick, NatWest and Sussex Community NHS Foundation Trust are playing a pivotal role throughout the

programme, providing support for the young people. The emotional and life changing launch saw the students and business volunteers take part in activities that focused on happiness, confidence, hope, relationships and employability.

Co-founder Graham Moore said: "Our vision is for every young person to have raised hope and confidence, to have the chance to develop life skills and create positive cycles that will prepare them for life.

The idea to set up Be the Change came from Gary Peters, Founder of LoveLocalJobs.com, Gary said: "Year 9 is when young people make

decisions that will affect the rest of their lives - our job is to help them recognise and build on their strengths and to give them the tools, knowledge and confidence to make the right decisions."

Community Engagement Manager, Paula Aldridge from Gatwick Airport, said "Gatwick is pleased, once again, to be a sponsor of the Be the Change programme in Crawley and to be the headline sponsor for 2017/18. Our objective is to inform, inspire and invest in the next generation of young people about the wide range of STEM skills at the airport – helping to build a pipeline of talent for the future."

## Theatrical Make-Up students showcase skills at Shocktober Fest

Level 3 Theatrical Make-Up and HND Theatrical, Media & Special Effects Make-Up students from East Surrey College were delighted to demonstrate their skills at Tulleys Farm Shocktober Fest. The event is extremely popular and has won the title of the UK's Number 1 Halloween attraction every year since 2008. Students had the opportunity to prepare actors' make-up, applying their skills in a practical real-life environment.

The students have learnt a variety of skills at College, which enabled them to apply make-up to different actors across all areas of the event. Each actor was asked to apply their own base make-up and then the students were given 10-15 minutes per actor to finish the theatrical effect make-up for the event.

Gracie Newman, a Level 3 Theatrical Make-up student commented: "It is a great opportunity to get into the industry and start talking to clients. So many people know about the Shocktober Fest at Tulleys so it has been great to be a part of it, and have the work within my portfolio".

Bethany Salvage, also a Level 3 Theatrical Make-Up student commented: "I really enjoyed doing the hayride make-up as it was a variety of characters."

Karen Fundell, Theatrical Make-Up Course Leader at East Surrey College commented: "Shocktober Fest provides students with valuable experience, working under the direction of trained film and TV make-up designers. Understanding call times and



time constraints on make-up is invaluable experience of the real world of work."

Thank you to Tulleys Farm for providing students with this great experience.

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

## Local business Airport Parking and Hotels (APH) wins 'Best Airport Parking Company' at British Travel Awards 2017 for 8th consecutive year

Crawley-based business Airport Parking and Hotels (APH) has once again been named as the 'Best Airport Parking Company' for an impressive 8th year running at the annual British Travel Awards.

The highly respected awards ceremony took place at Battersea Evolution in London on 29 November 2017 and saw impressionist and comedian Jon Culshaw welcome Nick Caunter, Managing Director of Airport Parking and Hotels (APH), to the stage to collect this prestigious award for an 8th consecutive year.

Widely referred to as the 'Oscars' of the travel industry, the British Travel Awards are the only purely consumer voted awards in the travel industry and this year nearly

360,000 consumers registered to place their votes, with an impressive 722,473 votes and opinions cast between 3 July and September 2017. The ceremony saw 147 awards presented to winners in various categories, including the Best LGBT Holiday Company for the first time in the awards history. Winning at the British Travel Awards is regarded as the benchmark for excellence in the travel industry and APH beat tough competition to take the winning spot in their category.

Nick Caunter, Managing Director of Airport Parking and Hotels said: "This is such an achievement for our brilliant team and a true reflection of their hard work over the year. We would like to say a huge thank you to our loyal customers and to everyone who voted for us."



For further information on Airport Parking and Hotels (APH), visit [www.aph.com](http://www.aph.com) or call 01342 859515.

## JP Business Matters, Business Personality of the Year 2017



Awarded for his work in helping small businesses grow, the Dame Vera Lynn Children's Charity work and mentoring/investing at ESpark and Sussex University.

The judges were impressed by the strong endorsements from clients;

Mark Dansie, Project Manager and Technical Director, IT Document Solutions; "Nass has been a great asset to our business from the first day he started supporting us. In a relatively short time he has transformed, to great effect, the way we control our business finances and he has helped us with forming a strategy for our business, which is now paying

dividends. I would recommend Nass to anyone that needs help with growing their business"

Kate Thorpe, Business Liaison Manager, School of Business Management & Economics, University of Sussex; "Nass is a valued University of Sussex Business Mentor sharing his considerable knowledge and expertise around business growth, strategy and change with students at the School of Business, Management and Economics. Nass uses his many business connections to support fundraising for charity and has an infectious sunny disposition that makes doing business together fun and enjoyable."

Claire Love, Founding Director, LWS Marketing; "I have been working with Nass on several of my business ventures and have found him approachable, friendly and professional. Most importantly though, to a business

owner, he is sharp and direct offering clear, concise, no fuss recommendations."

Fay Millar, Owner at Brighton Cakes and Miss Millar's Marvellous Mallows; "Nass has been instrumental in putting my business on a more productive path. Before I met him I felt like I was struggling with what direction to take and how to grow my business. Thanks to his efforts the business is taking shape and starting to really take off. His vast business experience has been invaluable. He has also introduced me to many key people who have had a positive impact on the business. I cannot recommend him highly enough. Plus, he's a really nice guy to work with too!"

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

## Computer-eyez achieves Cyber Essentials PLUS Accreditation

Following thorough tests of our systems, we are pleased to announce that we are now Cyber Essentials PLUS Certified.

Cyber Essentials is a UK government scheme encouraging organisations to adopt good practice in their cyber security measures. This scheme enables organisations to demonstrate that they are able to protect themselves against common cyber-attacks whilst adhering to a government-endorsed standard.

There are two levels of certification, in which we have both achieved:

- Cyber Essentials: A self-assessment of a company's systems, independently verified.
- Cyber Essentials PLUS: Systems are independently tested; cyber essentials is integrated into the organisation's information risk management.

This means we have accomplished the five recommended controls for optimal security both within our business and by extension within the

services we provide to our clients. These are:

1. Boundary firewalls and internet gateways
2. Secure configuration
3. Access control
4. Malware protection
5. Patch management

We are pleased that we now have the certificate to prove how serious we are about cyber security.

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

## The Award for Professional Services 2017

Juno Wealth Management is pleased and thrilled to announce that we secured a win at the Sussex Business Awards 2017 for:

**The Award for Professional Services**  
Sponsored by Vantage Professional Risks

And, we were also Highly Commended in the category for:

**The Small Business of the Year**  
Sponsored by Sussex Chamber of Commerce

Recognising business excellence across Sussex, these prestigious Awards are the longest established of their kind in Sussex.

On Thursday 30th November 2017 around four hundred of the county's leading business people gathered at The Grand Brighton to celebrate business excellence across the region.

For the 29th Sussex Business Awards the winners were drawn from 40 finalists across the whole of Sussex. There were a total of 17 awards presented on the night by comedian, Ian Moore.

Tracey Evans, Director and Principal Adviser at Juno Wealth Management commented: "The whole team at Juno Wealth Management has worked hard to secure



this win at the Sussex Business Awards. We constantly strive to be the best at what we do and the improvements we have driven into the core of our business over the past three years have now been recognised. We were so pleased to win this award and to be highly commended in the small business category, as well."

2017 has been a very good year for Juno Wealth.

In January we were delighted to announce that we became an Accredited Financial Planning Firm. This accreditation is awarded by The Chartered Institute for Securities & Investment (CISI). We joined an elite list of 74 Accredited Firms which have demonstrated their professionalism

by meeting the highest standards of excellence in Financial Planning.

In early November, New Model Adviser, for the third year running named us in their list of Top 100 financial planning firms. This year, New Model Adviser placed additional emphasis on business sustainability. They assessed our firm to have not only a good track record but also great prospects for the future, underpinned by a plan of how to get there.

To win the additional accolade of The Award for Professional Services at the Sussex Business Awards is just an amazing achievement for our small business.

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

## Entrepreneur Academy Final 2017 hosted by Reigate & Banstead Borough Council and East Surrey College

It was another exciting 'Dragons Den' style competition for the final of the Entrepreneur Academy 2017. Hosted by East Surrey College on Thursday 16 November 2017, this event is now in its 5th consecutive year.

The Entrepreneur Academy is run by Reigate & Banstead Borough Council in partnership with East Surrey College. The six-month course supports local entrepreneurs providing an opportunity to gain the essential skills needed to set up a business; which includes business planning, finance, marketing, legal aspects and online business promotion.

The six members of the Academy pitched their ideas to a panel of Dragons to compete for a £5,000 investment grant provided by Reigate & Banstead Borough Council.

Following impressive pitches to the Dragons, the joint winners of the 2017 Entrepreneur Academy were Flori Maisonneuve who received £4,000 towards her children's craft activity kit company, Squiggle Dot and Squeeze ([www.squiggle-dot-and-squeeze.com](http://www.squiggle-dot-and-squeeze.com)).

co.uk) and David Solomon who received £1,000 towards his business, Tor Training UK ([www.tortraining.com](http://www.tortraining.com)) which specialises in personal health and fitness.

Councillor Eddy Humphreys, Portfolio Holder for Economy and Jobs commented: "The Entrepreneur Academy is the ideal opportunity for anyone who is looking for expert support and advice to get their own business started. Since the Academy started, many members have gone on to launch successful businesses. The business ideas pitched to the Dragons this year were again of a high quality and it was a difficult choice to select the winner."

Flori Maisonneuve, winner of £4,000 commented: "I came to the course with a passion for my product and left with belief in it!"

David Solomon, winner of £1,000 said: "My personal growth since starting the Academy has been amazing. My understanding of social enterprise and business communication is of a higher level and it's a great feeling to be a winner after a long year."



East Surrey College's Director of Business Development, Kam Dehal commented: "It's never easy starting a new business and even more challenging sustaining it into the future. East Surrey College is proud to have worked in partnership with Reigate and Banstead Borough Council, celebrating 5 years of entrepreneurial talent on this programme. I can't wait for next year, as the standard is always exceptionally high."

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

## Cheeky Boy Sauces stocked at Musclefood UK

Cheeky Boy Sauces, the range of delicious, healthy, all-natural sauces with a kick, has announced that its Berlin49, HRH and Jolly Roger sauces are now available via MuscleFood UK. The online meat supplier is stocking all three sauces in an Explorer size of 150g.

The Explorer range consists of:

- **Berlin49: German Hot Sauce** - a rich sauce recreated from a historic post-war recipe, made with fresh vegetables and earthy spices
- **Jolly Roger: Coconut Hot Sauce** - a fragrant, creamy coconut sauce blended with kicking ginger and spices from the Eastern Shores
- **HRH Sauce: Harry Redders Hot Sauce** - a punchy, deep flavoured hot sauce packed

with fresh chillies, plump tomatoes and hand-picked spices with a dash of honey for a sweet twist

Cheeky Boy Sauces are made using unique recipes and only fresh and authentic ingredients. The flavours are inspired from founder Kaye Foong's far-ranging travel adventures around Europe, Central Asia and the Far and Middle East.

Kaye Foong, Founder of Cheeky Boy Sauces, comments: "We are very excited to be working with such a well-known supplier as MuscleFood UK. Their significant online presence and growing customer base offers us an opportunity to share our sauces to a wider market throughout the UK. We are particularly pleased with this partnership given MuscleFood's ethos for supplying healthy, nutritious food and look forward to



hearing how customer enjoy perking up their meat with our sauces!"

[www.musclefood.com/cheeky-boy-sauces.html](http://www.musclefood.com/cheeky-boy-sauces.html)

## E-mpower.IT to The Rescue!

E-mpower.IT were recently asked to help out a local Sussex company who were having IT problems that had affected four of their PC's. Although the company was being looked after by a reputable IT business, the problem had defeated them and they were unable to fix the PC's. Their solution was to replace them at a cost of £3,500 (in addition to charges incurred in trying to fix the problem). Part of their reasoning was that the fault lay with the age of the PC's in question.

Understandably the business owner was not happy and, decided to obtain a second opinion from E-mpower.IT who had been recommended to them. With almost 20 years' experience in providing Managed IT Services and IT Support, E-mpower.IT's Technical Director, Ian Allward, was more than happy to help. Ian was keen to see if there was a clear reason for the problem which would avoid the need for the client to spend a lot of money on replacement PC's.

The faulty PC's were dropped off at E-mpower.IT's offices in Burgess Hill. Ian's priority was to understand the problem and offer a fix as soon as possible. Once installed in the workshop, a range of tests were run on the PC's including a physical inspection as well as software and system checks. It wasn't long before Ian had discovered the root cause of the problem, and was able to fix all four PC's, proving the core problem did not lie with the age of the PC's. Ian confirmed "these were all of a decent spec and suitable for general office use."



E-mpower.IT Director, Jaffer Lokhandvala also commented, "I am delighted that E-mpower.IT were able to come to the rescue drawing upon our expertise and experience combined with our problem-solving capabilities." He continued "Fixing an IT problem is not simply about the technical skill and capability - how you approach a problem and your problem-solving skills is often the magic ingredient to enable you to get to the bottom of a stubborn fault."

Looking for quality IT Support? Get in touch: [sales@e-mpower.IT](mailto:sales@e-mpower.IT) / [www.e-mpower.IT](http://www.e-mpower.IT) / 01444 250404.

What we do is a given, how we do it is the difference!

## DrivenUK do it again!

DrivenUK has won a prestigious national award in the only national and awards for the private hire and chauffeur industry. The company has won the Silver award in the Chauffeur Operator of the Year 2017 Professional Driver for Quality, Service and Innovation.

The Professional Driver Magazine Awards were held on Thursday 23rd November 2017 at The Copthorne Effingham Hotel. 450 fellow chauffeur and private hire companies attended, and a fantastic evening was had by all. The magnificent ballroom looked spectacular.

Last year DrivenUK was awarded the Bronze award, so to receive the Silver award in 2017 is real recognition of the progress and commitment made by DrivenUK to ensure our highly prestigious position in the market place continues to meet our customers and supplier's expectations. Our name is linked



with professionalism, reliability and attention to detail. Well done to all the staff.

2018 is going to be an amazing year for DrivenUK and we look forward to prospering and continuing to meet the levels of Customer Service expected of us.

2018 will also be the year we win the Gold Award!

For all enquiries please contact DrivenUK on 01293 786786 or [booking@drivenuk.com](mailto:booking@drivenuk.com)

Or visit our website [www.drivenuk.com](http://www.drivenuk.com)

## Mazars' Andy Springford named Financial Planner of the Year at the Money Management Awards



Andy Springford, a Director at Mazars, has recently been named 2017 Money Management Financial Planner of the Year.

The Money Management Financial Planner Awards are recognised across the profession as celebrating the very best of the advice industry. The overall Financial Planner award goes to the candidate who, in the opinion of the judges, presented the best three case studies of all the entrants.

This accomplishment comes after Andy, along with three other Mazars colleagues, was recognised in New Model Adviser as a 'Top 35 under 35 Rising stars' last year.

Commenting on his achievement, Andy said: "I'm incredibly proud to have won the overall award this year; I'm a huge fan of these awards as they highlight the importance of providing quality financial advice within our profession. The entry process really gives

you a chance to demonstrate your ability as a planner by providing enough of a challenge to enable you to call upon all aspects of your experience and technical knowledge. It's hugely important to champion our profession, and these awards help do just that, and I would encourage more people to take the short time out to enter these awards in the future. "

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

## £1500 freefall from 15,000ft

Crawley-based Grant Thornton trainee accountant, Sam Littler, invested his £300 recognition award in a 15,000ft skydive this month and has raised over £1,500 for SANE.

Earlier this year, Sam prepared and delivered an innovative presentation to his old school to inspire pupils to take the time to consider their career options. In recognition of the excellent feedback received from both pupils and parents, his company, leading financial services firm Grant Thornton UK LLP, awarded him a bonus worth £300.

Sam takes up the story. "When I was lucky enough to receive the highest

recognition award at Grant Thornton, I realised that I would be able to do something I have always wanted to do but could never afford; Skydiving. It meant that 100% of the donations would go to the charity and not a penny used to fund the dive; it was a no-brainer. I chose to support SANE, a mental health charity who specialise in schizophrenia disease, and who have helped a close family member of mine.

"I can't believe that I not only had so much fun, but managed to raise £1500 – a 500% increase! I'd like to thank everyone for their tremendous support.



Sam is still fund-raising. You can support him at <https://www.justgiving.com/fundraising/sam-littler>

## Charity's sporting lunch is a winner



Bob Wilson OBE was the special guest speaker at a sporting lunch held in aid of Sussex children's charity Rockinghorse.

The legendary Arsenal and Scotland goalkeeper, and former TV broadcaster, attended the Best of British event at the Hilton London Gatwick Hotel on Friday 3 November 2017.

Supported by headline sponsors Mayo Wynne Baxter Solicitors, the afternoon fundraiser welcomed over 240 guests from businesses in the Mid-Sussex Gatwick Diamond area, who were treated to a three-course lunch, followed by an entertaining talk from Bob Wilson himself.

Funds raised at the Best of British sporting lunch will be donated to the charity's project partner; Chalkhill Child and Adolescent Mental Health Unit, based within the grounds of the Princess Royal Hospital in Haywards Heath.

Rockinghorse is donating £50,000 to Chalkhill towards their ongoing activities programme for young people who are cared for at the unit. The charity has funded the scheme throughout 2015 and 2016, and it has proved to greatly

complement the clinical work of Chalkhill, as well as their education programme.

Speaking at the event, Ryan Heal, Rockinghorse Chief Executive and organiser of the Best of British sporting lunch, said: "Rockinghorse has traditionally focussed its efforts on clinical equipment and resource, and whilst we very much continue to service these areas robustly, we are becoming far more acutely aware of the importance surrounding the support of children and young people with the most complex mental health issues right here in Sussex.

To find out more about the charity's Sussex Giving for Sussex Children appeal, and how you can get involved, visit [www.rockinghorse.org.uk](http://www.rockinghorse.org.uk).

## SASH Charity supports initiative to improve nutrition of people living with dementia

SASH Charity supports initiative by Surrey and Sussex Healthcare (SASH) NHS Trust to review and improve the nutritional intake of people living with dementia and delirium in line with the SASH dementia strategy.

Chris O'Connor, nurse consultant for dementia and older people said: "We know that some people living with dementia have a poor diet and there was some anecdotal evidence that using coloured plates as opposed to standard white plates because of the colour contrast makes the food more visible enabling patients to see the food.

"The money from SASH Charity was used to purchase enough blue crockery for two wards. We then carried out an audit over lunch times, during the first part of the trial

food was served on standard white plates and then all the crockery was replaced with the blue plates. The patients' plates were weighed before and after the meal and the amount of food consumed documented.

"We found that patients with memory problems, including dementia and temporary states such as delirium consumed more food when using the blue plates however for people without memory problems there was no significant difference."

SASH Charity is committed to helping patients living with dementia in line with the SASH dementia strategy. We're currently raising money to create Camomile Courtyard, a dementia friendly garden at



East Surrey Hospital. To find out more about the project please visit: [www.sashcharity.org](http://www.sashcharity.org) or contact Emily Brown, fundraising manager on 01737 768511 x1295.

**Arco Aircraft Seating**

www.acro.aero  
01737 304700  
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01892 502312  
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www.apprenticeship.qa.com  
01273 022712  
Apprenticeships Provider

**Run Gatwick**

www.rungatwick.com  
07841 741902  
Run Gatwick International Half Marathon,  
Corporate 5K & Family Run

**Springboard (The Springboard Project)**

www.springboardproject.com  
01403 218888  
Charity

**Strawberry Event Company**

www.strawberryeventcompany.com  
07880 577366  
Events & Communications

## Seminars

**26th January 2018**

### Opportunities are everywhere, don't be held back by phantom barriers!

**Presenter: Steven Robinson**

What would you do if you lost your right arm at the age of 18? Would you give up all hope or would you fight on? Not only did Steven fight on but he made an astounding positive change proving to everyone and himself that we are all capable of overcoming obstacles and that they can become your greatest asset. The successes that followed have been largely created by Steven's determination and incredible work ethic.

Steven, using the experience of his own journey to inspire people into achieving their goals and dreams by breaking down self-imposed barriers.

**23rd February 2018**

### 20/20 Management Vision Success

**Presenter: Bhavna Patel, PDT Solicitors and Aneela Rose, Rose Media Group**

This interactive session will help future-proof your business and is ideal for any manager or business leader. You will walk away with useful "take away" points, which will not only preserve your competitive edge but also avoid/limit any reputational damage, including with staff.

## Referral thanks

- Matthew Tyson from Richard Place Dobson for Blade Works Limited
- Stefan Buss from Storm12 for Brighton & Hove Albion FC
- Brewin Dolphin for Buss Murton Law
- Kerry Gillitt from Ambra Recruitment for Corporate Leasing & Finance LTD
- Arron Polton from Ardingly Projects for Eagle and Beagle Video
- Jane Axford from Sandman Signature Hotel for Identibadge
- Guy Tipton From Xoom Talk for Lisa Tipton Travel Counsellors
- Grant Thornton for Provida Services Limited
- Ian Woodland from Assurity Consulting for Springboard

## Forthcoming events

11th January 2018

### **gdb Speakers Conference**

South Lodge Hotel, Lower Beeding  
8.30am-2.00pm  
£95+VAT for members  
£125+Vat for non-members

16th January 2018

### **What's The Point?**

Basepoint Business Centre, Crawley  
5.15pm-6.30pm  
Free for Members and Non-Members

18th January 2018

### **Pastries & Networking**

PDT Solicitors, Horsham  
8.30am-10.00am  
Free for members only

26th January 2018

### **January Members Meeting**

Roffey Park, Horsham  
11am – Educational Seminar – Opportunities are everywhere, don't be held back by phantom barriers!  
12pm-2.30pm Members Meeting  
Free for gdb members  
£25+VAT for non-members

31st January 2018

### **Networking at Ease**

Sofitel London Gatwick  
12.00pm-2.30pm  
£35 plus VAT for members  
£45 plus VAT for non-members

8th February 2018

### **Elevenses & Networking**

West Sussex Mediation Services, Horsham  
10.30am-12.00pm  
Free for Members

16th February 2018

### **Networking at Ease**

The Copthorne Hotel London Gatwick  
12.00pm-2.30pm  
£35+VAT for gdb members  
£45+VAT for non-members

23rd February 2018

### **February Members Meeting**

Cottesmore Golf and Country Club, Pease Pottage  
11am – Educational Seminar - 20/20 Management Vision Success  
12-2.30pm Members Meeting  
Free for members  
£25+VAT for non-members

28th February 2018

### **Afternoon Tea & Wine Tasting**

Mannings Heath Golf & Wine Estate, Horsham  
2.0pm – 4.30pm  
£25 plus VAT for members  
£35 plus VAT for non-members

## Previous Meetings & Events:

### November/December

**How to Win Awards and Influence People at Harwoods Jaguar**  
[www.harwoods.crawley.jaguar.co.uk](http://www.harwoods.crawley.jaguar.co.uk)

**Afternoon Tea at Ockenden Manor Hotel & Spa**  
[www.hshotels.co.uk/ockenden-manor](http://www.hshotels.co.uk/ockenden-manor)

**Pastries and Networking at Grant Thornton**  
[www.grantthornton.co.uk](http://www.grantthornton.co.uk)

**How to Win Awards and Influence People at Crawley College**  
[www.crawley.ac.uk](http://www.crawley.ac.uk)

**Networking at Ease at Cottesmore Hotel & Country Club**  
[www.cottesmoregolf.co.uk](http://www.cottesmoregolf.co.uk)

**November Members Meeting at Southcoast Conferences**  
[southcoast.brighton.ac.uk](http://southcoast.brighton.ac.uk)

**Christmas Networking at Ease at Copthorne Hotel**  
[www.millenniumhotels.com/en/gatwick/copthorne-hotel-london-gatwick](http://www.millenniumhotels.com/en/gatwick/copthorne-hotel-london-gatwick)

**Mince Pies & Networking at Harwoods Jaguar**  
[www.harwoods.crawley.jaguar.co.uk](http://www.harwoods.crawley.jaguar.co.uk)

### Booking Information

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

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

### Bringing Guests

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

### Get in Touch

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

Gatwick Diamond Business  
14 Basepoint, Metcalf Way  
Crawley RH11 7XX

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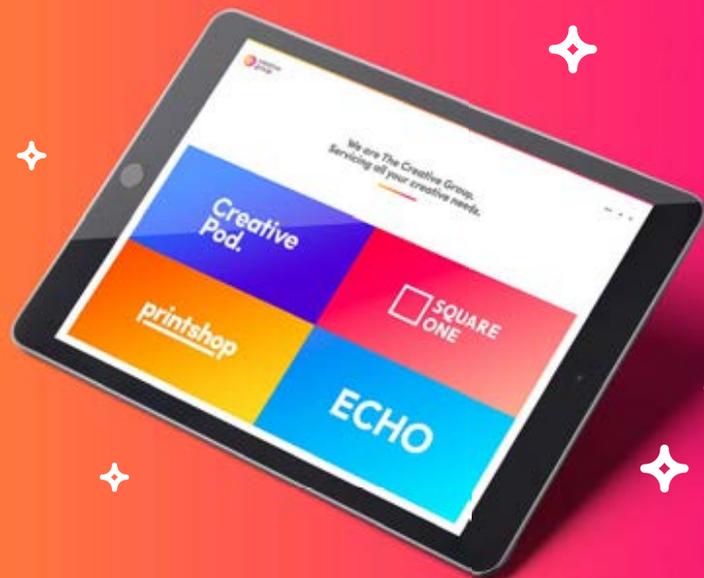
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