

Edition 19

March & April 2023

The magazine for Gatwick Diamond Business members

Introducing: Canon
Business Centre SOS

GDBA 2023 finalists
are announced!

A reflection on the
winter energy crisis



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THE
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SURREY
BUSINESS AWARDS

CENTRAL
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AWARDS

SUSSEX
BUSINESS AWARDS

Welcome!



Sally Brown

Welcome to the March/April 2023 edition of Diamond.

As I'm writing this, I can't quite believe it's March already! The evenings are getting lighter and splashes of colour from the first daffodils and crocuses are announcing that Spring is on its way.

With the positivity of the season, it's good to see this edition packed with positive news stories and hints and tips

of support from our members. One such story on page 14 is the achievement of First Central, who have ranked in the top 10 of the UK's Best Workplaces for Wellbeing.

And in the month when we celebrate International Women's Day, take a look at page 9 where you can read about gdb Member Allegra Chapman, co-founder of Watch This Sp_{ce}, named as one of seven women from across Sussex as some of the most inspirational & dynamic female entrepreneurs in the UK.

Talking of inspirational women, our Member Spotlight this month shines on Susan Fleet, Founder and MD of PR Company, Lea Graham. Susan is one of gdb's longest serving members and although she doesn't like to shout about it, last year she was awarded an MBE for services to music, charity and

fundraising! What a great lady and a true friend and Ambassador of gdb!

Thanks for this edition's sponsorship goes to Diamond Champion member, SOS Systems, who recently announced their alliance with Canon, opening the first Canon Business Centre in the South East of England; Canon Business Centre SOS. Take a look at page 10 & 11 to find out more and for details of their range of tailored technology solutions.

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

A last word to wish all of our Gatwick Diamond Business Awards finalists (full details on pages 4 & 5), the very best of luck on 23rd March!

Sally Brown
General Manager

Membership Meet Up

Open to gdb members & non-members.

These meet ups are to learn about Membership and how to make the most out of the benefits.



Launches on
Monday 17 April
And then every 3rd Monday
of the month

 Freedom Works, Astral Towers,
Betts Way Crawley RH10 9XA

 10:30-11:30

BOOK NOW

www.gatwickdiamondbusiness.com



GDBA
2023



The 2023 finalists are announced!

the fourteenth Gatwick Diamond Business Awards

So, who are the best businesses in the Gatwick Diamond Region? You'll need to wait until 23rd March to find out, but the finalists in each of the categories for the prestigious Gatwick Diamond Business Awards have now been announced.

The Gatwick Diamond is home to a vast range of businesses, spanning all sectors of the economy, from household names to niche companies, and from multinationals to sole traders. So, the winner of a Gatwick Diamond Business Award must stand out in this impressive business community.

All Award winners will have shown innovation and inspiration in their work and demonstrated a real commitment to this world-class economic area.

Winners will be announced on the 23rd of March, in the Empress Suite of The Grand Hotel, Brighton, where our celebrity host, Kerry Godliman, will present the Awards and entertain us through the evening. A special thank you goes to our Headline Sponsors – Elekta Limited, and Gatwick Airport Limited.

The evening will get off to a flying start with a pre-dinner reception sponsored by Castle Corporate Finance and will be rounded off in style with live music and an opportunity to network and celebrate at our After-Show Party.

During the evening a prize draw will take place. Prizes include return flights to New York, JFK, kindly donated by Delta Air Lines and Dinner Bed and Breakfast in a Seaview Room, courtesy of The Grand Hotel. All monies raised from the draw will go to our eligible and very worthy gdb Charities.

Sally Brown, General Manager of Gatwick Diamond Business said "I would like to thank all the people who took time out of their busy schedules to prepare and submit awards entries this year and congratulate those who have made it to the final three. The entries get stronger year on year so that in itself is a huge achievement and worthy of celebration".



KERRY GODLIMAN
OUR CELEBRITY HOST

www.gatwickdiamondbusinessawards.com
for more information!



The finalists in each category are:

APPRENTICE OF THE YEAR

Sponsored by Chichester College Group

Greta Thornton- Reigate Manor

Sophie Rodrigues - Scaramanga Agency

Amy Elston – Home Smart Energy

EMPLOYEE OF THE YEAR

Sponsored by Arora Group

Daniel Richards - Acumen Law

Sarah Lyons - Creative Pod

Mark Range - Elekta Ltd

EMPLOYER OF THE YEAR

Sponsored by Reigate & Banstead Borough Council

EMW Law

Ridgeview Wine Estate

Storm12 Ltd

ENVIRONMENTAL CULTURE AWARD

Sponsored by Control Energy Costs Limited

Elekta Ltd

Eshcon Ltd

Ridgeview Wine Estate

INTERNATIONAL BUSINESS OF THE YEAR

Sponsored by Sussex Chamber of Commerce

Avtura Limited

EBISS UK

Elekta Ltd

MANUFACTURING BUSINESS OF THE YEAR

Sponsored by Elekta Ltd

Bakers Garden Buildings

PVL UK Ltd

Thermco Systems Limited

NEW BUSINESS OF THE YEAR

Sponsored by University of Sussex Business School

AVPlacements

MOCHARA

PRSNT LTD

PROFESSIONAL SERVICES FIRM OF THE YEAR

Sponsored by Crawley Borough Council

Acumen Law

Family Law Partners

Mayo Wynne Baxter LLP

THE AWARD FOR BEST FLEXIBLE WORKING PRACTICE

Sponsored by Flexibility Matters

Cloud9 Insight

Creative Pod

EMW Law

THE AWARD FOR COMMUNITY CONTRIBUTION

Sponsored by Loch Associates Group

Best of British Events

Community Transport Sussex

Elekta Ltd

THE AWARD FOR CUSTOMER DELIGHT

Supported by Rosemary French, OBE

Bakers Garden Buildings

Cleankill Pest Control

Extech Cloud

THE AWARD FOR THE PLACE TO MEET

Sponsored by Sub-Cool FM

EMW Law

Holiday Inn London Gatwick Worth

Sofitel London Gatwick

BUSINESS PERSON OF THE YEAR

Sponsored by Richard Place Dobson

Tim Rylatt – UK Growth Coach-Sussex

Simon Pringle - Red River

Toni Chalk – Strive AV

BUSINESS OF THE YEAR (UP TO £1M Turnover)

Sponsored by University of Sussex

ITDS Managed Services Ltd

Kingsway Care

Scaramanga Agency

BUSINESS OF THE YEAR (OVER £1M Turnover)

Sponsored by EMW Law

Cleankill Pest Control

Denbies Wine Estate Ltd

Kelgray Products Ltd

The Award for Outstanding Contribution to the Gatwick Diamond

Sponsored by Gatwick Diamond Initiative

This prestigious award recognises outstanding personal contribution to making the Gatwick Diamond a great place to do business. It celebrates personal commitment to the Gatwick Diamond and extended leadership rising way above the individual's direct business or professional responsibilities.



Gatwick Diamond Business Awards



@gdbizawards



Gatwick Diamond Business Awards

MEMBER SPOTLIGHT



Name: Susan Fleet

Business name: Lea Graham Associates

Member since: 1988 (then it was CADIA)

Description: PR consultancy, event managements, entertainment agency and European cosmetic importer... it's called a portfolio career!

"An inclusive and friendly networking organisation encompassing a huge diversity of businesses and run by professionals who genuinely care about the membership."

1. What appealed to you about joining gdb?

I was originally recommended by a business advisor to join the Crawley-based networking association and looking back 35 years later, it was one of the best pieces of advice I received.

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

gdb has always been inclusive. There is a very diverse and interesting mix of members, which makes every event interesting.

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

I now have access to an extensive group of 'go to' experts in a wide range of fields.

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

I'll reiterate what I've said above... from within the membership, there are real experts in virtually any industries who can help, advise and point you in the right direction. That's invaluable...

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

The Awards are amazing, and I enjoy the buzz at members' meetings. If you could capture the ambience, fun, and sense of community and bottle it, it would be worth a fortune!

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

Its outreach to such a wide and diverse variety of businesses, with the multitude of expertise and geographical areas that encompasses.

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

Ask questions and take time to listen.

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

FRIENDSHIP. I've made some lifelong friendships with gdb members and I am always pleased to recommend joining to clients and business associates.

www.leagraham.com

Follow @gdbmembership for the best networking in the diamond

Saving the planet - and your business



Blue Planet Washing Solutions is a specialist washing service providing you with high volume washing solutions for reusable plastics, glass, china and cutlery across London and the South of England, located at our Gatwick Airport facility.

The Plastic Problem

Single use plastic pollution is one of the biggest threats to our beautiful planet. Every day, over eight million pieces of plastic make their way into the ocean, with 12 million tonnes of plastic dumped into the ocean every year.

UK businesses have a huge role to play to ensure we recycle so that less garbage winds up in our landfills, incineration plants and ultimately our oceans. Not only will this save future generations but it's great business, helping save production and energy costs as well as helping companies boost their green credentials as Gen Z grows in influence, bolstering their authenticity, loyalty and revenue.

In the past year alone, customers are being more proactive in their pursuit of a more sustainable lifestyle, whether by choosing brands that have ethical or environmentally sustainable practices and values, or by no longer purchasing certain products because they have concerns around the brand's ethical or sustainability values.

According to Deloitte's most recent sustainability report, in 2022 a total of 64% of shoppers have limited their consumption of single use plastic, with 40% actively choosing companies that have environmentally sustainable practices.

How we can help

Blue Planet Washing Solutions can boost your green credentials and your revenues at our state-of-the-art reusable washing facility, based on the Manor Royal. Working with leading reusable cups and other reusable providers who service offices, retail establishments and large scale events. Our processes have been honed for optimal quality and efficiency, with the capacity to wash up to 10,000 cups

every hour.

In 2021, we were the first in the country to take ownership of our state-of-the-art washing and drying equipment - specialised because of its wash and dry processes that avoid damp, wet or hot plastic that can cause condensation or mould. With such high capacity and quality capabilities, our facility is the only one of its kind in the South of England.

From item supply to washing and logistics, Blue Planet Washing Solutions offers you a complete 360° service and can also brand your reusables with company logos and messages. And let's not forget there's less mess to clean up!

A bit about us

Co-Ordination Catering Hire and Blue Planet Washing Solutions is a family-run business with more than 30 years' experience in the hospitality industry. Launched in 1988, starting in a small garage before moving to a farm and eventually its current location on the Manor Royal where we've been located for the last 20 years.

With hospitality falling off a cliff during COVID, we took the opportunity to diversify, by supporting companies with their sustainability goals, focusing on reusables and so Blue Planet Washing Solutions was created.

With three siblings at the heart of both operations, we care massively about every single project. We offer a bespoke service to ensure your venue or event is perfectly catered for.



James White, Jaimie Daniels and Jenna Goode

Contact

To plan a full reusable cup solution for your event, please email us at info@blueplanetws.co.uk or call 01293 553040 / 07917 040044.

www.blueplanetws.co.uk

The Acumen People Awards Launch: Recognising Community Heroes



ACUMEN PEOPLE, the law firm dedicated to protecting families, is proud to announce the launch of its new prestigious awards programme in support of Rockinghorse children's charity.

The ACUMEN PEOPLE AWARDS set out to recognise 7 – 17-year-olds within the local Sussex community who have gone above and beyond over the last 12

months. The awards feature a number of categories recognising exceptional actions taken by friends, siblings, carers, fundraisers and such other community heroes.

Nominations are now open! Members of the public are now invited to nominate a person they think may be worth a special mention and celebration due to their actions, achievements or inspiration over the past 12 months. It may be a sibling who has done a heroic act or a fundraiser who has gone above and beyond and more. The awards programme is there to celebrate such achievements.

Nominations can be entered on www.acumenpeople.co.uk/the-acumen-people-awards

Penina Shepherd, Founder of Acumen People based in Hove said: "We want to recognise those who have contributed to society in a unique way. We want to reward those who make our world

a better place and promote them as role models for other people in our community so that they can do the same."

Nomination entries for the awards close on 31st March 2023 with all entries judged by an expert panel which includes Donna Holland, CEO of Rockinghorse children's charity.

The finalists in each category will be announced on the ACUMEN PEOPLE website and social media platforms in early May 2023. Each finalist and their families will be invited to the prestigious awards ceremony at The Old Ship Hotel, in Brighton on Friday 9th June 2023 where the winners for each category will be revealed.

You can also follow ACUMEN PEOPLE on social media, where each finalist will be announced: [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#)

Love Water and Storm12 Demonstrate the Power of Proactive Social Media Management in Turning a Negative into a Positive

In today's digital age, social media has become an essential tool for businesses to connect with their customers and build brand awareness. However, it can also be a platform for customers to voice their negative brand experience, potentially damaging its reputation. When a negative incident occurred with one of Love Water's delivery vans, the team at Storm12 sprang into action to mitigate the potential harm to Love Water's brand.

The incident involved a member of the public who had been accidentally splashed by one of Love Water's delivery vans while walking his dog. He took to LinkedIn to voice his frustration and with his significant following, the post quickly gained traction, generating negative attention towards Love Water.

Fortunately, Storm12 were managing Love Water's social media accounts and

noticed the negative post very quickly. Storm12 were able to use Love Water's LinkedIn account to respond quickly to the negative post. After making Nick Swan, Love Water's MD, aware of the post, it was decided that Nick would contact them personally, gain more information and apologise.

The member of the public was impressed with the prompt response and actions taken by Love Water and commented "Hats off to Nick who has shown excellent leadership and humility. He could have chosen to ignore my post, but instead reached out with a proverbial olive branch and has certainly won me over. And I've probably learned something from Nick in the process too."

By working together, Love Water and Storm12 were able to turn a potential crisis into a success story, demonstrating the power of proactive social media



management. Storm12's expertise in managing social media, coupled with Love Water's commitment to customer service, ensured that the situation was handled effectively, resulting in a positive outcome for the brand.

www.storm12.co.uk
www.lovetwater.com

Seven women from Sussex have been named among the UK's most inspirational and dynamic female entrepreneurs by the f:Entrepreneur '#ialso100' campaign.

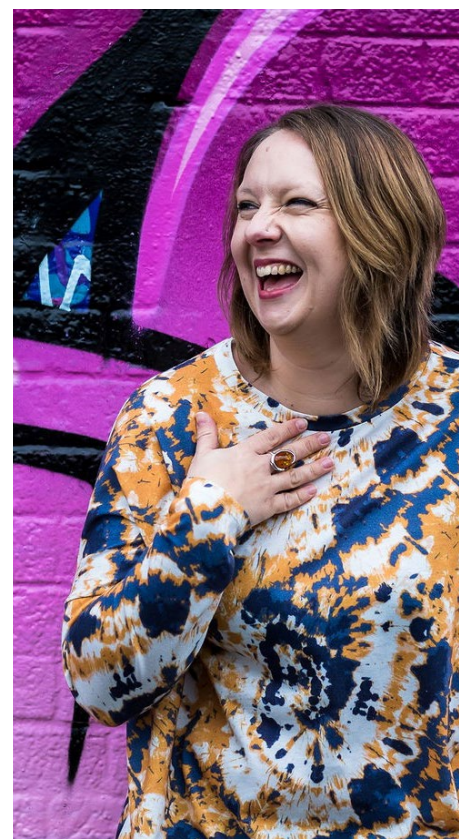
Allegra Chapman, Co-Creator of Watch This Sp_{ce}, Helen Vits, Founder of Lovingly Local, Jenny Legg, Founder of Training Legs First Aid, Lisa Baskott, Founder of 2nd Line of Defence, Pam Gordon, Franchise Consultant at The Franchising Centre and Franchisee of Rise.Life, Roxy van der Post, Founder of Myosotis Film & Photography, and Susan Payton, Founder of The Business of Stories, are being profiled alongside 100 female entrepreneurs from across the country, as part of the campaign to celebrate the multi-achievements of women running businesses in the UK today.

The f:Entrepreneur campaign was launched in 2017 to raise greater awareness of the impact of incredible female business owners across the country, and help provide inspiration and

role models to the wider small business community. Delivered by Small Business Britain – the leading champion of small businesses in the UK – the campaign offers a host of events, training, and networking opportunities to boost skills, capability, and confidence.

The f:Entrepreneur '#ialso100' line-up particularly sets out to showcase trailblazing female founders who lead purpose-driven businesses alongside a roster of other responsibilities, such as volunteering, mentoring and community support.

Gatwick Diamond Member Allegra Chapman co-founded Watch This Sp_{ce}, a multi-award-winning diversity and inclusion consultancy with her business partner, Mo Kanjilal, in 2020 – right at the beginning of the first Covid-19 lockdown. To find out more about the campaign



Allegra Chapman

email allegra@watchthisspace.uk

Let's make mental health the top of our wish list



The past year has had a profound effect on many people who now find

themselves affected by their mental wellbeing and who are struggling at this time. I would love to bring people back to nature and the present moment, create optimism and gain new skills for grounding, meditation, energy awareness and protection from negative energy.

Let's not wait until the Spring to make changes and wake up for the year, start now in January to make small changes that your future self will be grateful for.

By working with the seasons and the rhythm of nature, we adjust to our internal flow of energy, we listen to what our mind and body needs and allow the seasons to teach us to go with the flow!

Winter is about slowing down, recuperating, replenishing, sitting still and reflecting on what we'd like to bring into the Spring and the New Year.

My life experiences have taken me all over the world, with my love of being a companion within the natural landscape. I love teaching and am passionate about mental wellbeing and providing a new pathway on how we evolve and communicate with ourselves, so breathing new life into the heart of who we truly are. To find the joy and peace to connect our mind, body and to feed our soul with the rhythms of nature. Which in turn makes us happier and more at peace within ourselves.

By living in the present, you come home to yourself.

I would love the opportunity to come and meet with you to discuss the idea of bringing people into nature and creating the time to live in the present moment.

www.barefoothealing.co.uk



Introducing: Canon Business Centre SOS

Maximising Efficiency and Productivity with Sustainable Office Solutions

Canon Business Centre SOS (CBC SOS) opened its doors on Tuesday 17th January 2023 and follows in the footsteps of Canon's highly successful Canon Business Centre North East which operates in the Newcastle area.

This is the first Canon Business Centre in the South of England and will help organisations in the region to grow and thrive. The new CBC SOS will offer advice to local businesses, providing them with tailored technology solutions to support their wider business needs. Formed through a strategic alliance between Canon and long-standing Partner SOS Systems, CBC SOS will combine the expertise of a local and trusted Partner with the strength of Canon's award-winning portfolio of products and solutions.

Based in Crawley, SOS Systems has a customer base which stretches across the South of England across multiple sectors. The business was established in 1985, and prides itself on its high levels of customer service, flexibility and innovation expertise. It currently delivers print, document and information management solutions to its customers and guidance on wider business initiatives such as digital transformation.

Canon Business Centre SOS is excited to bring its expertise to the South of England and help local businesses thrive.

CBC SOS SERVICES



Managed Print



Maintenance and Support



Document Management



Digital Workflow



Data Capture



Invoice Processing

Combining Canon's Award-Winning Portfolio with a Trusted Local Expert

Canon Business Centre SOS offers a range of tailored technology solutions to support the wider business needs, of organisations in the South of England.

Our focus is on delivering solutions to help local businesses grow. Our range of services includes print, document and information management solutions, and guidance on wider business initiatives such as digital transformation.

By choosing CBC SOS, businesses in the South of England can benefit from a personalised approach to their business. Our solutions are designed to maximise efficiency, productivity, and profitability, allowing organisations to achieve their goals and unlock their full potential.

By partnering with CBC SOS, businesses can achieve their strategic objectives, increase their competitive advantage, and stay ahead of the curve. We are committed to helping local organisations succeed and are proud to be a trusted partner in their growth and development.



STUART MILLER

Director of B2B Indirect Sales, Canon UK&I

In these challenging times, organisations are looking for a technology partner that can offer best-in-class expertise and innovation. CBC SOS will help deliver this and will be underpinned by the highest level of customer service and our award-winning technology portfolio.



Canon
Canon Authorised Centre



**Canon
Business Centre
SOS**

Operated by SOS Systems Limited

Visit us at www.canonbusinesscentresos.co.uk

Raising Standards

Chapter Three Consulting are delighted to have sailed through recertification to ISO 9001. GDB members, Chapter Three Consulting are helping a wide range of clients to achieve ISO accreditation and can assist with a range of standards including Quality Management (ISO 9001) Information Security (27001) Privacy Information Management (27701) Energy Management (50001) and Business Continuity (22301).

Eddie Finch is a lead auditor, and also works as an assessor for one of the leading UK certification bodies, so is very well placed to assist GDB members with implementing management systems to ISO standards.

When considering certification, it is important to understand the difference between certification bodies and who has accredited them.

In the UK, the only accreditation body

recognised by the British Government is the United Kingdom Accreditation Service (UKAS).

Whilst other accreditation services are widely available in the UK, if you opt for a non-UKAS service, you may find that whilst you have an ISO certificate, it is not recognised when you apply for

tenders or respond to RFPs.

Having a clear understanding of why you might need ISO certification and the options available before you embark on your ISO journey is recommended.

If you want to discuss the exciting world of ISO certification, feel free to drop Eddie a line at info@c3c.co.uk



BRIGHTON & HOVE BUSINESS SHOW 2023



8 June 2023
10am - 3pm
AMEX Stadium

Connecting
Businesses

Free
To Attend

WHY ATTEND?

If you are looking to raise brand awareness, meet potential new customers and generate leads in Sussex, book a stand at the exhibition that brings the entire business community together in one place - the iconic Amex Stadium. Learn more: email mike@brightonandhovebusinessshow.uk

NETWORKING BREAKFAST

- ✓ Breakfast
- ✓ Guest Speaker



8 June 2023
8am - 9.45am
HB's Restaurant
AMEX Stadium
[Book Now!](#)

It's time to move to Voice Over IP Telephony (VOIP)

If you have an analogue telephone system (that gives you a dial tone), then it's time to upgrade to a VoIP telephony Service.

In 2025 the analogue phone service will be switched off. In its place, cloud telephony offers you a better service at less cost.

How does it work?

Your 'telephone exchange' is now hosted on the internet, all you need is an

Internet connection to access your calls. That could be through your Desktop in the office, your broadband service at home, and your mobile data connection or wi-fi on your mobile phone.

With VoIP you have one telephone number you can use at the office, at home, and on your mobile. And retain access to all the telephony services you are used to.

If you work from home or at a remote site, and need to transfer a call to a

colleague, you simply choose transfer, dial the number, announce the call, and click complete transfer. Wherever you are, wherever your colleagues are is irrelevant.

You need to act now

In preparation for the analogue service switch off, BT will stop selling analogue lines at the end of 2023. That will get people's attention, and as you can imagine, by the time we get closer to the end of this year, more organisations are going to want to move to VoIP.

BT has a limited resource to service the demand for porting numbers to the digital platform; our very strong advice is to get on the path to cloud telephony now. Leaving it until later will put you at the centre of an almighty bun fight for resources.

If you need further information, please e-mail joe@rgcltd.co.uk and he can advise how to get there before the rush!



Carbon solutions for your business

The current economic climate has meant that organisations are battling to drive growth and profitability whilst investing in low carbon emitting technologies to reduce carbon footprint.

Achieving a recognised specification for carbon neutrality helps ensure the journey is simplified and the impact on businesses is greater.

PAS 2060 certification

The British Standards Institution (BSI) PAS 2060 certification is the only internationally recognised specification for carbon neutrality, providing an organisation with official documentation that attests to their carbon neutrality claims, increasing credibility and customer confidence.

To simplify the certification process and journey to net zero, we have developed a service in collaboration

with our carbon solutions specialist partner, to help businesses become certified carbon neutral within 12 months, without costing the earth.

Together, we will guide organisations through each part of the four step process required to achieve the international certification; measure, reduce, offset, and document and validate.

With the carbon solutions and energy procurement services working together, you can reduce both carbon emissions and costs at the same time. The primary benefit is that there is no direct cost to the business – the fee is based on actual gains, not projections. For many clients, the process is self-funding and can even be profitable.

Key benefits

- No direct cost to your business
- Reduce emissions and cut costs

- Improve cashflow, profitability and EBITDA
- Better efficiencies and processes
- Stronger negotiating position and supplier relationships

Next steps

To find out more, get in touch at info@cec.uk.com.

Download our carbon solutions brochure: cec.uk.com/carbon-solutions.



First Central has been named one of the UK's Best Workplaces™ for Wellbeing

It's official! First Central has been named one of the UK's Best Workplaces™ for Wellbeing (2023) by Great Place to Work®, the global authority on workplace culture. First Central has ranked in the top 10 (7th) in the Super Large Organisations category.

First Central's Culture and Engagement team drives their Wellbeing strategy, with events, communication and opportunities galore throughout the year. These cover numerous areas of Wellbeing, such as Physical Health, Mental Health, Resilience and Stress, Financial Wellbeing, Social Wellbeing and Nutrition.

Great Place to Work's culture experts analysed thousands of employee surveys, assessing holistic experiences to determine the UK's Best Workplaces™ for Wellbeing list. The surveys asked colleagues to comment on how their company supports their work-life balance, sense of fulfilment, job satisfaction, psychological safety, and financial security.

I've never worked anywhere that takes the employee experience so seriously. The amount of wellbeing events we have access to is incredible

This is what some of First Central's colleagues shared:

"I've never worked anywhere that takes the employee experience so seriously. The amount of wellbeing events we have access to is incredible, people are really opening up in some of these events and sharing personal stories, which I think is testament to the safe environment First Central are trying to create."

"First Central cares a lot about us, they're always offering different services. For instance, one to one talks with a financial advisor, arranging for private health checks for colleagues, mental health awareness talks... all of these things are at no cost to us and this is something that I haven't experienced anywhere else. It's clear from the services that First Central offer that they care about their colleagues and

**We're a
Best Workplace™
for Wellbeing**

Great Place To Work.



are always conscious of ways to help their colleagues with different life issues."

"I love how much importance the company puts on the wellbeing of their employees. There's support of all kinds available across the business, and it's clear that they're always looking at what can be improved or new ways to support employees."

"At the heart of every organisation are its people and looking after their wellbeing should be much more than a package of impressive perks on a careers website," explains Benedict Gautrey, Managing Director of Great Place to Work® UK. "We know when employees feel genuinely contented and at ease within their roles, they are much more engaged and productive. Now in our second year of hosting the UK's Best Workplaces™ for Wellbeing list, we're once again able to showcase the leading organisations providing cultures conducive to outstanding psychological, physical and social wellbeing. A huge congratulations to First Central for making this prestigious list."

First Central Chief People Officer, Jo McGowan, said "I'm very proud to work for a company that champions Wellbeing. Over the past 18 months we've really invested in our Wellbeing programme of activity and have been exploring how we can provide colleagues with both reactive and proactive wellbeing support. It's encouraging to see us rank in the top 10 in the UK's Best Workplaces for Wellbeing, and I look forward to us continuing to focus our efforts on improving our colleagues' experiences at work."

[Jobs at First Central | First Central Careers](#)

talent@first-central.com

The effectiveness of predator birds for controlling feral bird populations

Cleankill Pest Control specialist bird handler and technician Alan Day and Surveyor Ben Randall visited a client in Aylesford, Kent, to give them an insight into the effectiveness of predator birds for controlling feral bird populations.

During his visit, Alan introduced the team at AM Surveying & Block Management to the company's Harris hawks, gave them a flying demonstration and explained how Cleankill uses the birds to control pigeons, gulls and parakeets.

More and more property management companies are turning to hawks as an effective, green way to control bird problems on their sites. For many, this is a new approach and so a visit is a great opportunity for them to learn more about the efficacy of the birds and for Cleankill to get to know a little more about new clients.

Family company AM Surveying & Block Management became a Cleankill client when the company decided to consolidate all of its pest control needs under one provider. With its wide range of services and staff covering the same area AM Surveying & Block Management's customers, the company chose Cleankill as its new provider last year.

Cleankill Managing Director Paul Bates said: "We're delighted to be working with the team at AM Surveying and Block Management and helping to keep the premises they manage pest free. It's a company that shares the same ethos as us of providing first-class services while also giving back to the community."

Harris Hawks can be used to unsettle pest birds in a wide variety of settings including stadia, shopping centres and housing developments. Regular visits will result in the pest birds finding



Matthew Mackintosh Managing Director of AM Surveying & Block Management, with Cleankill Technician Alan Day

alternative nesting sites. This is a prime example of effective natural and 'green' pest control in action.

For a free survey or cost comparison go to www.cleankill.co.uk or email info@cleankill.co.uk

Marketing Agency, Creative Pod are Finalist in Two Categories at the 2023 Gatwick Diamond Business Awards

Multi-award-winning marketing agency, Creative Pod, is a finalist in two categories at this year's 2023 Gatwick Diamond Business Awards. Marketing Director Sarah Lyons is a finalist for Employee of the Year, which celebrates an extraordinary individual who goes above and beyond for their business,



colleagues, and community. Creative Pod is a finalist in the Best Flexible Working Practice category, a new category for 2023.

Matt Turner, the CEO, said: "I am proud of the team at Creative Pod, especially Sarah, who was promoted to Marketing Director last year and has moved mountains to drive the agency to the multi-award-winning business it has become. It's her time to be recognised for all of her efforts and hard work. Good luck!"

As proud members who operate their business within the Gatwick Diamond, the team are incredibly pleased to be finalists in these two categories and be recognised for their hard work amongst the business community.

Sarah Lyons, Marketing Director, said: "I am thrilled to be named as a finalist for Employee of the Year. It's a surreal

feeling when you are nominated as an individual, rather than a company, but everything I do is to help drive Creative Pod in the right direction. I also want to thank the team, because of their hard work and the trust we have built as an organisation, we can be fully-flexible. This was an award I was particularly interested in being recognised for as I truly believe that flexibility is the key to success!"

Creative Pod will attend the Awards night at the Grand Hotel in Brighton on the 23 March. As previous winners of the Creative Design & Marketing Award in 2022, they know that having a GDBA award under their belt gives them an advantage as being one of the best agencies in the industry within the South East.

www.creativepod.uk.com

Travel chaos – managing travel disruption as an employer



In the face of rising transport chaos, a managed transport provider is rapidly becoming a must-have for businesses.

From strikes to staff shortages, extreme weather and mechanical breakdowns – the list of possibilities is endless, and business travellers can be left in limbo as they await information or replacement services.

Those stranded will feel vulnerable if there is no immediate onward travel or accommodation while they wait. It's therefore vital for travel managers to have a managed transport partner who can provide an emergency solution for any event.

What should you look for in a provider?

1. Round-the-clock availability

The right provider will be available at short notice, 24/7/365, ensuring your employees are looked after regardless of time or place.

2. Extensive supply chains

A great travel provider has long-standing, strategic relationships with nationwide and international networks of top, vetted local supply partners.

3. Cutting-edge technology

Tech makes it easy for travel managers to make bookings, check details and set spending levels. This means everything is fully managed with true cost transparency, whilst freeing up time from tedious administration. GPS tracking will ensure additional peace of mind, so you can monitor passenger journeys, as you need.

Transport made simple

If you want to improve the employee experience with smart transport options

and a safety net for when disruption strikes, a managed transport provider can help.

CMAC is the leading provider of managed ground transport solutions, delivering game-changing flexible solutions to get employees where they need to be, even when things don't go to plan.

CMAC's booking tool gives clients direct access to 2.5 million+ vehicles at your fingertips, whilst supporting against policy compliance, duty of care, traveller safety, risk management and budget control.

What's more, CMAC's gold-rated travel experts are available 24/7/365 if you need human support.

To find out how CMAC can support you in the event of unforeseen travel delays, visit www.cmacgroup.com or email hello@cmacgroup.com.

DHA Gatwick off to a flying start in 2023

DHA's Gatwick office has got the new year off to a flying start by checking in to larger premises to accommodate its growing team.

The new office, located at Astral Towers on the popular Manor Royal Business Park, boasts more desk space and improved meeting facilities. The office is conveniently located only five minutes from Gatwick Airport railway station and seven minutes from the M23, with plenty of visitor parking available.

The office, whose core patch includes the M23 and M3 corridors, comprising East and West Sussex, Surrey, South London and Hampshire, has also been further boosted by the arrival of Hannah McLaughlin who has joined the team as a Senior Planner.

Commenting on the move, Jonathan Buckwell, who heads up the Gatwick office, said:

"We are delighted to move into our new office which will enable us to provide an even better service to our clients. This opportunity will allow us to expand further and to continue to provide the highest quality planning consultancy services from our new premises."

With over 35 years of knowledge and sector experience, DHA specialises in providing town planning and transport consultancy advice. DHA have secured planning permission for everything from small factory extensions to new hospitals, schools, residential developments and major regeneration projects. Clients include developers and landowners, public sector corporations, governmental departments, local authorities, registered social landlords, international companies and individuals, banks and financial institutions and

private companies.

For more information about DHA's Gatwick office and the services they provide, contact Jonathan Buckwell or Mark Bewsey via our website: www.dhaplanning.co.uk





4 recent star gdb members helping in different ways

Crawley Open House is the residential homeless shelter in Three Bridges – 55 women, men (& dogs!) call our hostel or one of our move-on houses ‘home’ every night of the year. GDB members are wonderfully supportive of our charity, and we never take it for granted. Here are 4 recent examples...

- Thakeham Homes providing a pizza van to give everyone a free lunch
- Benchmark Reprographics fundraising for us
- RPD and the RPD Foundation doing a

‘supermarket sweep’ at Booker for food needed for the Food Bank we help run.

- Metro Bank and their customers did a big collection of food and essential items, and provided a big Christmas cheque.

Massive thanks to them, and to everyone who has helped in one way or another. Could you and your colleagues help in some way?

Contact Ian on:

ian.wilkins@crawleyopenhouse.co.uk

or see www.crawleyopenhouse.co.uk

Choosing the right Digital Apprenticeship Provider for your business

Digital Apprenticeships are continuing to grow in popularity. However, it can be challenging when it comes to choosing the right apprenticeship provider. Finding one who will not only source the best talent to enhance your digital development strategy, but also who can provide quality digital skills training to drive your business forward, is not always a straightforward task.

Here's a few factors which contribute to a great apprenticeship provider.

1. Tailored Teaching

Everyone learns a little differently. That's why a training provider who can adapt their style to suit each person is necessary. By designing customised learning plans for each digital apprentice, they will be able to train in a way that's most suited to them, which not only benefits their learning progress but also brings additional value to your business.

2. Up-to-date Knowledge

Digital marketing and tech solutions all have something in common - they're continuously evolving. Finding a provider who will be on top of the most-up-to-date knowledge and developments, and who can communicate this knowledge in an impactful way is imperative.

3. A Blended Learning Approach

When information is delivered in multiple ways, humans are more likely to retain it. Therefore, choose a provider who offers their apprentices meaningful variety and autonomy throughout their training. With an integrated blend of classroom-based learning, one-one sessions, accessible online material, live webinars, and self-directed learning, our training is guaranteed to appeal to an extensive range of students which improves their overall learning experience.

4. Industry Leading Tutors

Ensure that your apprenticeship provider has tutors who are experts in their field. All our coaches and mentors are established professionals, allowing them to deliver relevant industry skills and knowledge, while inspiring apprentices.

5. Going Above and Beyond

Delivering the core curriculum to apprentices is great, but to really distinguish between a mediocre and high-quality training provider, it's useful to ask the question: what other value are they adding?

On top of delivering tailored digital programmes, Creative Process also puts

emphasis on developing in-demand leadership skills, focusing on problem-solving, effective communication and emotional intelligence.

Discover more about our exceptional, fully funded digital apprenticeship programmes:

www.creativeprocessdigital.com

camille@creativeprocessdigital.com



Start Up Loans celebrates 100,000th loan

Start Up Loans, part of the British Business Bank, has shared that its programme has facilitated more than 100,000 loans worth more than £941 million to businesses throughout the UK.

The figure marks a significant milestone for the programme since its creation in 2012 helping entrepreneurs to get the financial support they need to start and grow their business.

As an accredited provider of Start Up Loans for the South East and East of England Let's Do Business Finance has been thrilled to be a part of this journey, supporting businesses such as FittaMamma, Half Man Half Burger, Jeavons Toffee, Ekkist, and RD1 Clothing with accessing vital finance to help their businesses thrive.

A Start Up Loan is ideal for businesses who are just starting, or have been

trading for up to three years, who need a cash injection to support with setup costs, or assets such as equipment or stock. The loans of up to £25,000, that can be borrowed over a maximum of 5 years, are lent at a fixed interest rate with no application or set up fees. Start Up Loan recipients can also benefit from 12 months of free business mentoring. Let's Do Business Finance are thrilled

to have recently won the tender to not only continue to deliver Start Up Loans to businesses across the South East, but also further into Eastern Counties, supporting businesses to launch, grow and thrive.

If you would like to find out more about Start Up Loans and how to apply, visit www.letsdobusinessfinance.co.uk



Let's Do Business
Finance

End to End Security for your Business

It can be hard for SMBs to keep on top of the latest threat patterns because they're changing all the time. Whilst Anti-Virus (AV) software offers protection, more sophisticated threats can slip right through your AV solutions because they lack signatures.

According to a UK Government

survey*, around 40% of UK businesses identified a cyber-attack in 2022. This figure may be significantly higher as less 'cyber-mature' organisations can underreport. The cost of these attacks ranged from around £4,200 in a small business to £19,400 in a medium business. Organisations cited ransomware as a major threat, with 56% of businesses having a policy not to pay ransoms.

Endpoint Detection and Response (EDR) is an integrated, layered approach to endpoint protection that combines real-time continuous monitoring and endpoint data analytics with rule-based automated response.

When you adopt Managed EDR, you:

- Minimise costly downtime caused by threat incidents Use Managed EDR to save time and protect your bottom line.
- Protect your business from ransomware attacks Managed EDR pays for itself by keeping you safe and secure.
- Increase employee productivity Eliminate threats that outwit traditional

AV solutions and maintain faster device performance, creating fewer distractions that eat into employee productivity.

- Let the experts manage it for you Focus on running and growing your business, with ongoing support from your managed service provider.

At enablesIT, we are seeing the requirements for our clients' cyber-insurance policies increasingly including EDR as old-style AV is no longer sufficient protection for attacks that have become proficient at avoiding detection by signature-based scanning.

With Managed EDR, security is one less thing for you to worry about, meaning that you can grow your business with confidence.

For more information contact Kit Powell, Client Services Manager at enablesIT: kit.powell@enablesit.com

*Cyber Security Breaches Survey 2022: www.gov.uk/government/statistics/cyber-security-breaches-survey-2022



Upskill for free with a VRQ

Enhancing the business skills of your workforce enables them to upskill and develop where it matters most. And did you know you could benefit from a range of free VRQs (Vocationally Recognised Qualifications)?

These courses give students the skills and knowledge to meet the standards of a particular industry, and there are a number of free, government-funded level 2 VRQs that you, or your staff, can access and complete to enhance your business and skillset.

The courses can be studied at your own pace, completely online, and no college attendance is required. However, you will still have the benefit of an assigned tutor to help and support you throughout your studies. Courses typically take between 4 and 12 weeks to complete, around full-time employment or other commitments.



Topics range from sports and fitness, health care, workplace skills, childcare to business and management, including Business Leadership Skills, Equality and Diversity, Customer Services and GDPR.

VRQs offer a great opportunity to upskill your workforce, empowering them to become more productive, customer focused and motivated. They

are offered at a variety of colleges and training providers, including Crawley College.

To find out more about these free courses, you can visit ccg.theskillsnetwork.com, or email shortcoursesVRQs@chichester.ac.uk

CCG | Training


Apprenticeships

RETAIN. RETRAIN. REWARD.

Apprenticeships are a great way to develop your existing workforce with flexible, affordable training that will improve morale and productivity.

Chichester College Group has been delivering apprenticeships for over 50 years, to more than 1,000 employers in a wide range of industries, including construction, business, catering, hospitality, engineering, care, retail, horticulture and more.

**Find out how we can work together
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What's the state of cybersecurity for 2023? Learn from the latest eBook from Extech Cloud

Various events of 2022, such as the war in Ukraine, rapid inflation and supply chain issues, created the perfect storm of interlocked risks, which has had a profound effect on cybersecurity for



businesses across the world. Now in 2023, cybersecurity is more important than ever. All businesses, regardless of size or industry, are at risk of falling victim to a cyberattack or data breach, including those in towns across East Sussex, West Sussex, and Surrey.

The field of cybersecurity is constantly changing, and it can be difficult to keep up. If your business is yet to truly take on cybersecurity, make 2023 the year that you invest in security and take the necessary steps to protect your business. If your business already has a security solution in place, you should regularly review its effectiveness to ensure there are no gaps that could result in a cyberattack.

Thankfully, you don't need to go through the process alone. The experts at Extech Cloud can help implement

controls and manage your security posture. The Burgess Hill-based IT Cloud consulting company recently released an eBook, to help break down the factors that are increasing cyber risk in 2023, and to help identify what steps you can take to protect your business.

So, if you are a small business in Haywards Heath, Burgess Hill, Crawley, East Grinstead, Brighton or anywhere across Sussex or Surrey, [download the helpful eBook today](#) from the Extech Cloud website, and learn how to protect your business in the face of an ever-evolving threat landscape: [extechcloud.com/wp-content/uploads/2023/01/Extech-The-State-of-Security.pdf](https://www.extechcloud.com/wp-content/uploads/2023/01/Extech-The-State-of-Security.pdf).

To speak with a cloud specialist, fill out a form on the Extech Cloud website at www.extechcloud.com/contact-us, email info@extech.co.uk

Coparenting and taking children on holiday abroad – navigating a tricky issue

Taking children on a holiday abroad can be a contentious issue for separated parents. So what does the law say and what can you do if you cannot reach an agreement?

If there is a Child Arrangements Order (“CAO”) in place that regulates the children's living arrangements and you are named as the person with whom the children live, you can take the children abroad for up to 28 days without the consent of the other parent (or permission of the court). This also applies if the CAO states that the children are to live with both parents, provided that the holiday being proposed falls within “your time”.

If there is not a CAO in place, then the situation is different and permission for the holiday will be required from all of those who have parental responsibility for the children. Taking a child abroad without permission is child abduction.

In either case, communication

between coparents is key and even if there is a CAO in place, that does not mean that a parent should take the children on holiday without discussing it with their coparent first.

For coparents who find it difficult to communicate with one another, seeking the assistance of an independent third party, for example a mediator or coparenting coach, can help guide them towards a resolution. If coparents are still unable to reach agreement, they will need to turn to the court for assistance. In general, the court views holidays as beneficial for children and it may be considered unreasonable to refuse consent.

At Family Law Partners our specialist lawyers understand the importance of being able to coparent effectively without resorting to court proceedings. If you would like more information, please contact our team of specialist solicitors.



Hannah Gumbrill-Ward

www.familylawpartners.co.uk/meet-the-team/hannah-gumbrill-ward

hannahg@familylawpartners.co.uk

A reflection on the winter energy crisis

Since Russia imposed restrictions on European gas supply, the UK has been hit by soaring energy prices, increased demand and energy shortage fears. The energy crisis continues to linger in 2023 and will likely remain an issue for the foreseeable future.

However, while it's here to stay, we are already seeing wholesale prices start to fall, and this could mean that energy bills are lowered much sooner than expected.

Why are wholesale prices falling?

Back in October, Europe overspent on Liquefied Natural Gas (LNG) imports, which led to an accumulation of hundreds of vessels stationed along the European coast, waiting to unload their cargo offshore. This expenditure meant that storage of Liquefied Natural Gas (LNG) was at nearly 95% capacity at the beginning of November 2022, far exceeding the original target of 80% by 1st November.

The combination of excess European storage and unseasonably mild weather has decreased demand for gas and wholesale gas prices have fallen accordingly.

Despite this, in December last year, Rishi Sunak announced plans to double LNG imports from the US to 9-10 billion cubic metres; approximately an eighth of the gas the UK uses every year, with the aim to stabilise energy prices, strengthen energy security and support a stable energy transition to meet the 2050 net zero target.

However, increasing reliance on LNG could be counter-productive, as the production and transport of LNG causes up to ten times the carbon emissions compared to pipeline gas. Additionally, the UK has limited gas storage capacity, so any excess gas will have to be exported. Some are even doubting whether US gas supply can adequately replace the substantial supply the EU was receiving from Russian imports.



Plans to double LNG imports from the US to 9-10 billion cubic metres; approximately an eighth of the gas the UK uses every year, with the aim to stabilise energy prices, and support a stable energy transition to meet the 2050 net zero target

A silver lining to the energy crisis

It's hard to believe that the energy crisis could have a positive impact on businesses but there is a potential silver lining from an environmental perspective.

The restriction on gas supply and the subsequent surge in energy costs has accelerated business focus toward cleaner energy technology, improving the probability of tackling the next big economic crisis - climate change.

While renewable technology has traditionally been regarded as a costly investment, onsite generation has become a much more attractive proposition over time due to greatly reduced timescales of return on investment (ROI) for renewable projects, partly as a result of the increase in energy prices, which more businesses are taking advantage of.

However, many businesses delay their journey to net zero, believing it will be complex and costly. Recently, we have collaborated with a carbon solutions specialist, to help businesses reduce both carbon emissions and costs at the same time. There is no direct cost – the fee is based on actual gains, not projections. For many clients, the process is self-funding and can even be profitable. You can find out more by visiting cec.uk.com/carbon-solutions.

Energy Bill Discount Scheme

There is expected to be further support from the Government. When the Energy Bill Relief Scheme (EBRS) ends on 31st March 2023, the government are expected to extend this support with the introduction of the Energy Bills Discount Scheme (EBDS) for non-domestic users.



The scheme will run for 12 months from 1st April 2023 to 31st March 2024 and will operate in the same way as EBRS, but with some price adjustments. As with the EBRS scheme, suppliers will automatically apply the reductions.

Preparing for the future

Although the energy markets remain unpredictable for the year ahead, there are some changes you could consider to help manage your energy requirements and protect your business from future price shocks.

1. Control your business energy use and waste

If you know where your money is being spent, you can easily identify energy-saving opportunities and reduce energy waste.

If you're a client of ours, we can help you monitor your energy by providing you with access to CECIL, a portal that shows you full and detailed data about your energy across electricity, gas and water, including contracts, billing and usage, all in one place. You can also check usage patterns and exceptions reporting e.g., a spike in energy usage outside of business hours could indicate something has not been switched off.

2. Switch to a flexible energy contract

Exploring the option of flexible energy purchasing can

help ensure you are not exposed to take or pay obligations leaving you exposed to penalties for reducing your energy consumption. For more information, you can download our flexible energy eBook by visiting cec.uk.com/information-hub/fec-ebook.

3. Purchase energy-efficient equipment

According to the Department of Energy & Climate Change, the average business could reduce their energy bills by 18-25% by installing energy efficiency measures. Central Government or your local authority may provide tax incentives for purchasing energy-saving equipment for your business.

4. Avoid energy waste

Sounds almost too obvious to mention but there are many ways you can avoid energy waste, simply by making small changes to daily habits. Some of the most basic measures still get regularly overlooked. Think about turning off non-essential lighting outside of business hours and ensuring that all thermostats are set to an appropriate temperature (perhaps a degree or so lower than you had previously worked to).

cec.uk.com

Revitalise Your Talent Pool this Spring



With fast-changing workplace behaviours, staff retention challenges, zig-zag careers on the rise, and the focus on digital/green roles, a continual audit of existing skills and training needs for the future is essential for cultivating an agile, adaptable and highly motivated workforce.

This spring, why not take stock, nurture and boost the skills of your current workforce and explore ways of tapping into new talent?

Employee education is key for managing gaps in skills, upskilling and

reskilling. Businesses are often unaware of how they can work with FE training providers to tap into a wide range of funding and training to support their 'talent' strategies. Programmes on offer might include:

Work-based learning

Facilitating high quality work placements at the heart of vocational learning and recruitment, these programmes allow employers and FE providers to work together on their design and delivery, as well providing a talent pool aligned to live vacancies. Options can include:

- Study Programmes
- T levels
- Apprenticeships
- Sector Based Work Academies
- Traineeships
- Short/Bespoke tailored training that leads to job outcomes

Part-time courses for adults (19+)

For employees wishing to acquire a new skill or qualification to further their

career, or employers wanting to improve the productivity of their workforce, these flexible courses offer:

- Professional qualifications in a variety of subject and sectors
- Career Skills (employability, green, digital)
- Leisure courses for enrichment and wellbeing

Higher Education

Higher Education courses can be an investment in the future workplace for employers, providing qualifications with a strong career focus and clear progression routes. They are ideal for employees wanting to further their skills or looking for promotion or a new direction.

To discover how East Surrey College can help with your training needs, contact our Employers Service team at employerservices@esc.ac.uk or visit www.esc.ac.uk

Hartsfield Manor wins SME Surrey Business Award

Hartsfield Manor, based in Betchworth, was recently awarded Surrey Business of Year at the recent SME Surrey Business Awards held at Epsom racecourse.

Hartsfield Manor is a stunning 19th Century manor house set back along a sweeping driveway amongst 16 acres of beautifully maintained grounds. Built originally as a family home, it was purchased by the current owners, Manor Collection, in 2016.

The company were presented this award for recognition of the exceptional success the business has seen over 2022. Delivering over 90 weddings as well as running a busy hotel, meeting and events venue.

Operations Director, Giles Thomas, declared that the entire team at Hartsfield Manor will be thrilled with the recognition. Speaking just after



collecting the award Giles said "The team at Hartsfield Manor have worked incredibly hard over the past 12 months. Their vision for growth, their team spirit, how they've worked together to deliver exceptional service for our guests and clients each and every day has been a pleasure to work with. Recognition through this award is a testament to how

their drive ensures Hartsfield Manor is the fabulous venue that it is."

For further information on Hartsfield Manor please see our website www.hartsfieldmanor.co.uk

Contact: Giles Thomas, Operations Director at The Manor Collection gt@manorcollection.co.uk

CORPORATE TEAM DEVELOPMENT

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CONTACT US AT

Corporate@whodaresgyms.com,
or via our LinkedIn page to
find out more!

www.WhoDaresGyms.co.uk

How Sussex SMEs can use HR to drive success



Kirsti Peters

The role of HR has been in the firing line in the national press: “Personally, I have never met anyone in HR who is not a presumptuous dullard.” and “It is a classic example of the HR doom loop that has taken root in the British workplace since the pandemic.” are just two of the acerbic comments that have been published. Kirsti Peters, the

newest team member to join The HR Dept [Sussex By The Sea] puts forward the case for the role of good quality HR advice in modern British businesses.

I won't dwell on the sweeping negative generalisations that some newspaper opinion pieces have expressed, preferring to put it positively: quite simply, good HR advice is good for business.

As in any profession there will be different approaches and, just as in any profession, you need to find advisers who suit your vision.

This could be helping terminate the contract of a troublesome employee who thinks that employment law protects them when they take liberties. It could be helping you navigate difficult conversations or leading you safely through any number of tricky situations.

In 2020/2021 there were more than

117,000 tribunal applications lodged – that's over 320 a day! So the risk is very real. Good HR practices are the front line of defence against this risk.

Good HR looks ahead and helps you create the right conditions for your team to thrive in their roles as they work towards your business goals.

At The HR Dept we put your business first, and one of our mantras is 'We tell you what you can do, not what you can't'. It's a less constrictive approach and means we look for positive solutions to help you meet your goals whilst staying legally compliant.

If you think I can help your business, please contact me on the details provided below:

Kirsti.peters@hrdept.co.uk

www.hrdept.co.uk/sussex-by-the-sea

3 years on: key advantages of hybrid working



Caroline Milton

As a business owner with a young family, I understand only too well the challenge of balancing motherhood and my career whilst still finding time for myself.

At accounting and advisory firm Menzies, we have facilitated hybrid working through implementation of a number of policies. The critical initiative to allow our staff to work flexibly has been our agile working policy which has led to significant benefits, both for employees and the firm.

Improved mental health

Hybrid working enables each employee to fit their work and life together in a way that works for them, reducing stress and preventing burnout. I benefit from being able to attend appointments or pick my children up from school, and fitting this around my work. At Menzies, we have a team of qualified Mental Health First Aiders who act as a first point of contact for staff, providing support and guidance, as well as sharing useful communications on how to improve your own mental health.

Increased productivity

Agile working empowers individuals to work to their strengths, which in turn boosts productivity. The culture at Menzies is that remote work provides an alternative to completing deep-focus tasks in the office. This is particularly pertinent for employees who need peace and quiet to focus – on the flipside, those who thrive in an office setting can be given the choice to work where and when they're most productive.

Recruiting and retaining talent

Recruiting and retaining talent, particularly in these testing economic times, is crucial for businesses. The hybrid approach is now a tried and tested method for helping make employees happier, largely due to the flexibility on offer.

Reaping the rewards

Aside from the professional recognitions such as Top 50 Apprentice Employer and Top 50 Graduate employer, the policies Menzies have in place for their staff, as part of the "Better Place to Work" initiative mean the way in which we work focusses around key aspects that make Menzies an enjoyable – and sustainable – place to work.

Our 'Better Place to Work' initiative

As a Firm, we believe in pushing the boundaries to develop our people and teams, act sustainably, and ultimately grow our business responsibly. Our 'Better Place' commitment, introduced in 2019, is an ethos embedded in our firm's culture. The strategy comprises four pillars, namely 'be yourself,' 'be healthy,' 'be inclusive' and 'be green.' The success of the Better Place to Work initiative has been driven through these pillars - nurturing a resilient and innovative workforce, an empowered community, a healthy planet, and delivering 'Brighter Thinking' advice to our clients.

Now, more so than ever, it is vital to be more than just a business, but a responsible business. made up of staff and partners who are continually implementing new ideas to improve our working environment.

Caroline Milton, Partner at Menzies LLP
cmilton@menzies.co.uk

www.menzies.co.uk

To hear more about life at Menzies directly from our partners and staff, view our video [here](#):

MENZIES
BRIGHTER THINKING



It's All in The Presentation!

After meeting at a gdb event, Nikki Kerr from Family Support Work, invited Joe Cheal (Imaginarium Learning & Development), to deliver a presentation skills course for some of her team.

Nikki said: "A significant part of my team's role is to give presentations or talks to local groups about the service Family Support Work provides. For many of my colleagues this is something they had not had to do in previous roles, and they needed some guidance to build their confidence and skills in this regard. When they raised this with me I immediately thought that Joe might be able to help, and he certainly came up trumps!"

"With the Imaginarium 'An Hour a Day' pledge, I get to work pro bono with charities that perhaps wouldn't normally bring in external training consultants," said Joe. "Family Support Work are an amazing charity, both with regards to



fundraising and for the support that they provide to families who can't get support from 'the system'. I came away with a better understanding and heartfelt appreciation for what the charity does. The folks were so friendly and welcoming; we had great fun. Indeed, it was a pleasure and an honour."

The team reported that they gained greater confidence as a result and got a lot from the day, including how to: plan and structure, use more impactful

language, engage an audience, make it flow and keep on track. The feedback was that the session was excellent, entertaining and engaging!

To find out more about the great things Family Support Work do: www.familysupportwork.org

To contact Joe about Imaginarium's marvellous training sessions: joe@imaginariumdev.com

Cyber Security Risks of Working from Home

Having the option to work from home used to be a luxury, and you would be fortunate if your business gave you this option. However, working from home has become the new normal over the last few years.

How many people in your office are hybrid workers? It can provide a better work/life balance for your employees and provide them with some benefits. To discover what those benefits are,

[click here.](#)

As with anything, there are also some disadvantages when it comes to hybrid working. One of which is the security risk it poses on your company data and network.

With cyber-attacks on the rise, so are the risks of working from home; persistent hackers are looking to exploit businesses like yours. These criminals are always looking for vulnerabilities

to take advantage of; working from home opens up plenty of opportunities for them if you don't have sufficient protection for your business. Did you know that 66% of UK businesses have been the target of a successful phishing attempt?

We have put together a blog, so you know how to update your business security for those working from home, preventing a data breach, and keeping your business safe. Scan the QR code to discover how to stay safe when working from home.

hello@ingeniotech.co.uk

www.ingeniotech.co.uk



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Delta is also expanding its U.K.-U.S. network with new flights from London-Heathrow to Los Angeles starting 26 March 2023 and Edinburgh to Atlanta service beginning 26 May 2023. In total, Delta will offer up to 15 daily flights between the U.K. and the U.S. this summer. [Read more.](#)

SCHEDULE:^{*}

London-Gatwick to New York-JFK, eff. 11 April 2023

Flight #	From	To	Departure	Arrival	Frequency
DL 63	LGW	JFK	2:10 pm	5:05 pm	Daily
DL 62	JFK	LGW	11:30 pm	12:00 pm	Daily

^{*}Schedules are subject to change; Please refer to delta.com for the latest time & frequencies.

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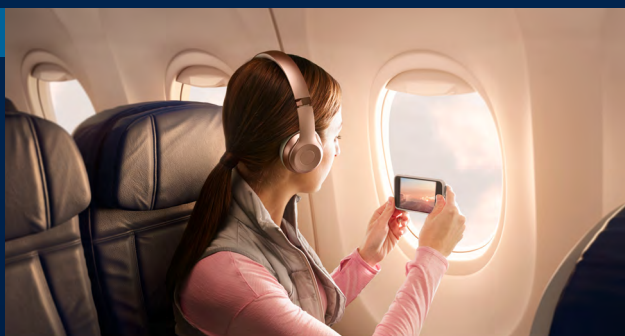
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How do you scale your delivery strategy to handle international shipping?

As your business looks to expand and grow, you'll want to scale your shipping strategy accordingly. If you have decided that developing your customer base overseas is the right step for your business, you'll want to establish how best to streamline your delivery processes. Here are our three quick tips:

Reduce manual processes

When your volume of orders starts to grow, you won't have the time to manually process each shipment. A time-saving solution is to import your orders into an order management platform. The right platform can help to process multiple shipments via CSV upload or an eCommerce integration. You'll be able to use the extra hours of the day to build what matters most - your brand reputation and business!

Utilise a diverse range of couriers

When you expand into overseas markets, it can increase the risk of shipping delays or disruptions. Businesses that rely on a single carrier for all their delivery needs are limiting their capabilities to deliver orders efficiently. However, if you book your parcel deliveries with a multicarrier shipping solution, you can send your goods with different international couriers and services to strengthen your supply chain.

Book bulk services

Lightweight or smaller items can be more cost-effective to send via bulk service solutions. Bulk services allow you to book multiple orders and consolidate them into one larger box, which will then have a single collection - saving you time and money. Once at the depot, the larger box will be opened, and the

individual parcels distributed to their end location.

Interparcel offers discounted parcel delivery in the UK and internationally with only the best couriers. Visit our website to discover how to enable bulk shipping, manage deliveries all in one place and grow your business with our free shipping tools.

uk.interparcel.co.uk



LED-UK lighting the future for Lightning Fibre!



Project brief >>

Lightning Fibre is a full fibre network operator and ISP based in Eastbourne, East Sussex. Based at the Technology Business Park in Moy Avenue, Eastbourne, Lightning Fibre were looking to have a complete lighting and emergency lighting upgrade throughout their brand-new offices, which would bring together their sales and support teams. We were pleased to collaborate with Team Interiors to complete the

office refurbishment.

Client brief >>

The existing open plan office space was over two floors; it was being divided into separate areas to house the various operational departments of the business. This involved a complete redesign of the ground floor, which at this point was fitted with 5ft T5 fluorescent fittings using 2 35W tubes. Their staff spend most of their time working at a

computer; therefore, these lights were unsuitable, but also costly to run and maintain.

Our solution >>

Looking at the plans of the redesigned office and workspaces, to create a brighter working environment we added low glare 600 x 600 panels with no flicker drivers. Then on the 1st floor which had poor lighting and failing T8 fluorescent tubes, we easily replaced them with LED 28W low glare panels with no-flicker drivers. In addition we added in new emergency lighting.

Because of the simple but effective changes we made our client will save up to 60%, which is so important during the raising energy costs.

If your company is looking to make savings on their energy bills, please email steve@led-uk.co.uk at **LED-UK Lighting Ltd** for a FREE lighting survey.

Inclusive language: a business imperative or political correctness gone mad?



As a consultant I have the pleasure of working across different industries and with different sized companies and teams. One of the things that I love the most is when I get to address this very question. Let me tell you what fuels it: fear. Language, just like the human race, evolves through time and is shaped by world events, across socio-political and economic spheres. When we are faced with new learnings and have to adapt to new language and unlearn old phrases and terminology which are now

no longer acceptable – we face fear, fear of getting it wrong, or not understanding it, but more importantly, fear that it will change our own views and who we are, that somehow, learning to embrace knowledge is equal to subtracting a piece of our identity, instead of welcoming a piece of someone else's and celebrating it.

The work that Cultural Nexus does enable these conversations and allows different perspectives and opinions, welcoming them all equally to openly

and honestly talk about both sides to the story: why we fear change (which by the way is human nature) and why instead embracing it helps us grow, as employees, leaders and humans. Inclusive language and behaviours mean first and foremost, respect but also empathy, and a good dose of humility to learn something we didn't previously know or understand.

Inclusion starts with how we speak to and of others and how we behave towards them. These, in turn drive a culture that leverages diversity and amplifies everyone, equally. McKinsey, Boston Consulting Group, PwC and Forbes (amongst others) have provided irrefutable evidence that diverse and inclusive companies outperform those who are more homogenous thriving because of the collectively rich knowledge and experience they possess.

cecilia@culturalnexus.co.uk
www.culturalnexus.co.uk

Government backed commercial mortgage finance

A BETTER “ COMMERCIAL MORTGAGE DEAL?”



There's good news for businesses looking to make borrowing costs more affordable at a time when rates are rising and the media is trying to convince everyone it is all bad news out there.

Lime Consultancy has access to a **Government-backed commercial mortgage scheme**, so now it's easier for businesses to manage their commercial mortgage costs and acquire premises at a time when many landlords are looking to sell.

We can add back existing rental payments or one off costs when

measuring affordability, meaning it can be easier to **borrow for commercial property** than for a regular home mortgage.

We are seeing interest rates on this scheme circa 2% cheaper* than elsewhere in the market. This enables businesses to borrow more and keep their costs down when everyone else is seeing the opposite.

If that's not enough, the scheme works for property investors, remortgaging, refinancing or raising capital. This means that borrowers with fixed rates

expiring this year have a sensible option and those looking to grow or acquire property can do so.

It isn't around forever though. Expect the scheme to close for applications around September so don't miss an opportunity. **Get in touch.**

David Farmer
david@limeconsultancy.net

*Based on a comparison of quotes in January 2023 between this scheme and comparable mortgage lenders

Have the lines between home and work life become blurred?



Pam Loch

Some employees are increasingly feeling unable to switch off or under pressure to be constantly available to respond to messages from managers or work-related emails. With hybrid and

remote working here to stay, what can employers do to re-address the blurring of the lines between home and work life?

Employers have a statutory duty under the Health and Safety at Work Act 1974 to ensure there is a safe place to work, including at home. While regular contact can assist with avoiding loneliness for remote or lone workers, getting the balance right is crucial to avoid a culture of 'digital presenteeism' and minimise stress and anxiety. Some employers are taking steps to allow employees to disconnect out of working hours, for example, by blocking email access, allowing employees to state working hours on emails and making known when they are available to reply.

There are other practical steps an employer can take to assist with

separating work and home life and avoid employees feeling bullied and harassed from too much messaging. Having Mental Health First Aiders to spot the symptoms of mental health issues and offer initial help and support for staff can help support the mental wellbeing of employees. Employers could also consider recording the hours employees are working outside of working hours, to ensure the employer is complying with the Working Time Regulations and to monitor working time to ensure staff are not working excessive hours.

To discuss anything employment law or people related, please contact us by visiting www.lochassociates.co.uk. To find out more about our mental health training and wellbeing services email amy.white@lochassociates.co.uk.

Are you ready for the ISDN switch-off?

Did you know that Openreach is retiring the old analogue Public Switched Telephone Network (PSTN) to a fully digital network? Businesses still using ISDN or analogue phone lines will have until 2025 to migrate to another digital service.

The announcement was made in 2015, but approx. 2 million businesses across the UK are still currently using services that rely on the PSTN and as we move closer to the retirement date, any business still using ISDN will face a forced migration.

What services will be affected?

It's not just your phone lines that will be affected. It's any technology that relies on analogue ISDN connectivity, such as alarms, door entry systems, card machines, CCTV and lifts.

What are the alternatives to ISDN?

This allows the uptake of internet-based replacements for all the affected services – such as cloud-based phone systems.

There are several options to consider

as part of a migration from ISDN:

- VoIP (Voice over Internet Protocol)
- Hosted Telephony
- SoGEA (Single Order Generic Ethernet Access)
- FTTP (Fibre to the Premises)
- Leased Lines

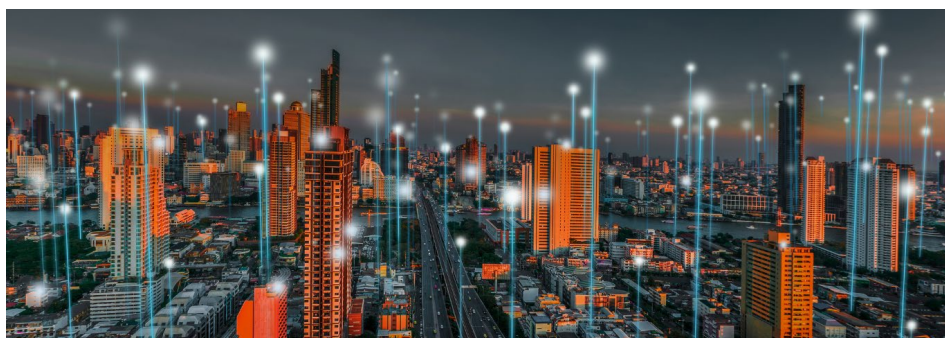
How we can help

Whilst 2025 may seem far away, it's important to start considering your migration options and allow time to transition. Although ISDN will become redundant in 2025, BT is ceasing to sell these services later this year. Therefore, services running on ISDN lines could be affected before the retirement date, so

don't risk leaving your business exposed.

Remember, it's not just about calls. You need to review everything you're connecting to your phone lines, like door entry systems and alarms. The switch-off opens a whole new world of opportunities, many businesses have already embraced an all-digital model, moving their communications to the cloud, making calls over the internet and embracing video conferencing.

To discuss your migration options from ISDN, please contact our business communications specialists at contact@itdsmanaged.com



COPQ - Cost of Poor Quality



You may have heard the phrase ‘the cost of quality’. But what does that actually mean?

Is it the cost of the quality function or the cost of trained employees, tools used, or even the checks and inspections conducted?

Or is it the costs incurred to all when things go wrong?

To better understand COPQ, it can be divided into four categories –

Prevention costs: the cost of activities designed to prevent poor quality such as errors or defects occurring in products or services. This includes direct costs (better materials, enhanced processes) and indirect costs (quality management system(s) set up, training).

Appraisal costs: ensures businesses meet the acceptance criteria, including quality control activities like sampling, measuring, testing, inspecting and evaluating the product/service quality.

Internal failure cost: costs resulting from rectifying errors and defects affecting the product/service quality before handing them to the customer. This includes direct costs such as reworks/repairs and indirect costs (demotivated workforce).

External failure costs: occurs mainly when internal inspection fails. Costs from nonconforming products or services not meeting customers’ needs. It’s the highest cost of quality management because it affects corporate reputation.

Factors impacting on quality costs.

Quality can be affected by internal or external factors. Often internal factors are only controllable with appropriate measures, and there is little or no control over external factors.

Some examples of internal factors are:

- Inadequate health and safety/adherence;
- Poor equipment maintenance;
- Poor/bad communication with vendors/suppliers;
- Inaccurate cost estimates;
- Underperforming staff or suppliers.

Some examples of external factors could be:

- Price volatility;
- Technological disruptions such as infrastructure investments or information security updates;
- Geo-political/policy changes (trade restrictions, statutory/regulatory requirements);
- Pandemics.

Implementing the Solution.

Identifying key quality activities and recording the cost(s) of quality (good and bad) can be done by hiring a consultant.

The Quality professional can assist a businesses in delivering high quality products and services that meet and exceed customer expectations. By developing processes and procedures that drive efficiencies and strive for 'right first time', the business has tighter controls on their outputs, which ultimately minimizes the cost of quality. Through their expertise and guidance, management are able to take the necessary actions for monitoring the cost of poor quality and help to mitigate associated risks.

The 80/20 Business Consultancy recently spoke with a company who were struggling to grow their business. Initial startup had progressed well but rapid growth had put pressures on the workforce, which in turn effected the quality of outputs, customer service and staff retention.

The inability to retain key personnel left the business vulnerable to SPOF (single point of failure) as they had become heavily reliant on specific individuals to deliver critical aspects of the business. This coupled with reacting to multiple daily issues had impacted on their time and ability to procure new business.

Applying the 80/20 rule, that states, in general, 80% of results come from 20% of cause, we were able to help them identify scalable strategies and opportunities in how to best allocate their time, money and resources.

Our team of experts are adept at working across industry, combining coaching, training and consulting skills you'll need to empower your team and provide them with the tools, structure and confidence needed to succeed.

Talk to us today about how we can support your growth.

www.8020consultancy.com

info@8020consultancy.com

Wrecking Ball

If ever there was a wrecking ball swinging through hopes for economic growth in the region, then Michael Gove's pre-Christmas announcement and the Department for Levelling Up consultation on the National Planning Policy Framework would feature high in any hit parade.

The consultation has caused widespread alarm in the housebuilding and construction industry in the South East as the government seek to remove local planning authorities' obligations to continually demonstrate a deliverable five-year housing supply. In addition, gone will be the tests of soundness for local plan making with a watered-down test on deliverability. Whilst the proposals are only in consultation at this stage it seems clear to all but the most diehard government supporters that this is an anti-growth charter that will leave

a scorched earth planning environment for any subsequent government. Surely bad for economic growth, bad for tackling the housing affordability crisis and bad for local business.

Planning consultant Andrew Black (andrew@andrewblackconsulting.co.uk) sees it as "one of the biggest challenges to planning policy in recent memory".

The consultation runs until 2nd March with indication that the government will respond in Spring 2023. Already, districts and local planning authorities are putting heavy fingers on the pause button for new development, and we can only hope that common sense will surface before the outcome of the consultation is known.

James Clewlow (Jclewlow@pdt.co.uk) leads the Planning and Development team at PDT Solicitors.



James Clewlow

www.pdt.co.uk

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Digital Futures West Sussex

Digital Futures launched in January to support SMEs to find new 'digital talent' and to inspire local residents to discover the range of digital roles available in the county.

A programme of events will run throughout the year, with the first Pop-Up Information Hub held at Crawley Library in January. The response was enthusiastic and demonstrated there are plenty of residents at different stages in their careers hoping to move into a digital role with a local business.

A series of Roadshow events will also launch in the Spring, showcasing local business tech innovation and digital opportunities with a focus on local jobs, training courses, career routes and pathways.

Local strategic consultancy always possible is leading the project with support from three digital ambassadors. Barney Durrant, ambassador for Crawley and Mid Sussex, who runs digital marketing company Bluebell Digital, said: "Across Mid Sussex and Crawley there are many companies that need people with digital skills from small

marketing and web agencies to large companies with a range of digital roles, such as those in the travel sector based around Gatwick Airport.

"The Digital Futures events are a fantastic opportunity for jobseekers and those looking to try a new career to connect with these employers and understand how they can use their existing digital skills or transfer their past experience across to a new career.

"Local employers are looking out for people ready to take up these exciting digital roles in West Sussex and there is no longer the need to travel out of the county to London or Brighton to have

a successful career in digital or tech."

If you would like to get involved, please visit: www.digitalfuturesws.co.uk

West Sussex County Council and the West Sussex districts and boroughs are jointly funding the Digital Futures West Sussex programme.

West Sussex County Council and the West Sussex districts and boroughs are jointly funding the Digital Futures West Sussex programme: Adur and Worthing Councils, Arun District Council, Chichester District Council, Crawley Borough Council, Horsham District Council and Mid Sussex District Council.



Digital Futures

WEST SUSSEX

Connecting talented people
with opportunities in tech

Bohunt Horsham



The brand new school Bohunt School at Horsham in West Sussex has had new curtains installed into their main multi-purpose hall by TSPProfessional SOUND + LIGHT.

The school required a perimeter curtain installed in time for a school drama production in March 2023. UK manufactured professional heavy duty curtain track was installed around three sides of the hall, suitably fixed to side walls, and hung from ceiling fixings. A run of 40 metres of Black Serge curtains with a drop of over 6 metres was fitted in good time for the pending drama production.

The curtains were custom made in the UK using Black Wool Serge, chain weighed with 50% fullness.

TSPProfessional special designed and fabricated steel brackets were used on side walls. For maximum flexibility the curtains have been supplied in twelve pieces with Velcro strips on each side enabling multiple pieces to be placed into position. When not required the curtains may be easily pulled back and parked at various places along the continuous track.

With curtains in full view the hall is now looking more like a drama venue with the acoustic properties of the curtains making the hall sound more intimate.

Stage curtains and drapes are just another part of the services offered by TSPProfessional SOUND + LIGHT.

www.tsprofessional.co.uk

University course offers help to struggling local businesses

HELP TO GROW. MANAGEMENT COURSE

Despite rising costs and a difficult economic climate, over half of small businesses in the South-East are still aspiring to grow.¹

This is positive when small businesses are facing such difficult times. The Help to Grow: Management training programme is helping business leaders in this position improve their skills, review their business and come away with a plan to grow.

The Government has invested over £300m to make the course 90% funded

The Government has invested over £300m to make the course 90% funded - so with a small investment in time and money, thousands of businesses are learning how to expand their business without necessarily spending too much of their budget.

Help to Grow is delivered by experts at the University of Brighton. It is a 'mini MBA' style course including Strategy, Marketing, Digital adoption, Organisational design, Environmentalism and Finance. Participants report that taking time away from the business to concentrate on the business is really valuable to them.

Guy Jenner at HWM Sports Cars Ltd. who has just completed the course explained "We operate in a sector where we compete against extremely large, well-resourced businesses. Help to Grow has helped us analyse our business and form a strategy for growing and thriving."

A previous Help to Grow business also enthused "Since the course, I've managed to put plenty of things into practice. Now I'm frantically trying to keep up with the growth!". Dan Gravenor, DG Solutions.

The course is delivered through a blend of face to face and online sessions over 12 weeks. Open to small and medium

sized businesses with at least 5 staff, participants have access to a free one to one business mentor. The opportunity to network with other local businesses has proven popular with participants and they find there is a lot to learn from other businesses on the course even if they are in a totally different market. Participants have included leaders from businesses as diverse as food and drink and healthcare, travel and tourism and aviation.

Alison Turner, Development Manager at the Federation of Small Businesses (FSB) said: "This is a very challenging time for small businesses who continue to face unprecedented pressure with higher costs and consumers cutting back. Leadership and management training is fundamental to business owners innovating and surviving this challenging climate, yet many do not participate in this type of training. FSB has campaigned for Help to Grow (Management) training as a way to promote productivity and we urge all eligible small businesses to take part."

Gatwick Diamond Business have also arranged for 50% off the usual fee for members making the programme just £375 when you quote Gatwick Diamond under 'Where did you hear about us' when you sign up.

Courses are booking now for April 2023 in the Gatwick/Crawley area. Interested businesses can get more information at www.brighton.ac.uk/help-to-grow or email helptogrow@brighton.ac.uk to arrange a chat about how the course can help them or find out about future start dates.

¹In Q3 2022, 52% of small businesses in the South East said that their aspirations in the next 12 months were to grow. www.fsb.org.uk/resource-report/small-business-index-quarter-3-2022.html





HM Government



University of Brighton

HELP TO GROW
MANAGEMENT

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- Topics include strategy, leading teams, finance, digital adoption and marketing

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GATWICK DIAMOND
MEMBERS**



Find out more www.brighton.ac.uk/help-to-grow

Midnight expands client portfolio with BCIS



Flo Powell

Award-winning national PR agency Midnight Communications has been appointed by the Building Cost Information Service (BCIS), the leading independent provider of construction data to the built environment and insurance sectors.

BCIS is among several new clients the Brighton-based agency has won as it targets further growth in 2023, following a successful 2022 with a 30% year on year growth in fee income.

Midnight will support BCIS with a

multi-layered PR campaign to raise awareness of the company as the trusted independent provider of construction data among its wide-ranging target audiences.

Midnight's joint managing director Flo Powell said: "We're very excited to be working with BCIS. Not only is the team incredibly friendly and easy to work with, it's also a great fit for us as they target both construction and insurance professionals - two sectors we know very well.

"We're looking forward to smashing our targets and helping the company meet its objectives in 2023 and beyond."

This year BCIS is spearheading the launch of the free to use Built Environment Carbon Database, which will provide access to more reliable carbon data and enable construction professionals to compare the carbon costs for projects and materials.

Richard MacLean, chief markets officer

at BCIS, said: "We selected Midnight to help us build our brand exposure as the independent voice for building costs and carbon.

"Their down-to-earth and jargon-free approach, combined with their experience of working in insurance and construction sectors and their passion and enthusiasm for our objectives really won us over."

For some 60 years, BCIS has been collecting, collating, analysing, modelling and interpreting cost information to support built environment and insurance professionals, helping them provide cost advice, to have confidence in commercial decision-making and to mitigate risk.

For more information, please visit our website www.midnight.co.uk and www.bcis.co.uk, or contact Flo Powell or Alex Hankinson at Midnight Communications hello@midnight.co.uk

From tech teams to award dreams

We're big on encouraging the next generation of Software Engineers, so when Student Robotics were looking for a venue for their February Tech Day we were delighted to be able to help.

Student Robotics is a charity that runs an annual robotics competition for 16-19 year olds. Teams are given a robotics kit and have just six months to design, test and program a fully autonomous robot to compete in the year's game.

We hosted teams from Westminster City School, St Olva's Grammar School, and The College of Richard Collyer, allowing them to make a good amount of progress on their robots.

Teams worked on developing their strategies for the game, writing and debugging code, modifying their robot's chassis, and prototyping robot mechanisms.

We're involved with the community on many levels, be that with students,

as in the tech days, or, as is the case for our CEO Simon Pringle, being present on boards and organisations to help shape the future of our region and our industry.

Simon recently attended the Future Skills conference in Eastbourne, organised by the Sussex Chamber of Commerce to support the work on the Local Skills Improvement Plan, where a delegation from Singapore was visiting.

Simon said: 'It's important for us to be a part of plans for the future, to ensure our sector is represented fairly and giving us optimum opportunities for success

in the region. I particularly enjoyed the deep dive into the digital sector by Dan Wallman, as I was deeply involved in that area, being the LSIP digital champion.'

His community involvement, as well as the links Red River has across the region and nationally, has meant that Simon has been celebrating as it was announced recently that he is a finalist in the Gatwick Diamond Business Awards Business Person of the Year category.

www.river.red hello@river.red



Simon Pringle at Future Skills, credit Dan Shelley

RPD Raise £1,825.41 for The Crawley Food Bank Partnership in Their Annual Quiz Night

Chartered Accountants and Business Advisors Richard Place Dobson (RPD) kicked off their first fundraising event in 2023 by hosting their annual quiz night. In February, they hosted an event at The Hawth in Crawley to fundraise for The Crawley Food Bank Partnership.

In teams of four, RPD team members, friends, family members, and local organisations came along to the quiz, and together they raised £1,825.41, with all proceeds going towards the food bank.

The local teams engaged in healthy competition to fight for that winning spot, and on the night, RPD had a raffle and their traditional 'Heads and Tails' game to help increase funds.

Matthew Tyson, Managing Director, said: "We always look forward to hosting our quiz night. Teams come together for

a fun night, in aid of a fantastic cause. It's our pleasure to support The Crawley Food Bank Partnership, particularly throughout 2023, as they are feeling the effects of the cost-of-living crisis. So, thank you to everyone who came along!"

RPD has a full calendar of events and activities coming up this year. Not long after the quiz, the four Directors cooked a meal at Crawley Open House, which supports the food bank. (Visit their social pages to see them in action!) and their annual foot golf tournament is in the pipeline for July. If you love football and you love golf, you will love footgolf! Please get in touch with Magda or Hannah for more information and to RSVP.

- magda@placedobson.co.uk
- hannah@placedobson.co.uk



Matthew Tyson with the winners

Every financial year, RPD supports a local charity, but if you need any help with your charity accounts, our specialist charity team has more than 20 years' experience. Get in touch here - www.placedobson.co.uk/services/charities-not-for-profit/

The Future of Search Enabled by AI



Microsoft and Google have just made huge announcements which will shape the way we all use search engines in the near future. Microsoft has invested in OpenAI, the company behind the new ChatGPT AI-enabled chat assistant that has caused quite a stir since the latest version was released to the public last year. This investment has led to Microsoft announcing in February that

its search engine Bing will offer an AI chat feature. You can sign up now to test out this feature and see some examples of answers at Bing.com.

Google was quick to strike back in this new search arms race by announcing its own AI chat assistant called Bard. This is not yet available, but Google also quickly launched a number of AI enhancements to Google Maps and Translate at an

event in Paris.

Microsoft has stolen a march on Google, but overall it is clear that the way we search for information and answers on the Internet is about to change radically. ChatGPT is a glimpse into the future of how AI will become embedded in almost everything we do using devices, online and using software. The current versions of AI do have to be approached with caution though, as they have no sense of whether what they produce is correct or false and can often only produce fairly generic, bland copy. They can however be great for generating ideas or as the basis of a human edited and written article.

We explore this and more in Bluebell Digital's latest digital marketing and tech newsletter, which you can read and subscribe to here diginews.substack.com/p/bluebell-diginews-winter-edition

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Want to make a mid-career change?

5 leadership skills you will need on your CV.

DR ARLENE EGAN

A mid-career change can be an exciting but daunting prospect. Regardless of the reason; a change in circumstance, feeling unfulfilled or a desire for something new, there can be a strong desire to reach for a new opportunity.

Of the range of desired skills that those in their mid-career can demonstrate, the following 5 are top of the list when taking up new roles in 2023, from insight shared with [Roffey Park Institute](#) by many business leaders:

1. Flexibility
2. Critical thinking
3. Creativity
4. Self-confidence
5. Effective communication

1. Flexibility has always been considered useful. People who exhibit flexibility of thought can identify new options, they are able to see the merits of change and think about how to navigate change quickly.

2. Critical Thinking is an increasingly useful to understand organisational strategy and to be able to think critically to help engage and align teams within the organisation to its goals.

3. Creativity requires openness, honesty, a willingness to compromise and not hold on too tightly to our ideas. Also confidence to ask tough, challenging questions to come to conclusions.

4. Self-confidence levels will shift depending on the context we find ourselves in and to that end it is worth taking time to reflect and identify those situations where we feel most confident.

5. Effective Communication, including listening and questioning, makes a significant difference to levels of staff/team engagement, fostering positive relationships and building a climate for trust.

In conclusion, these 5 skills transcend workplace contexts. This means you can take them with you from one job to the



next and continue to hone and develop them throughout your career. These skills also transcend time. They will be required post 2023, so taking the time to recognise your level of competence and confidence in [effective communication](#), self-confidence, creativity, critical thinking and flexibility will likely yield you a return on your investment as you bravely step into new career opportunities.

www.roffeypark.com

Becoming a sales geek



Claudio De Freitas

Hypergrowth, market disruptors, innovators, these were some the taglines associated with my exciting time at Tesla UK where I led a B2B division. Bringing a new American brand to a tough & loyal UK automotive corporate market was initially seen as a near impossible feat, fast forward 6 years we achieved phenomenal success including Q-o-Q

growth that came in at a frankly ridiculous 4,900% increase. It all sounds like a fairy tale which may leave you thinking “Why leave?”

Having a young family my values and priorities started to shift, I wanted to continue to develop sales teams and organisations to perform at their greatest potential, without my values being compromised.

That's where Sales Geek comes in, aligning with all my core values.

- Helping people/business/community-We care
- Own my own business - Share my knowledge
- Full control on making sure to always do the right thing (sometimes corporate roles conflict with our internal compass)
- Continuous development and learning across various sectors

My passion for martial arts includes

being an accomplished amateur boxer and most recently successfully competing in Brazilian Jiu-Jitsu which I like to describe as “playing chess with people's limbs”, these disciplines have taught me to remain calm in high-stress situations.

After a full day's work, hard training session or during my daily dog walk I love nothing more than listening to a great motivational podcast or audio book.

I'm very excited to join the Gatwick Diamond Business group and I look forward to getting to know all of you!

I have a little saying which has stuck with me for years, it's around the word “luck”. “Luck is when preparation meets opportunity”.

Claudio De Freitas
claudio.defreitas@salesgeek.co.uk

Claire Scaramanga joins Mary How Trust as trustee

I first learned about Mary How Trust, who provide health screening to detect illnesses such as cancer and heart disease early, from CEO Lynda Vowles at a gdb members' meeting a couple of years ago.

Both my parents had been diagnosed with cancer a year or so before, so I decided to sign up for screening, which I had last summer. Fortunately nothing was found, but I have resolved to get screened on a regular basis and highly recommend their health screening to everyone.

The screening is detailed and their team are welcoming, caring and non-judgmental. You are unrushed and can ask all the questions you may have.

The charity was founded by widower, Raymond How, who vowed to set up a

health screening charity after his wife, Mary, died from bowel cancer that was discovered too late.

Far too many cancers lie hidden, not showing any symptoms until they are too far advanced. My mother's cancer was one such type and she recently lost her battle.

At the members' meeting in September, Lynda stood up and said they were looking for trustees to join the board. When she mentioned that they would like someone with marketing expertise, I jumped at the chance to apply.

I was interviewed – my first interview in a very long time! – and was invited to become a trustee and director in November. I am excited to be able to support and aid their marketing and

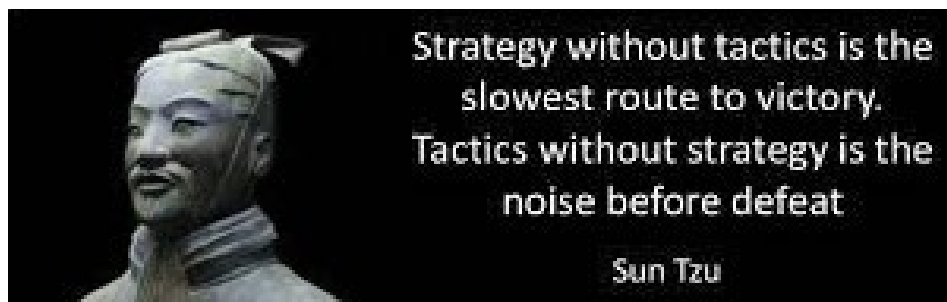
profile raising going forward, doing whatever I can to support their amazing and important work.

claire@scaramanga.agency



Claire Scaramanga

Sun Tzu – advice for you



We encourage companies to use each of their business relationships far more strategically.

The premise here is that while company goals can only ever be achieved through the cooperation of others, so many of the external business conversations that take place tend to be reactive; reacting to an issue that needs fixing. At this point, it can be said that the parties are 'openly negotiating', aiming to resolve an issue, yet both with their own agendas and outcomes in mind.

Yet as we know, others will give us far more when they don't believe a negotiation has begun, than they ever will when they do. Which means that taking the time to build dialogue subtly,

and before an issue has become 'real', allows us to learn more about the other party's real interests, frame their expectations, and better influence the eventual outcomes we seek as a result.

Inevitably this takes time, it involves a transition in thinking, and it requires thought and planning. In short, it means developing an engagement – or influencing – strategy.

It was the Chinese military strategist Sun Tzu who famously said, "All can see the tactics whereby I conquer, but none can see the strategy out of which victory is evolved."

In business today, those who are seen to succeed tend to be revered for the way they achieve it, and the visible actions

and decisions they take. They are often, in fact, simply the tactics they use to overcome resistance. But tactics are most often successful when part of an overall approach and one that is borne out of a pre-planned strategy.

So, what should you avoid? Well, failure tends to follow when strategy forms out of tactics. When the tactics that are used can be seen as inadvertent behaviours and which are often reactive, and sub-consciously driven by our emotions.

At The 80/20 Business Consultancy we see that many companies spend most of their time in reactive mode. Dealing with the fallout of what has already happened. While often urgent, these typically have little long-term impact in a way that you can shape. Reversing this thinking, working out where to spend the time, understanding what it is that strategically matters and needs planning for, is what success is built on.

www.8020consultancy.com

How licensing products and services multiplies revenues

I have a sole trading client who licences his personal development content to 150 freelance associates in UK and abroad, each paying between £1000 and £3000 annually. That's a licence income of over £200,000 pa on an ongoing basis. A licence has widened his market to a global audience accelerated by post pandemic online learning. Anyone who owns IP in products and services can do the same. Here are my three steps to success.

Step one: you need to own the IP. If you are the author of unique advisory content or product designs you have automatic unregistered ownership rights which can be formally registered in your name. UK IP registration application fees start at £60 for 10 designs and £170 for a trademark. It's advisable to use a qualified IP advisor and their application fees can start at £140, so it's affordable

for startups or small enterprises.

Step two: Draft a licence contract to specify licensee conditions of use such as customer types, locations, payment terms, and marketing. IP advisor fees vary depending on their own costs with some independents charging £120 per hour to deliver a draft contract within one day.

Step three: Go to market with a small number of trusted resellers to establish your brand reputation. This creates high quality initial operational control, customer referrals, and enables faster future licensee growth.

Small enterprises can grow quickly with low overheads and low risk with licencing. For a free guide on protecting your Brand Reputation and a free IP review contact Clive Bonny, Strategic Management Partners at Clive@consult-smp.com. Clive has



Clive Bonny

delivered government funded support to startups and sme's since 1990 and works as a strategic Innovation Advisor for Universities, funding agencies and trade bodies.

The Surrey Skills Plan: Building a demand-driven skills system in Surrey

The [Surrey Skills Plan](#) was developed by Surrey County Council's One Surrey Growth Board and Metro Dynamics, a market-leading economic development consultancy.

The Plan sets out the actions needed to create a demand-driven skills system that will power economic growth. It

leverages Surrey's existing advantages in terms of talent, business base and geography while recognising the needs of all businesses within the region.

Although Surrey is an economic powerhouse for the UK, the rate of business growth has slowed, and rising skills shortages will only exacerbate this trend.

The Plan establishes the foundations for collective strategic work in delivering a skills system which incorporates the needs of businesses, skills providers, employees, and learners. It will drive change by setting out tangible actions for the next three years through four core objectives:

1. Supporting Business: Help businesses prosper by making the skills system more responsive – both to immediate needs and those presented in the medium-longer term.

2. Supporting People: Support inclusive access for Surrey's residents to improved careers education, information

and guidance, linked to clear learning, work and training pathways.

3. Enabling Collaboration: Deliver a step change in Surrey's skills system through enhanced and purposeful collaboration between and across businesses, anchor institutions and skills providers.

4. Future Proofing: As part of a thematic focus on skills of the future, strengthen the pipeline of priority skills to meet employer demand, recognising the needs of both SMEs and larger businesses.

Surrey might have the UK's second largest GDP, but we know that not everyone is benefitting from these successes. We need your help to build an inclusive economy for residents and businesses.

There are many ways your business can support our ambitions and we can support yours. If you'd like to learn more, please get in touch with us at economy.growth@surreycc.gov.uk.



Patents – don't miss out

Have you developed a new or improved product or process? If so, filing a patent application could be a great investment, especially in a technology driven area like the Gatwick Diamond. Unfortunately,



Mark Sweetinburgh

we often see companies missing out either because they think it will be too costly or because they do not believe they have an “invention”.

Most patents are granted to small improvements over existing technology and, whilst there is a cost involved with obtaining a patent, there are numerous benefits in doing so. Traditionally, patents were used to stop others from working an invention. This allowed the owner of the patent to control the market and charge a premium. Now, with the advent of the Patent Box a few years ago, owners of UK patents are seeing even greater benefits.

The Patent Box means that a company can enjoy a reduced rate of corporation tax in relation to sales of a patented product. This alone can often more than recoup the cost of obtaining a patent.

A patent application is also an item of

property which can be sold or licensed and can often underpin the value of a company which develops new products.

Many people believe patents are only granted for ground breaking innovations. In contrast, the hurdle to obtaining a patent can often be fairly low. As a result there is no harm in discussing any new ideas with a patent attorney – most patent attorneys will offer free initial meetings and will give an honest initial assessment.

There is clearly no point in filing a patent application if there is no commercial benefit in doing so. However, with the right strategy, patents can be a valuable tool in the strategy of a business.

Visit www.sweetwindsor.com or contact mark@sweetwindsor.com for more information.

What Tasks Can I Automate?

When running your own business there are many different tasks that need completing. Automation can help and ensure you do not become overwhelmed.

Below we have highlighted some tasks that can be automated and suggested some tools that we use within our own business.

Social Media

This is a task that usually drops down the list as you become busy, but a strong social media presence can really help your business. By using scheduling tools such as [Buffer](#) or [Hootsuite](#) you can spend an hour creating the content and scheduling for the week. This process will then become easier as you gain evergreen content to reuse and work with.

Sales Process

Bringing in new leads is everyone's goal but follow ups are vital to conversion.

Using a CRM such as [Hubspot](#) that can automate your follow up emails and workflow ensures that you do not miss an opportunity and helps free up your time.

Appointments

Scheduling and arranging appointments can be time consuming. Tools such as [Calendly](#) can help automate your meetings and allow people to book a meeting at an available time in your calendar, add any virtual conference details (if needed) and send reminders or follow up emails.

HR

As your team grows, so does your HR admin. Tools such as [Charlie HR](#) can assist you with this with an automated onboarding process for new starters where they complete the necessary information. This particular tool also allows you to automate time off for staff where you can delegate approval, advise

of holiday clashes and lets you have all documentation in one place.

General Tasks

One digital tool that is also worth mentioning is [Zapier](#) as this can help automate many different types of tasks across 5,000+ apps. This can help with some existing processes you have in place!

The great thing is that there are many digital tools available that can help make your day-to-day admin and tasks less stressful!

www.adavirtual.com



Apprenticeships are an exciting option for employers. Simple.

Apprentices can be employed at all levels from school leavers and university graduates, to people who want to further their careers or change career direction completely.

Maybe hire someone new or upskill an existing employee and as a South East employer, you can get funding from

local and national government to pay for the training.

The benefits for your business

Hiring an apprentice is a productive and effective way to grow talent and develop a motivated, skilled and qualified workforce.

- 86% of employers said apprenticeships helped them develop skills relevant to their organisation
- Apprentices are 85% more likely to stay in employment
- 78% of employers said apprenticeships helped them improve productivity
- 74% of employers said apprenticeships helped them improve the quality of their product or service



Other benefits of working with apprentices include:

- tailored training according to the needs of your business
- they're motivated to learn new skills
- you can expand and upskill your workforce
- cash savings on wages, NI and development

If you would like any advice on apprenticeships, please get in touch with Vocate Training to discuss your requirements, the types of qualification available and the benefits to support your business – info@vocate.training

Off Work Sick?

As a practitioner of The Lightning Process®, I help people turn their health around quickly and naturally so they can live a full and active life.

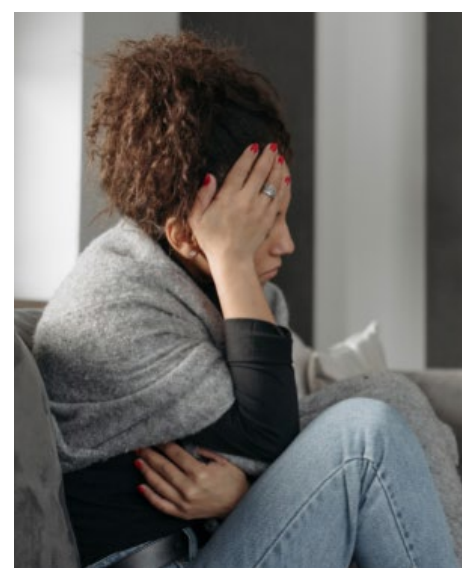
The Lightning Process is a training programme designed to help people bounce back from health issues that are hard to treat medically. It shows you how to use your mind to change the hormones you produce and the nerve pathways in your body, so that pain, fatigue and symptoms can start to fade away, with most people experiencing an improvement in their energy, mood, comfort and functioning within days!

It might sound like magic (or seem impossible), but it's just utilising the latest in Neuroscience, blended with positive psychology, NLP, coaching,

principles of osteopathy and some language tricks. As we apply the process consistently, our hormones balance out, and the systems of our body can return to normal functioning. We start to feel better, our immune system works better, we can do more and our health improves!

If you're curious about how this could help you move forward I'd love to hear from you.

Jo Sawkins provides Health and Wellbeing solutions to help individuals and staff for physical and mental wellness. Helps to reduce sickness related absence and retain employees who would have lost their job through illness.



jo@wingswellbeing.co.uk
www.wingswellbeing.co.uk

STRIVE AV



GDBA
2023

FINALIST

LOOKING TO UPGRADE YOUR MEETING ROOM?

Microsoft Teams Room from Strive AV



Whatever the set-up - huddle spaces, meeting rooms or large boardrooms – Microsoft Teams Rooms support a hybrid work environment that enables remote participants to see and hear everyone in the room. Working with Strive AV is as simple as 1,2,3,4!

- 1 CONSULTATION & PLANNING** Our skilled architects will evaluate what can be utilised and integrated, and provide suggestions tailored to your needs.
- 2 DELIVERY & SETUP** Our expert installation team will provide the installation of Microsoft-certified room systems.
- 3 CONFIGURATION** Prior to activation, our team will make sure that your meeting room is fully integrated with your Microsoft 365 environment.
- 4 MAINTENANCE** Our team will train your IT administrator and collaborate with them to monitor, assess, and assist your users.

STRIVE AV MICROSOFT TEAMS HARDWARE PROVIDERS



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📍 **Address:** Unit 4C, Birches Industrial Estate, East Grinstead RH19 1XZ
📞 **Phone number:** (+44) 01342 778 083

🌐 **Website:** www.striveav.com
✉ **Email:** sales@striveav.com

Upcoming Events

www.gatwickdiamondbusiness.com/events

gdb Networking

Thursday 9th March: 08.30 - 10.00

The gdb Business Breakfast

- Brought to you in partnership with Crawley College and Crawley Town Centre BID, this monthly breakfast will provide a friendly, relaxed and informative environment for local businesses to network and improve their business profile. With a guest speaker and a delicious full English breakfast.
- £17.50 +VAT for gdb Members
- £20.00 +VAT for Non-Members

Friday 31st March: 11.00 - 12.00

gdb March Educational Seminar at Denbies Wine Estate

- 5 top tips for meeting the carbon reduction challenge.
- This event is free for gdb Members and Non-Member Guests who have purchased a Members Meeting Guest Ticket.

Friday 31st March: 12.00 - 14.30

gdb March Members Meeting hosted by Denbies Wine Estate

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

Wednesday 5th April: 08.30 - 10.00

gdb Pastries and Networking

- Generate new business contacts at our Pastries & Networking hosted by PDT Solicitors. An excellent opportunity to meet other gdb Members over pastries and coffee!
- Free for gdb Members only

Monday 17th April: 10.30 - 11.30

Launch of Membership Meet Up at Freedom Works, Astral Towers

- Open to gdb members and non-members.
- Learn about Membership and how to make the most out of benefits.

Friday 28th April: 11.00 - 12.00

gdb April Educational Seminar at The Crowne Plaza Felbridge

- Seminar title is "The Psychology of Persuasion & the Secret Life of a Successful Salesperson!"
- This event is free for gdb Members and Non-Member Guests who have purchased a Members Meeting Guest Ticket.

Friday 28th April: 12.00 - 14.30

gdb Members Meeting at The Crowne Plaza Felbridge

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

For further information on any of our upcoming events, visit www.gatwickdiamondbusiness.com/11-events.html

gdb welcomes new members

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



Squared

ASquared

ASquared is a mobile app and digital platform agency, designing and engineering today's mobile-first businesses, new ventures and digital evolutions. We deliver remarkable user experiences with passion and at pace. We have a wealth of commercial and technical know-how from the early days of native iOS and Android development to more flexible single code base

solutions today. We enjoy integrating and working closely with internal teams, openly sharing our expertise and enabling easy transfer of knowledge in a supportive and inspiring way. ASquared believes the best digital products will take into account sustainability and climate best practices....as well as generating revenue for shareholders and great employee experiences.

www.asquared.uk



Carrie Overton

I am a Workplace Performance Coach, who uses coaching to improve the performance of all staff, increase productivity and growth, promote workplace wellbeing and help develop the ethos and culture of your business. I offer a personalised approach, working as 'one of your team' and offering bespoke coaching packages to complement and support your HR

department. My 20+ years of experience in education as a coach, teacher and senior leader have given me a proven track record in developing people from all walks of life, including people with neuro-diversities, and supporting them to reach their potential.

www.carrieovertoncoaching.com



Compliance and Privacy Solutions

Compliance and Privacy Solutions Ltd

Compliance and Privacy Solutions Ltd is a consultancy specialising in Data Protection and Anti Money Laundering compliance. We provide organisations across all sectors with processes, training and practical support for adhering to regulations such as the (UK) GDPR and ePrivacy, both in the UK and in the EU. In addition, we support accountancy service providers (accountants and

bookkeepers), Professional Body Supervisors and Estate / Lettings Agents in compliance with the UK Money Laundering Regulations. Our aim is to help our clients minimise risk, meet regulatory requirements and increase customer confidence through risk assessed, proportionate support.

www.caps-ltd.co.uk



Delta

Delta air lines - no one better connects the world. Delta is the U.S. global airline leader in safety, innovation, reliability and customer experience, dedicated to ensuring that the future of travel is connected, personalized and enjoyable.

In the U.K. Delta partners with Virgin Atlantic to offer customers an extensive network with up to 39 daily flights to the U.S. this summer, including a new

Delta nonstop flight from Gatwick to New York-JFK.

On board, there's a choice of cabin for every travel style. Delta's fleet of Boeing 767 and Airbus A330 aircraft on U.K. flights features a choice of up to four cabin experiences including Delta One® suite and Delta Premium Select.

www.delta.com



Everwell

Based in Crawley, Everwell Associates is a small but experienced organisation offering business mentorship and strategy advice to small businesses and startups.

By means of an initial gap analysis, we will determine what your business needs, and help you to achieve it.

We regularly enable businesses to double their output by simplifying their

processes.

Who needs us? The dynamic business leader, who had the original vision, and now needs to free up the time and head space to expand the business.

www.everwell.associates



Gravetye Manor

Gravetye Manor is a delightful historic hotel set in more than 1,000 acres of tranquil English countryside, only 30 miles from central London. With a magnificent Michelin Star restaurant, our 17-bedroom Manor House offers a truly enchanting stay.

Experience the unforgettable thrill of private dining at Gravetye in one of our impressive wood panelled rooms.

We have two private dining rooms; the smaller more intimate room seating 7-11 guests and the larger seating up to 20. These atmospheric wood panelled rooms are perfect for a family gathering, a celebration lunch or dinner with friends or a more formal business occasion.

www.gravetyemanor.co.uk

Need to Put Your Company In the Spotlight?
Contact us for excellent advertising rates!
diamondmag@gatwickdiamondbusiness.com

gdb welcomes new members

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

Knights

Knights

Knights is a premium provider of legal and professional services, with over 1,400 colleagues supporting clients from 23 locations nationally, including Crawley and Brighton. We are the fastest growing legal and professional services business in the UK, ranked within the top 50 UK law firms.

Our team of experts provide a full suite of services, strengthened by sector

specialisms and non-legal services, to a broad range of regional and national organisations. The lawyers in our private wealth teams also provide synergistic services to high net worth individuals.

www.knightsplc.com



Sales Geek

Sales Geek was founded in 2017, to change the way the world perceives sales. We are the UK's only company providing Part-Time Sales Directors at scale, Advanced Sales Training geared around Human Psychology Models, and an app proving free sales education to all.

Aimed at the SMB market, 'Your Sales Director' will provide businesses with

top level sales leadership on a part time basis that won't break the P&L. Plus the extra backing of 20+ Franchisees which have 600+ years of combined experience."

Part of changing the way the world perceives sales is changing the way sales training is "done".

www.salesgeek.co.uk



Our Business is Growing Your Business

Smart Cow

Embrace the power of digital marketing and make your ambitious business goals a reality with Smart Cow Marketing by your side. From planning to implementation, we'll craft an effective online strategy tailored to fit your business to take your online presence to the next level, whether through web design and development, SEO, Pay-Per-Click advertising, social media, email

campaigns, CRM integration or video production!

Our ultimate aim is for increased online engagement so you gain more leads for your business. Our dedicated team will be there every step of the way whether it's working with your in-house marketing department or by taking the reins completely - whatever works best for you.

www.smartcowmarketing.com



sussex.tech

Sussex Tech Support

Hi there! We're Sussex Tech Support, a vibrant new IT service and security company located in the heart of Sussex. Our mission is to provide small and medium-sized businesses with the same high-quality service and security that large corporations enjoy. We believe that every business deserves to work online with peace of mind, so we've assembled a team of local experts to

make that happen. Our commitment to both productivity and security sets us apart and shows our dedication to helping businesses succeed online. Let's work together to take your business to the next level!



www.workplacelegalsolutions.co.uk

Workplace Legal Solutions

Whether you are a small business hiring your first employee or a large established company, we will support you with the various challenges you may face to ensure you can grow your business and get the best from your employees.

Established for over 10 years, we have developed a unique and personalised service to meet your specific needs. We support business owners and directors

struggling with staff issues to resolve them quickly without having to pay a fortune or face lengthy legal battles.

Our areas of expertise include Employment Law; HR Support & Training; Leadership & Management Training; and Mediation.

Referrals

#goodpeopleknowgoodpeople

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

- Sally Williams from Longwood Business Support for referring Everwell Associates
- Clive Wilson from Clive Wilson Marketing for referring Compliance and Privacy Solutions Ltd
- Emma Cleary from Flexibility Matters for referring Workplace Legal Solutions (South) Lit
- Steve Jebson from Business Doctors for referring Smart Cow Marketing
- Matt Saunders from Storm12 for referring Carrie Overton Coaching
- Tim Fifield from BritWeb Ltd for referring Face2FaceHR

**Unlock a world of business opportunities
with Gatwick Diamond Business**

Diamond Listing Directory

Welcome to your Diamond Listing Directory

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

For a full list of gdb members please go to www.gatwickdiamondbusiness.com/68-diamond-listing.html

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

Accounting / Financial Services



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www.brewin.co.uk/gatwick
paul.cannons@brewin.co.uk
01293 661323



Carpenter Box

www.carpenterbox.com
info@carpenterbox.com
01293 227670



Kreston Reeves LLP

www.krestonreeves.com
tracy.morrison@krestonreeves.com
01293 776152



mnAI

www.mnai.tech
sales@mnai.tech
020 31516624



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01444 715200

Airport / Airline Services



Gatwick Airport Ltd

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richard.lennard@gatwickairport.com
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Delta Air Lines

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02076 600767



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Virgin Atlantic Airways Ltd

www.virginatlantic.com
01293 747747

Banking



HSBC UK

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07717 690813



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www.blueplanetws.co.uk



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www.wiltonpark.org.uk
enquiries@wiltonpark.org.uk
01903 815020



Cleankill Pest Control
www.cleankill.co.uk
enquiries@cleankill.co.uk
02086 685477



Worth School Lettings
worthschool.org.uk/lettings
01342 710200

Food & Drink



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www.lovetwater.com
nick.swan@lovetwater.com
03455 200820



First Central
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03330 432066

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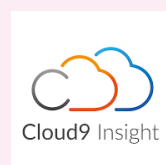
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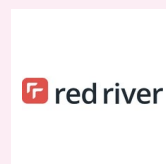
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Vazon Technology
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Insurance / Risk Services / Compliance

IT Services / IT Support

Legal Services



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Loch Employment Law Ltd

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02036 675400



Mayo Wynne Baxter

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Local Government / Public Sector



Crawley Borough Council

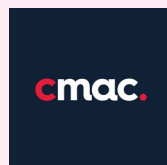
crawley.gov.uk
01293 438000



Strive AV Ltd

www.striveav.com
toni@striveav.com
01342 778083

Logistics / Travel Services



Cmac Group UK Limited

www.cmacgroup.com
paul.wait@cmacgroup.com
03333 580156



Cubic Transportation Systems

www.cubic.com/transportation
krishna.desai@cubic.com
01737 782200



DNA

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info@dna2b.com
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Gatwick Express

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gatwickdbusiness@interparcel.com
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Manufacturing / Engineering



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sales@telguard.co.uk
01306 710120


Pentagon Plastics Ltd

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sales@pentagonplastics.co.uk
01403 264397

**Sub-Cool-FM Ltd**

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hello@sub-cool-fm.co.uk
01293 223044

Marketing / Media / PR

Clive Wilson Marketing

www.clivewilson.com
hello@clivewilson.com
07843 259166


Scaramanga Agency

scaramanga.agency
info@scaramanga.agency
02033 713295

Medical / Health / Wellbeing

Elekta

www.elekta.com
Crawley.Accounts@elekta.com
01293 654378


Varian Medical Systems UK Ltd

www.varian.com/en-gb
steve.pullen@varian.com
01293 601200


Welland Medical

wellandmedical.com
SamJackson@WellandMedical.com
01293 615455

Motoring / Vehicles

Bluelite Graphics Ltd

bluelite.co.uk
info@bluelitegraphics.com
01444 232366


Office Services**Benchmark Reprographics Ltd**

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Regency Grove Communications Ltd

www.rgcltd.co.uk
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East Surrey College

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employerservices@esc.ac.uk
01737 788316


Emergency Services Training and Resilience Ltd

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info@emstar.biz
02085 221853



Rewards Training

www.rewardstraining.co.uk
enquiries@rewardstraining.co.uk
01293 562651



University of Sussex

www.sussex.ac.uk
information@sussex.ac.uk
01273 606755



Roffey Park

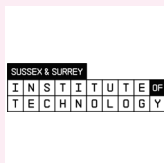
www.roffeypark.com
enquiries@roffeypark.ac.uk
01293 854020



Utilities

Control Energy Costs Ltd

cec.uk.com
sales@cec.uk.com
01737 556631



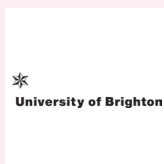
**Sussex & Surrey
Institute of Technology**

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

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

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Canon Business Centre SOS opened its doors on January 17th, 2023 marking the first Canon Business Centre in the South of England. The centre aims to help organizations in the region grow and thrive by providing tailored technology solutions to support their business needs.

CBC SOS combines the expertise of long-standing partner SOS Systems with Canon's portfolio of products and solutions. CBC SOS delivers print, document and information management solutions to customers and provides guidance on digital transformation.

This opening is an exciting milestone for Canon and SOS Systems, as they bring their expertise to the South of England to help local businesses succeed.

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