

Edition 7

March & April 2021

The magazine for Gatwick Diamond Business members

What's the difference between net zero and carbon neutral?

Surrey's Economic Future

The Climate Challenge

How to Evict a Tenant

Free your IT with modern cloud solutions

3 Top Tips on Networking from a gdb Ambassador

Cleankill's Gold renewal proves dedication to staff

Thakeham Joins UN's Race to Zero Campaign

Gatwick to implement charging for vehicles



Jeff's Message

Welcome to the March-April 2021 edition of Diamond.

We are all looking forward to a gradual but sustained recovery. The 'recovery roadmap' will see continuing change demanding flexibility and innovation. For some, the first priority will be just to get your business going again, for others developing new products, services and markets to capture the opportunities of change will be paramount.

Whatever your starting point and route, your journey will benefit from having the right connections to support you through the inevitable ups and downs (and the odd pothole!). So being part of the gdb business community will be more important than ever.

Like many of you, we are responding to change. Supporting effective networking and helping you to identify opportunities for collaboration will remain at the core of what we do – take a look at 'Magic Happens when Members Collaborate' on page 35. We are however determined to do even more to support you during the recovery and beyond.

We are introducing three new programmes that exemplify the unique

strengths of the gdb community. First, in partnership with the Chichester College Group, we have launched Diamond Training (see pages 4 & 5) and will also work with other training providers.

Second, we are in this edition (pages 36 & 37) formally launching Diamond Mentors led by our member, Joe Cheal of Imaginarium. I'd like to take this opportunity to thank Joe and the other members who have signed-up to be mentors.

And third, we will soon be launching Diamond Experts. This follows the strong response we have had from members prepared to offer up to 90 minutes of their time free of charge to other gdb members across a wide range of specialisms. All three programmes are included within your membership subscription without additional charge.

We are also now very excited to be planning for a brand-new programme of face-to-face events through the summer. Working with our excellent hospitality and venue partners, we plan to kick this off with some predominantly open-air social events (perhaps with a competitive edge!).

My thanks as usual to Creative Pod



for the design of Diamond and to all of you who have continued to contribute inspiring stories and advice through this roller-coaster of a journey.

A handwritten signature in black ink, appearing to read 'Jeff'.

Jeff Alexander, Chief Executive of Gatwick Diamond Business

Gatwick station redevelopment - Flying into year two

Year two of the Gatwick Airport station redevelopment is firmly underway with some great progress at the work site:

- Piling – foundation work - continued on the island platforms 5 & 6, which will be widened and new escalators and stairs installed connecting to a new, second train station concourse above, which will seamlessly connect the railway station to the South Terminal when work is complete in 2023.
- Foundations have also been laid for the new Back of House building, which will be the new home for all Gatwick station personnel once works are complete

- The construction of 'pile caps' - concrete slabs similar to raft foundations - started on platform 7. This is in preparation for the installation of new escalator and lift shafts, which will improve accessibility around the station. Once fully installed they will also eventually lead to the new station concourse, the works for which will also kick off later this year. The new concourse will double the space for passengers, making the journey from the train to the plane easier.
- Pile caps installation also began on platforms 3 & 4 in preparation for the arrival of a new escalator and stairs,



which will further improve accessibility around the station.

For more information on the Gatwick Airport station redevelopment project, please contact Veronika Karailieva at veronika.karailieva@networkrail.co.uk

ILG & Crawley Open House – Just The Job!

Crawley Open House, the local homelessness charity, recently celebrated one of the residents of their move-on houses getting a permanent job at gdb member International Logistics Group (ILG) in Crawley, after a successful probationary period.

Ian Wilkins of Open House commented ‘we love it when our residents and clients find meaningful work. For most of them it is the best and most sustainable route out of poverty. We are hugely grateful to ILG for their help with the

transition of this young man back into work – their patience, empathy and compassion are so appreciated.’

Could your company offer work experience, training or employment opportunities to someone who is ex-homeless or nearly-homeless? Contact Ian on ian.wilkins@crawleyopenhouse.co.uk or 07973 367356.

www.ilguk.com

www.crawleyopenhouse.co.uk



Crawley Wellbeing offer Free Workplace Weight Management Programme



It is well documented that weight related illnesses can increase the likelihood of heart disease, high blood pressure and diabetes, which in turn can lead to staff having higher levels of absenteeism from work. Consequently, supporting weight management in the workplace is important.

Since the summer, over 72 people have accessed the six-week weight management programme service provided by

Crawley Wellbeing; a free service funded by Public Health West Sussex and employed by Crawley Borough Council to support the health and wellbeing of those who live and work in Crawley. This offer has now been extended to staff in local workplaces.

Each session is delivered by a qualified Wellbeing Advisor covering six nutritional and lifestyle topics aimed at giving staff tools that they can take away and

apply to their own lifestyle.

Ben Cochrane, Wellbeing Advisor at Crawley Wellbeing says that feedback has been very positive: “I would like to continue the course even though it has finished, it really helped me”.

For more information, or to get in contact with Crawley Wellbeing, please email: wellbeing@crawley.gov.uk or phone 01293 585317.

FREE ONLINE COURSES

Gatwick Diamond Business 2021

Chichester College Group is delighted to be working in partnership with Gatwick Diamond Business 2021 to offer a range of flexible courses to meet your business's needs.

From business administration to digital skills, understanding autism or dementia care - we've got a huge range of free courses to choose from! The courses will be delivered in a blended approach with a live online interactive webinar and self-study.

Courses include:

- > Business Administration
- > Lean Organisation Management Techniques
- > Principles of Team Leading
- > Data Protection & Data Security
- > Digital Skills for Work
- > Understanding Excellence in Customer Service for Hospitality



**VIEW MORE
INFORMATION
OVERLEAF →**

To apply, visit:
chigroup.ac.uk/gdb

DISTANCE LEARNING WORKSHOPS

Gatwick Diamond Business 2021

WORKSHOPS	DAY	DATE	TIME	TRAINER
Business Administration	Tuesday	16 March	11.00-13.00	Kim Folgate
	Tuesday	27 April	11.00-13.00	Kim Folgate
	Tuesday	25 May	11.00-13.00	Kim Folgate
Lean Organisation Management Techniques	Wednesday	24 March	10.00-11.00	Kathie Damon
Principles of Team Leading	Tuesday	2 March	10.00-12.00	Debbie Ross
	Wednesday	14 April	10.00-12.00	Debbie Ross
	Tuesday	18 May	10.00-12.00	Debbie Ross
Data Protection and Data Security	Thursday	4 March	10.00-11.00	Sam Stagg & Jo Raine
	Thursday	8 April	14.00-15.00	Sam Stagg & Jo Raine
Digital Skills for Work	Wednesday	10 March	11.30-13.00	Martine Breuer
	Wednesday	21 April	11.30-13.00	Martine Breuer
	Wednesday	12 May	11.30-13.00	Martine Breuer
Understanding Excellence in Customer Service for Hospitality	Tuesday	23 February	10.00-14.00	Lianne Grogan
	Friday	12 March	10.00-14.00	Dianne Jackson
	Wednesday	28 April	10.00-14.00	Lianne Grogan

To apply, visit: chigroup.ac.uk/gdb

Leadership traits to get your team and business through the Covid crisis by ActionCoach Horsham

Global Analytics firm Gallup has identified 4 key traits of leaders that bring out the best in their teams during times of crisis: Trust, Compassion, Stability and Hope.

Trust: Employees trust leaders that are predictable in their behaviour. It takes emotional maturity to remain consistent in your values and actions under immense pressure, but it will result in less anxiety and fear among your team members, and consequently, better performance from them.

Compassion: When people feel anxious about the future, a leader that shows genuine compassion is more likely to keep staff motivated, engaged and on task. Make time to show your staff that you care about them with regular check-ins.

Stability: A documented plan of action and a shared purpose that everyone buys into creates a sense of stability for everyone in your organisation. Make sure

you include all team members in the creation of this plan, that they all understand what their role is and how important it is. Provide updates regularly. Lack of communication creates a vacuum for fear and uncertainty to breed.

Hope: While you can't deny the current reality, your staff need you to be optimistic that the situation will improve. And it will. As a leader it is your job to create a vision for the future and rally your troops behind that vision. Even if you sometimes feel hopeless, remember the adage "Fake it until you make it"!

Leaders that demonstrate these four traits during a crisis will not only lead their teams through it, but create a stronger, more resilient and more committed workforce and ultimately a more successful business.

ActionCOACH Horsham is committed to helping SME business owners create



Daniel Ryan

more profitable businesses, using proven strategies that have assisted nearly 1 million business owners around the world over the past 25 years.

Contact danielryan@actioncoach.co.uk for more information on how we can help your business.

Richard Place Dobson Reports on the Upcoming Deadlines in 2021



Matthew Tyson

Matthew Tyson, Managing Director at Richard Place Dobson (RPD), Crawley based Chartered Accountants and Business Advisors reports on upcoming deadlines in 2021. Which ones will impact you?

From 1 January 2021, all VAT registered businesses that import goods into the UK (from anywhere in the World) are able to account for the import VAT on their VAT returns (under postponed VAT accounting). Whilst this is already live, most businesses will only really be experiencing the changes in the next few weeks as they come to file their first VAT return under this system.

Furthermore, businesses can download copies of their monthly postponed import VAT statements via the Government Gateway, which will show the total import VAT postponed for the previous month. The VAT will be accounted for on the same VAT return, giving a cashflow advantage compared to the old system.

With March soon approaching, the new Domestic Reverse Charge for VAT came into force for construction businesses and the final date for Bounce Back Loan scheme applications is due to happen on 31 March.

April is always a big month, with the end of the tax year on the 5th, closely followed by the IR35 changes on the 6th. For those that are or use sub-contractors are you affected by the IR35 changes? Do you need to review those people you engage that are not already employees? Lastly, on 30 April, the Coronavirus Job Retention Scheme is due to run out.

If you are affected by any of the above or would like to discuss any of Richard Place Dobson's services, please email Matthew Tyson at: matthew@placedobson.co.uk Or visit their website: www.placedobson.co.uk

Pentagon Plastics Group

The Pentagon Plastics Group are reliable suppliers into the Medical sector and leaders within their Plastic Injection moulding field

Pentagon, having traded for over 45 years have a high profile yet confidential customer base, delivering exception Plastic Injection Moulding and Mould Tooling services. Operations are carried out from one UK site of manufacture allowing a single point of contact for the life of a project.

The group is divided between two technical divisions; the Moulding Division and the Tooling Division, meaning that they are a full turnkey solution to customers requiring plastic injection moulded products.

As a bespoke technical moulder, the group are well placed to support the medical sector providing volume production of non-invasive components used within hospital and healthcare settings.

The highly skilled Setters have a wealth of experience in processing high

engineering grades of thermoplastics and the group also delivers into the aviation, rail, security, and construction sectors amongst others.

Customer mould tooling is designed and manufactured on site allowing the two operational divisions to work closely together to deliver accurate and quality production parts in a timely and efficient manner.

Pentagon has stood strong through the challenges of 2020 and is adapting



quickly to demand as the new year delivers new challenges to the UK supply chain.

With a committed and knowledgeable team, the Group move quickly to ensure customer demand continues to be met and high service levels are always maintained.

Are you looking for a UK supplier for your plastic injection moulding and tooling? Looking to re-shore existing tooling for ongoing UK production? Needing existing mould tooling serviced or modified? The Pentagon Plastics Group has you covered, email websales@pentagonplastics.co.uk or call the team on 01403 264397.

For quick quotation send your product CAD data and estimated volumes to Pentagons technical team; sales@pentagonplastics.co.uk

Free Legal Advice for Employees and Employers on Pregnancy and Maternity Rights At Work

Martin Searle Solicitors Launch their Pregnancy and Maternity Discrimination Campaign 'Mind the Bump 2021'

Martin Searle Solicitors launch their 16th annual campaign to stamp out pregnancy and maternity discrimination at work. In June 2020 a TUC study found that 1 in 4 pregnant women and new mothers had experienced unfair treatment or discrimination in work since the pandemic began. A PwC study from May 2020 found that 78% of those who had already lost jobs as a result of the pandemic were women.

This year International Women's Day falls on 8 March 2021 which focuses on #ChooseToChallenge. Access to legal advice and representation is crucial to be able to challenge and Martin Searle Solicitors are offering a free 30-minute telephone advice service for employers and employees about workplace rights

and responsibilities towards women who are pregnant or on maternity leave.

Fiona Martin, who leads her Employment Law team, says: "Pregnancy and maternity discrimination in the workplace continues to be a growing issue. Two common scenarios are when a woman tells her employer she is pregnant and the employer wrongly believes that they can dismiss as she does not have two years' service. Also women who are due to return from maternity leave belatedly discover that their job has 'disappeared'. We help women raise grievances and negotiate compensation through Settlement Agreements, avoiding lengthy, stressful and expensive Tribunal claims. ChooseToChallenge is an opportunity to highlight this type of



gender inequality in our workplaces."

Martin Searle Solicitors have produced a series of factsheets, case studies and FAQs for employers and employees covering pregnancy and maternity rights at work. For more details visit www.ms-solicitors.co.uk.

On Thursday 18 March, from 1pm – 2pm, Martin Searle Solicitors are running a free virtual seminar on 'Pregnancy and Maternity Leave - Best Practice for Employers'.

Martin Searle Solicitors' free pregnancy and maternity legal helpline runs on Tuesdays and Thursdays throughout March from 3.30pm to 5.30pm on 01273 609911, or email info@ms-solicitors.co.uk.

What's the difference between net zero and carbon neutral?

The Greenhouse Gas Protocol establishes a comprehensive framework for measuring and managing greenhouse gas emissions from private and public sector operations, value chains and mitigation actions.

By Phil Ager, MD of Control Energy Costs

They have produced the world's most widely used greenhouse gas accounting standard. This includes three scopes of emissions.

Scope 1

Scope 1 greenhouse gas emissions are the emissions released into the atmosphere as a direct result of an activity, or series of activities, carried out by a business. These are often referred to as direct emissions such as heating an office or transporting goods by vehicle to a customer.

Scope 2

Scope 2 is the energy your business purchases, in other words, the emissions created in the production of energy that is eventually used by the company. This can be zero if you are purchasing 100% renewable energy.

Scope 3

Scope 3 covers a much wider remit and includes transportation and distribution, waste generated, leased assets, business travel, employee commuting and purchased goods and services through the supply chain, water consumption, and IT equipment and services. It covers all your indirect emissions.

There are various ways Control Energy Costs can help if your business wants to take action to limit the impact it is having on the environment

Carbon neutral

Achieving carbon neutral status only covers scopes 1 and 2. To be carbon neutral, a business needs to offset the carbon they directly emit into the atmosphere and look at the energy they are using, and the emissions associated with this power generation.

A business can eliminate scope 2 emissions by only purchasing 100% green energy.

Net zero

Achieving net zero takes it one step further, covering scopes 1, 2 and 3 and is therefore more challenging to achieve. It involves much more upfront work to collect and process data.

Achieving net zero requires more investment and buy-in from all areas of a business and thought needs to go into creative ways to achieve it.

The UK set a target to achieve net zero by 2050, which is looking increasingly over-ambitious unless businesses act immediately.

How we can help

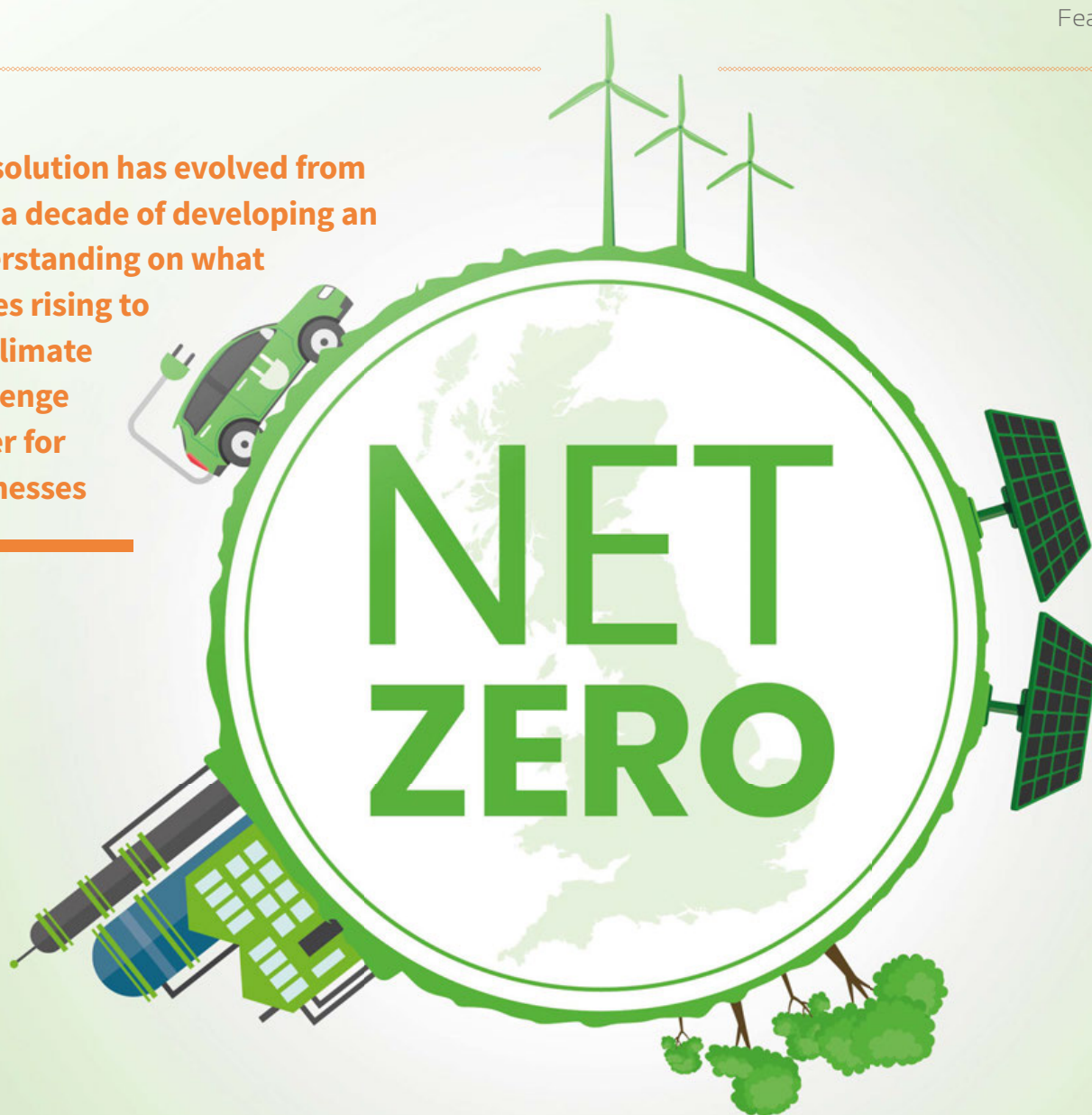
There are various ways Control Energy Costs can help if your business wants to take action to limit the impact it is having on the environment.

We would start with an initial conversation and make recommendations based on your industry, your future and appropriate legislation and government schemes that might be applicable.

We can also look at 100% renewable energy procurement for your business which eliminates your scope 2 emissions.

Not being able to clearly demonstrate positive action towards a goal of net zero could have a significant impact on the performance and risk profile of a businesses.

Our solution has evolved from over a decade of developing an understanding on what makes rising to the climate challenge easier for businesses



Net Zero Club

The Net Zero Club is for small to medium sized businesses who want to take leadership on reducing their impact on the planet.

By joining the club, you become a net zero carbon business and remove your contribution to climate change. Once in the club, in conjunction with our service partners Energise, we will work with you to reduce your impact on the planet, offsetting your emissions on the way.

Our solution has evolved from over a decade of developing an understanding of what makes rising to the climate challenge easier for businesses. Most businesses don't have a member of staff who can work on this, so you need a simple go-to solution.

We have put together a simple 3 stage process:

1. Register and subscribe

Sign up for the Club and receive your Net Zero Club welcome pack. This puts you on the pathway to net zero carbon!

2. Calculate and offset

Working together, we calculate your carbon emissions and offset them to make sure you are net zero. By this point you will have neutralised your impact on climate change.

3. Membership - visit the Net Zero Hub

On the Net Zero Hub you can access your membership benefits, check on your emissions and reduce your footprint, so that the offset cost is lower next year.

If you would like to learn more, please get in touch. We would love to help you start your journey to net zero.

Contact us via [Live Chat](#) on our website, an email to phil.ager@cec.uk.com or call us on 01737 556631.

CloudSmith Consulting

Having watched some ‘bad boss’ films, Catherine and I realised we have worked for some similar bosses who demonstrated such behaviours. Though laughable, in reality not at all, bringing anxiety, high sickness, fear of voicing opinions, covered up mistakes, colleagues keeping processes close – toxic workplace cultures.

Having worked in most sectors, from ones where the day’s highlight to raise morale was making the cheapest coffee for “the team” trying to mimic an Americano with water from a taped up, furred kettle complete with sticker verifying it’s been checked for safety! Grabbing from someone’s desk nearby, a ballpoint (so precious you daren’t ask for another from the stationery key holder for fear of

an enquiry as to why you have used too many lately) to stir the contents of each plastic cup.

At the other extreme, we have experienced plush carpets in which your heels sink, a catering ‘person’ who brings cappuccinos frequently, with gold plated teaspoons to allow gentle movements of the contents of the bone china in circular motions to demonstrate that this is the place you were always meant to be.

We have seen everything and worked for some unsavoury characters, whom we would not wish to comment regarding their attitudes/actions (verbal and otherwise). Putting our experiences together has provided us with knowledge of how not to be and the right way of getting the best from colleagues.

What all business owners have in common is the desire for success and a passion to provide a first-class service to clients. Whilst some leaders have an understanding of the necessity to demonstrate a human-centred approach to management, it is not to be underestimated that it isn’t always possible to be everything to everyone especially now.

Our reasons for setting up Cloudsmith Consulting is our belief in fairness of the treatment of others, building great teams and close working relationships with consistency, trust and clear communications together with genuine respect to ultimately bring about rewards for all.

www.cloudsmithconsulting.co.uk
07539 548907/07880 794370

The Mary How Trust say Goodbye winter blues!

It’s been a slog for most of us this season, but the plants are waking up from their slumber and emerging, brighter days are on their way!

Staying healthy and happy all through the winter can be a struggle at the best of times but facing it during these challenging times is certainly a bit more difficult. Whatever your situation, a positive attitude will help you. It’s important not to forget your health and wellbeing, coupled with good healthy eating, make sure you are proactive. Keep a check and monitor your physical, as well as your mental health.

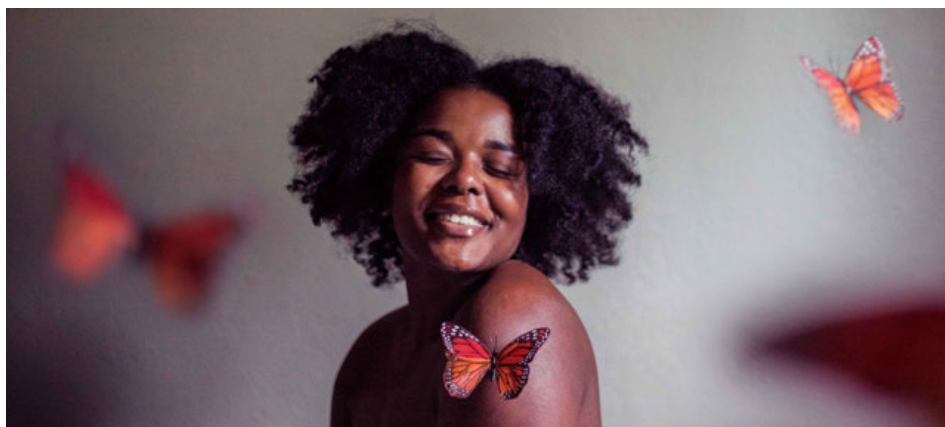
Here are some simple tips, to incorporate into your everyday schedule:

1. Eat breakfast every day. Studies show eating a healthy breakfast can lead to better strength and endurance, sharper concentration and better problem-solving abilities. Don’t skip it!
2. Plan as many home-cooked meals as you can. They usually have fewer calories and cost less than typical ready-made meals. Ensure you include plenty of seasonal fruit and vegetables, remembering to eat the rainbow.
3. Increase levels of Dopamine, one of our happy hormones. Boost it by setting realistic goals (e.g., tidying your desk or sticking to your workout schedule) and achieving them. Seek out pleasurable healthy activities that have a positive impact on your life!
4. Continue to look after your mental health. Remembering to create physical and mental boundaries between work and home life. Try not to push on beyond your office hours, you’ll be more productive in the long run.
5. Whether you’re keen to pull on your walking boots, fasten your helmet

and get peddling or create a home exercise routine, try to keep active. You will feel more energised and ready to tackle the next project.

6. Spend time with nature it not only lowers blood pressure, but it also soothes the mind and decreases levels of the hormone cortisol, which in turn will reduce your stress levels. Look after yourself and your family!

www.maryhowtrust.org



Agile Working and Well-Being in the Digital Age



The working lives, patterns and routines of millions of people have been severely impacted over the last 10 months with Covid-19, with many workers having to operate remotely.

Dr Emma Russell, Course Director for MSc Occupational and Organizational Psychology at the University of Sussex Business School, says: "As we look towards our post-pandemic working lives, more and more of us are considering how we can be more agile about how, when and where we work."

When it comes to agile working, employers need to consider how employees can maintain healthy habits, maximise productivity and stay connected to colleagues despite working from varied locations and experiencing limited direct contact with managers.

Certain problems can arise with remote e-working, including work intensification (people tend to work longer and more intensively at home), social and professional isolation, increased sedentary lifestyle and increased musculoskeletal problems (owing to a non-optimal work station in many people's homes), and problems of digital distraction.

Dr Russell has found that the more

resources and control over their work that managers and organisations can provide for people, it is less likely that these issues will become problematic. Workers can then choose strategies that best suit their work preferences to help achieve work goals.

Organisations can encourage staff to respect each other's boundary preferences and to communicate these clearly to others in their teams. They can also provide the necessary infrastructure to support people who are home working – checking that environments and equipment are safe, functional and ergonomic

Dr Russell's new book, *Agile Working and Well-Being in the Digital Age*, co-authored Dr Christine Grant at Coventry University, provides an in-depth understanding of the growing phenomenon of agile and flexible working and recommendations to employers and workers about how agile working practices can be adopted.

Find out more about the *Occupational and Organizational Psychology MSc* here: www.sussex.ac.uk/study/masters/courses/occupational-and-organizational-psychology-msc

Don't you want me 40 years later?



In January 1981, with the Human League's number one hit "Don't you want me" playing in the background, Control Energy Costs was set up in a small office in Streatham. We incorporated on 10th March that year and are still going strong 40 years later. Clients, it seems, DO want us!

It's been a great journey, that saw us move to Tollers Farm in Coulsdon and then to Kingsgate in Redhill, where we are today.

There has been massive change in the energy industry in that time, with deregulation, competition and now the move to renewable energy and net zero. We have been at the forefront of those developments, ensuring our clients get an energy deal that suits their business.

Our people have made the last 40 years possible. Going forward, we have a wellbeing programme to support them and a scheme to grow talent in-house. We were awarded Investors in People accreditation in 2020 and were short-listed for their "Small Business Award".

I have been with Control Energy Costs since 1997 – not far off my 25th anniversary now – and became a director in 2007. In 2014, Daniel Oman, Chris Ellis and I completed a management buyout from the previous owners.

Looking forward, as well as supporting our people, we have a strong focus on helping clients start their journey to net zero and supporting them to secure the best possible deal in an evolving renewable energy landscape.

Of course, we also hope to return to the office on a flexible basis very soon, driven by what is best for each team member and their work-life balance.

It is such an achievement to reach this milestone. Our big celebration is on hold for the time being, but we will be doing something virtually in the meantime!

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

DMH Stallard welcomes new Insolvency Partner

Insolvency and business recovery specialist, Oliver Jackson, has joined DMH Stallard's Dispute Resolution team to head-up the Gatwick-based restructuring and insolvency team.

Oliver has specialised in this area for many years, acting for insolvency practitioners throughout the South East in relation to corporate restructuring and asset recovery, as well as advising business owners, directors, individuals, security holders and investors on all aspects of insolvency, corporate recovery and reconstruction.

Richard Pollins, Managing Partner at DMH Stallard, said:

"This appointment makes clear our intent to maintain our growth as we emerge from the pandemic, to continue to attract the best legal talent available and to go on providing our clients with the highest quality advice. Oliver is a

superb lawyer with a practice spanning a broad spectrum of areas; an exciting addition to an already brilliant team."

Oliver Jackson said:

"It is an exciting time for me to join DMH Stallard as a partner and to lead the restructuring and insolvency team.

"The next year promises to be a busy one for restructuring professionals as the government-backed schemes to support businesses through the pandemic run their course. As things currently stand, between the 31 March and the end of April we will see the end of the furlough scheme, of protection from eviction, and the end of the business rates holiday for the hospitality sector. In addition, some of the temporary measures brought in by the Corporate Insolvency and Governance Act 2020, such as the restrictions on creditors' winding up petitions, as well as the relaxing of rules for the new



Oliver Jackson

company moratorium scheme, are also due to finish. Although the repayment term for bounce-back loans has been further extended, repaying these loans is another challenge which will be faced by many businesses in the next year.

"Inevitably there will be businesses seeking advice. With our expertise and contacts in banking, corporate finance and restructuring, DMH Stallard is well placed to advise clients through the transition."

<https://www.dmhstallard.com/>

Office-in-a-Box Solution

A Managed Service.

In these challenging times, you need to know your business is safe and secure and that your employees working from home can collaborate and work efficiently and safely.

The Office-in-a-Box is the perfect solution. A totally managed service, we simply put together a package to suit your needs. Business Class printing & scanning devices, laptops, monitors, telephony will be installed by our technicians. And support offered to the worker for the duration.

The Principal group will keep your business safe and secure with the latest technology and necessary software. Customisable to individual requirements, our Office-in-a-Box solution allows you to source all of your remote working or home office with all the quality products and services of the professional office environment.

It's box ready, no fuss or bother, fully installed on site with industry leading class cyber security to give you true peace of mind.



Surrey's Economic Future



To promote the county's economic growth and drive sub-regional and national economic recovery, the independent Future Economy Surrey Commission (FESC), chaired by the former Chancellor Philip Hammond, recommended a "relentless focus on sustaining current activity and supporting future growth" supported by a "clear strategy". That is why Surrey County Council has published Surrey's Economic Future, setting out how we can drive sustainable growth and deliver our priority to "grow a sustainable economy so everyone can benefit."

And why shouldn't we be leaders in the economic recovery? Surrey is one of England's most economically productive counties, contributing over £40 billion per year to the national economy. We are home to some of the world's leading businesses in the automotive, financial, film and media and pharmaceutical sectors, have outstanding transport road and rail links to London and globally through the world-class airports and ports in the area and the expert skills of our residents are in high demand.

That is not to say there are not challenges, however. We must ensure our businesses are flexible enough to adapt to advances in digital technology. The county's transport and digital connectivity must be improved to prevent it constraining our ability to attract global businesses and start-ups. We must make sure that we are an attractive place for a younger and diverse population and that they feel they can build a future here. And all this must be achieved while ensuring we meet our commitments towards our target of net zero carbon emissions by 2050.

Then of course there has also been Covid. While historically Surrey has enjoyed low rates of unemployment, the pandemic has seen this increase some 243%, with our retail, hospitality and cultural sectors hit particularly hard. Our airports have suffered too, and consequently so have the communities that

We have identified four key priority areas to support Surrey's growth as we emerge from the current crisis and into the next decade

rely on them for employment and opportunity.

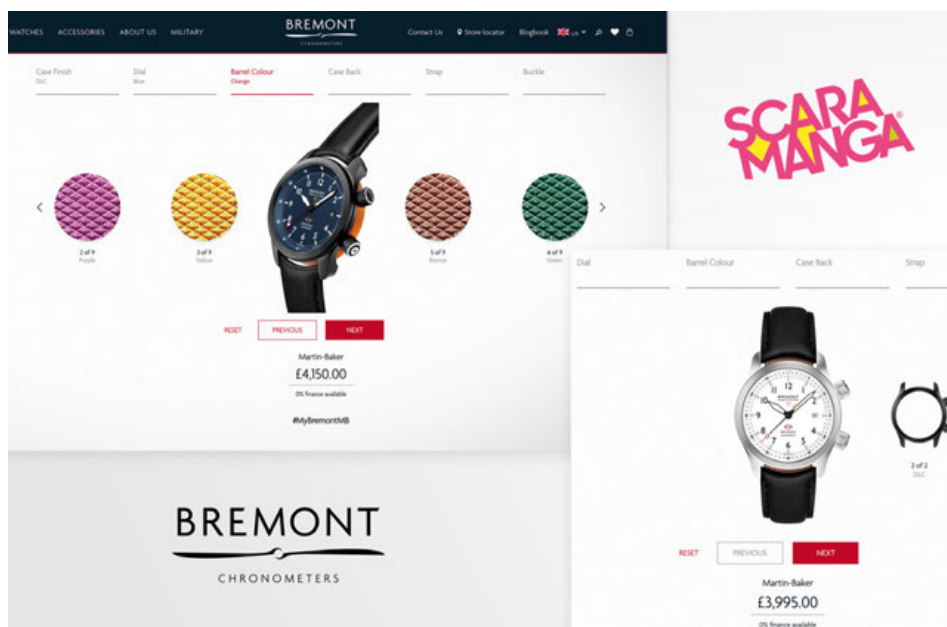
We have therefore, identified four key priority areas to support Surrey's growth as we emerge from the current crisis and into the next decade. We want to provide the right conditions to allow companies to expand, while also allowing the space for new, innovative firms to emerge and grow. We will support town centres adapt to changing work patterns, accelerated by the pandemic, and develop 'hyper-local', connected centres. Working with the further education sector and employers, we want to enable the skills system to respond to employer demand more effectively at all levels, so that everyone can benefit from growth. And we will support the development of the low carbon and environmental goods and services sector and the wider adoption of lower carbon technologies.

To enable all of this, we are currently seeking views and input from partners on this approach. Those conversations will help inform a clear business case, with actions and propositions, as well as a longer-term partnership strategy that will provide a blueprint for our activities over the next decade.

Surrey has been at the forefront of the development of a vaccine to help defeat Covid-19 through our world-leading pharma-tech cluster. Now, through Surrey's Economic Future we'll be driving our economic recovery alongside national initiatives that will see the country build back better, more sustainably, and with greater equity between the regions.

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

Bremont watch strap configurator project by Scaramanga



Bremont is a challenger brand within the crowded marketplace of the luxury watch sector. They are an award-winning British company producing beautifully engineered chronometers from their headquarters in Henley on Thames.

Scaramanga has been Bremont web partner for many years. In spring 2020, we built a fully customisable online configurator for customers to select each component for their MBII range of watches.

During the pandemic, they had to close their boutiques and pivot to a fully online service for their customers, which meant thinking of creative ways to showcase their luxury watches and launch new limited-edition ranges.

As part of this digital-first strategy, we were tasked with bringing products to life. One of the critical projects we were given to work on was giving an online experience of how a customer's chosen watch would look with different strap variations, so they could buy a second strap – either for a new watch or to re-vamp one they already owned.

Tight deadlines

Scaramanga needed to deliver the project within a very tight deadline to meet the Christmas peak demand. We scoped the project and the technical requirements and then got stuck into the build.

We worked with the client's preferred photographer to ensure we had the images looking perfect on each watch variation – we cut out all the 200 or so images!

You can view the configurator on the product pages on Bremont.com.

Personalisation in the luxury goods sector

Personalisation is a buzz word within the luxury goods sector. It allows an individual to own a unique product to their personal taste, and for the brand, it gives insight into popular products and key trends. More importantly, it can help develop new products and market them to those most likely to be interested in them.

<https://scaramanga.agency/>

The Imaginarium Wins Award for Extraordinary Response!



Joe Cheal, Lead Facilitator and Executive Coach from Imaginarium Learning & Development, was delighted to receive the CIPD (Chartered Institute of Personnel and Development) 2020 Award for "Extraordinary Response in Extraordinary Times."

He was nominated by Canterbury Christ Church University for proactivity, contribution and support provided through the pandemic. Lynne Gill, the Organisational and People Development Manager said that Joe worked with us "to tailor workshops to the specific needs of the organisation and people" and then "tailored the content according to the individuals in each session."

They were also impressed by his style and approach saying that he "brought the training room to the people. He looked at how he could deliver live training that was as near to being in the room as possible. Joe has kept the interactive and engaging feel to sessions... We would wholly recommend Joe and his consultancy."

As well as keeping the training and executive coaching business going by switching from 'in the room' to online Zoom session, Joe has been active in supporting individuals with their resilience and wellbeing. He has also been helping managers and business leaders to adapt to uncertainty and managing remote teams.

Joe said that getting nominated and winning the award was a booster jab for the end of a strange year!

<http://imaginariumdev.com/>

Discover our new FREE* professional development courses designed to develop and enhance your existing skills.

The Level 3 qualifications are funded as part of the National Skills Fund which aims to help adults to train and gain the valuable skills they need to improve their job prospects and support the economy.



	START DATE	TIME	DURATION
CONSTRUCTION <i>Only available to people already employed in the construction industry:</i>			
Wood Occupations Level 3 NVQ	Mon 19 April	Flexible	18 Months
Trowel Occupations Level 3 NVQ	Mon 19 April	Flexible	18 Months
Construction Contracting Operations Level 3	<i>Coming Soon</i>		
<i>Gaining any of these qualifications will allow you to apply for a CSCS Gold card.</i>			

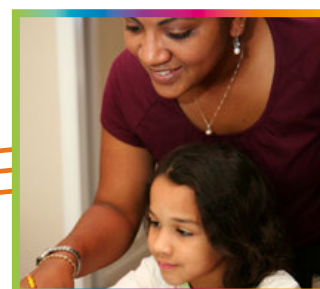


FINANCE <i>Delivered onsite at ESC and online with the support of a tutor:</i>			
AAT Bookkeeping Level 2	Thurs 22 April	16:00 - 19:00	14 Weeks
AAT Bookkeeping Level 3	Thurs 29 April	16:00 - 19:00	25 Weeks



HEALTH & SOCIAL CARE <i>Delivered onsite at ESC with work place assessments:</i>			
Adult Care Level 3 Diploma	Sat 24 April	12:30 - 15:30	18 Months

CHILDCARE <i>Delivered onsite at ESC with work place assessments:</i>			
Children and Young People's Workforce (Early Years Educator) Level 3 Diploma	Sat 24 April	09:00 - 12:00	18 Months



*FREE tuition may apply if you are aged 19+ for Level 2 courses or aged 24+ for Level 3 courses, and meet the required criteria.

For information and advice our Business Development Managers are here to help:



01737 788316



employerservices@esc.ac.uk



www.esc.ac.uk

**VISIT
ESC.AC.UK
TO APPLY**

The Climate Challenge



Dr Toby Willison

When Sir James Bevan, head of the Environment Agency, poetically described the climate and population growth challenges ahead as the 'Jaws of Death', it served as a stark red flag.

Facing up to those challenges, Southern Water's over-arching ambition is to create a resilient water future for customers for many years

to come - providing wholesome water and returning treated wastewater to the environment for re-use. But nested within this goal are a host of challenges.

Rainy Britain is used to thinking of water as a limitless resource. Nothing could be further from the truth – especially in the South East.

Between 2008 and 2018, the population in the South East grew by 8 per cent and is now almost 10 million – of which 4.6 million are our customers.

More people are using the same resources. Development

often results in concreting over soil, less infiltration and re-charge of the deep natural reservoirs (aquifers). Instead the water runs off roads into drains and is eventually lost to the sea. This run off is a significant cause of flooding and pollution.

Climate change is also affecting the water environment. Indications show hotter (but wetter) summers, and drier winters. This presents some major challenges.

And when it isn't raining in the summer, demand for water surges. The immediate challenge of hot weather demand is for Southern Water to be able to treat and pump sufficient drinking water, but the shift in climate patterns is a bigger and longer term threat to security of supply. The need for water companies, local authorities, developers, businesses and land owners to work together is clear. In Hampshire we're developing a multi-sector approach to address major deficits in water availability, this is the largest programme of its type in the UK.

Our region has very much led the way in the drive for water efficiency. Our ground-breaking Target 100 is putting us on course for the average use per customer to reduce to 100 litres a day compared to the current level of 128 litres. The company's rolling programme of water efficiency visits helps customers to spot where water is being wasted and reduce

Between 2008 and 2018, the population in the South East grew by 8 per cent and is now almost 10 million



A resilient water future is achievable – but only by working in partnership

their use. Water efficiency visits are combined with affordability checks for customers who may – especially in this current pandemic – be struggling with bills.

Addressing the resource crunch will take hard work. There are things that Southern Water can do other than concrete and steel engineering. So although £3.2 billion will be spent in the next years by the company, an investment in natural capital is a key part of that puzzle – slowing rivers and creating wetland keeps water where it can be used before being returning it to nature.

Numerous river remediation programmes are being driven forward, and much of this is done in partnership with key stakeholders such as Wildlife and Rivers Trusts. Our Catchment First approach sees us partnering with farmers and other key stakeholders to tackle water quality in the environment rather than at a resource-intensive treatment work

The pressure of growth is also felt on waste water treatment works and drainage systems.

What is taken from the environment is every bit of important as what gets put in. To the man on Gatwick monorail, it is waste-water that is seen as the largest impact on the environment.

More than £140 million has been invested in the last three years tackling wastewater sites with problems or investing

in areas where the risks are highest. It is not concrete and steel which will make the biggest difference. The company has engaged in a transformation in people, systems and processes and the company is committed to delivering the best outcomes.

Working in partnership with customers and stakeholders is key to this success. Whether it is customers stopping flushing single-use plastic down the loo in the form of wet wipes, which damage the world even when they don't block sewers, to engaging with businesses on disposing waste correctly, everyone has a part to play.

The economic future of the region is inextricably linked to our response to the environmental impacts of climate change and population growth. Improvements to water quality at our beaches has already meant a £1.3 billion boost to the regional economy with 58 out of the 83 bathing waters in our region now excellent and none rated below acceptable.

Preventing the teeth of the 'Jaws of Death' from meeting in our region is possible. A resilient water future is achievable – but only by working in partnership. Crucially we must all commit.

www.southernwater.co.uk

How good is your early warning system?

Business risk is quite understandably the biggest challenge that SME business owners report they're facing at the moment.

In Your Right Hand Finance Team's recent SME survey we found that more than a third (39.3%) of business owners feel that understanding their business risks – including when they are likely to materialise and how they can reduce them – is a key concern.

What can you do about it? Visibility is key to identifying, quantifying and then being able to manage any risks your business faces.

So you absolutely need to be on top of your numbers.

Always have core management information to hand

The best way for SME owners to assess and manage their risk is to take a good look at the metrics in their business. To do this, you'll need to be looking at four core types of management information: sales forecast, profit & loss report, profit & loss forecast and cash flow forecast.

Having this information to hand throughout each month (not just at the end of your reporting year) enables you



to take action when it's needed, rather than months too late...

Because, to mitigate the risk you're potentially facing, you have to know how your business is performing right now – and preferably in real time.

Your toolkit for managing business and financial risk

Business risk can materialise in many different forms. So it's not actually enough just to know your numbers. You've also got to know what they actually mean for your business and how they affect your

different business functions.

Think of the numbers that make up your essential management information as an early warning system. Your key financial reports will certainly flag up any issues or potential problems – and then you can decide to take appropriate corrective action to do something about them.

Find out how to manage your business risk in our latest blog on www.yourrighthand.co.uk/blog or contact us at hello@yourrighthand.co.uk for some friendly advice.

How to be more strategic in 2021 - My Magnificent 7 by Steve Jebson, Business Doctors

For many 2020 was a year of 'reacting', 'taking the punches' and 'holding on'.

2021 needs to be different - have a plan for success, based on the things you can control.

1. Have a business plan

Having a plan allows you to set the direction of your business, understand its strengths and weaknesses and, more importantly understand its capabilities and limitations.

2. Empower & 're-energise' your team

Your team will be feeling unsure about prospects for 2021. Involve them in discussions about the future, empower them to improve your business and upskill them. Having empathy for

complex personal and home situations is essential.

3. Get close to your partners

It is critical to understand the situation and position of stakeholders who help in bringing your product/service to market. Reach out and share your ambitions for 2021.

4. 'Own' your consumer

It has never been easier to get close to your consumer. Find out who are your best customers, your VIP's? Build an operational CRM system, one that works for your business.

5. Measurement

Many businesses do not have the right measures to describe what drives their

'profit engine'. Think more widely than just 'sales' or 'profit' to get to a measure which critically aligns to how you make money.

6. Cash Flow

Cash Flow is the 'story' of your business, it describes in a financial format how your business works. It is the one document which links all areas of your business together and is the one document that most financial stakeholders will ask to review.

7. Communication

It does not matter if it is 'good' or 'bad' news, it is critical to ensure that people / stakeholders are informed.

Good luck with your plans.

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

Do good, feel good say Sussex Wildlife Trust



The fact that getting outside and connecting with nature benefits our mental health is no big secret, but as we all spend more time at home, it appears like a vital necessity to help us through the lockdown.

Getting out in your local green spaces, local woodlands or at the beach doesn't have to be 'just for the weekend' and connecting with nature everyday can really help your productivity, creativity and well-being. Sussex Wildlife Trust offer local businesses opportunities to help their staff connect with nature and the benefits it provides. Companies have been taking part in staff engagement activities such

as photo competitions, local individual walking challenges, or simply learning more about the wildlife in their gardens. Others have shared home learning activities with their staff, or ways to bring nature into their home office. Many companies are also planning to give their staff the opportunity to take part in important conservation work once restrictions allow. There are plenty of bespoke opportunities for your business to get involved.

Becoming a Business Member with the Trust is one way to demonstrate your commitment to a healthy and sustainable natural environment. It's also a positive signal to your staff about the company

they work for, and an indication to your customers, suppliers and the community around you that you care about nature in Sussex.

By partnering with Sussex Wildlife Trust your business, your staff and your clients will be able to support local wildlife conservation and benefit from the joy and wellbeing this provides.

If you're interested in partnering with Sussex Wildlife Trust, you can find out more about our mutually beneficial business partnerships on the website www.sussex-wildlifetrust.org.uk/business or contact Louise at louise.collins@sussexwt.org.uk

West Sussex County Council, Experience West Sussex Partnership

Covid hit the travel, tourism and visitor economy with a wrecking ball during 2020 and 2021 hasn't started too well either. Currently in early February we await news of the recently announced quarantine programme and what this means for hotels around Gatwick and, despite good progress with the UK's vaccination programme, international travel and inbound recovery will be heavily reliant on the wider global Covid fight and political responses.

Domestic tourism to West Sussex has been hit hard too; the sector has been effectively operating for three winters with less capacity and increased costs. Experience West Sussex Partnership (EWSP), the principal voice for tourism in the area, are leading the charge on lobbying for West Sussex tourism sector to DCMS, Visit Britain, local MPs and our local development partners.

As we wait to hear what the Government is planning with regards to easing off this current lockdown, a boom summer is expected once the restrictions are eased.

EWSP launched their #SummerInWest Sussex Campaign on Boxing Day, and by providing planning inspiration early on, are aiming for early bookings for the summer, creating a confidence in the market to support hard-hit local tourism and hospitality businesses during this tough winter.

EWSP continues with an agile digital marketing and PR programme to ensure the county is top of mind for the domestic leisure market, keeping abreast of trends including dog friendly holidays and multi-generational stays with nature, wildlife and the outdoors being top attractors. Marketing is 100% subsidised by the Partnership, through a four-year funding programme and offers West

EXPERIENCE WEST SUSSEX

Sussex visitor economy businesses free listings and marketing opportunities.

To get involved, promote your tourism business, share your views and keep abreast of current advice and information sign up to the EWSP business newsletter on their Industry Support page. <https://www.experiencewestsussex.com/industry-support/>

EWSP are also part of the destination marketing group, Gateway Gatwick, working alongside Gatwick Airport, GTR, Coast to Capital LEP and Gatwick Diamond Business to maximise the opportunities through the 'Discover Local' campaign, with local destination content hosted on Gatwick Airport's website.

Free your IT with modern cloud solutions

New technologies are making the cloud IT argument more compelling than ever. Andrew Hookway, Director of Burgess Hill's Extech Cloud, explains how fully transitioning businesses to the Microsoft Cloud can ensure you work smarter, not harder.

Though businesses may feel that they're beginning to get the hang of remote working and the ways of the modern world, now isn't the time to ease up. Now is the time when Surrey and Sussex businesses need to ensure that systems are future-proof.

When the economic boom starts (perhaps in September 2021), businesses need to be in their prime at the theoretical 'starting gates' with modern IT practices, not just a repeat of the old server or hybrid cloud setup that your IT Manager has insisted upon.

The cloud gives the workforce exactly what they need without the frustrations, yet it's a completely different way of doing things. So when it comes to making long-term decisions about your IT, it can be challenging to make the jump to a new system and process – especially if your IT Manager is not initially on board.

This change can be even more daunting if your business has been promised the world in the past by an IT solution...and it has not been delivered.

A move to the cloud doesn't have to be scary. Digital transformation with Extech Cloud ensures that you have the systems in place that you need when you need them. You will not be left to battle through the transition without expert help and guidance.

Providing the right solution for clients is much more important to us than profit and I'm delighted that our team can facilitate this. After all, in today's world of modern working, everyone should have access to an IT system that not only makes their business grow faster, it should also make it more efficient too leading to a flexible and happy workforce.

Often regarding IT, firms will be desperate to adopt new technologies but will be put off by a handful of anxieties. This can be that they've tried to buy "silver bullets" in the past or have already made an investment in technology that didn't pay off in the long run. Extech Cloud is committed in helping to reassure businesses that their IT is safe in the right hands.



Andrew Hookway



We've spoken with a handful of businesses where they've been told by their IT or MSP provider that a hybrid solution is the perfect solution for the business. Or they were informed that the private cloud (rather than the public cloud / Microsoft Cloud) is the way to go. Not only is that wrong, many IT Providers and Managers aren't being innovative enough or thinking ahead. Businesses are being kept in the dark, whether this is because it's easier or they don't know what to do.

Though there may be tough conversations ahead, businesses in the Gatwick Diamond region that do not address these concerns and consider change, will likely not grow as planned.

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

Reigate & Banstead Council supports young people as they 'Start' their career journey

Covid-19 has brought many challenges for young people, but a new website developed by Reigate & Banstead Borough Council is helping to provide much-needed advice and guidance as they consider their career path into the world of work.

Building on an established digital careers platform, the new site – 'Start Reigate & Banstead' – is being rolled out to secondary schools and further education colleges in the borough. The site is part of a project designed to connect young people and the wider working age population with local labour market information and insights into local employers, career paths and employment opportunities.

Already used in more than 4,000 UK schools and colleges nationally, the Start platform supports schools in the delivery of their careers advice and guidance. Start Reigate & Banstead provides media-rich profiles of key employers and sectors in the borough, showcasing career opportunities, company insights and activities to inspire students. There are also links to apprenticeships and



work experience opportunities.

For local employers, involvement in the project will strengthen their links into schools and help to build a pipeline of future talent. Mo O'Brien, UK HR Director, Kimberly-Clark, explains: "We are delighted to be working with Reigate & Banstead Borough Council to highlight employment opportunities with local businesses. We are always looking to find new talent locally and we offer a range of diverse opportunities based in Reigate but working across the EMEA (Europe, Middle-East and Africa) region and across our leading brands." Chloe Fineman, Technology Recruiter-GB at Willis Towers Watson adds: "The Start

Reigate & Banstead careers platform will provide the tools to help young people develop a career plan early on. We look forward to our involvement in the project and to finding future Willis Towers Watson colleagues through this initiative."

Reigate & Banstead Borough Council is also launching a new initiative, funded by the Department of Work and Pensions and developed in partnership with Tandridge District Council, to help target the significant increase in unemployment among 18-24 year olds across East Surrey since the outbreak of the Coronavirus pandemic. The new 'East Surrey Youth Hub' will support young residents claiming Universal Credit, providing access to a wide range of coaching, mentoring and soft skills development support.

Visit the Start Reigate & Banstead website at www.rb.startprofile.com or contact Cath McDermott (Economic Prosperity Officer) for more details: economicprosperity@reigate-banstead.gov.uk

The Great British Switch Off: Don't let your business get left behind



If you didn't know already, in 2023 the UK telephone network will be changing profoundly state Structured Communications.

This is the year that new sales of analogue telephone services will end, and by 2025 they'll be switched off altogether!

That means in the next two-to-four years your business will need to switch to an entirely different means of voice

communication. You'll no longer be able to rely on your traditional telephone line for making business calls.

Research conducted by broadband providers Zen, have found that nearly three-quarters of businesses use the phone for customer communications, so it's clearly still an incredibly important tool. Yet despite its importance, most businesses are still unaware of the impending switch off.

Terry Smith, Sales and Marketing Director at Structured Communications, said "Copper has served us well but it is coming to an end of its working life. We relate to the findings from this latest research from our partner Zen, and are keen to support the Gatwick Diamond Business group with solutions to ensure businesses are not spending unneces-

sary money on legacy communications systems which are no longer functional in practice."

Terry added "Having a trusted partner is key to supporting this journey – to ensure that businesses are prepared for changes taking place around them, and that solutions identified are bespoke."

For more information on preparing for the switch off and stop-sell, please contact sales@structuredcommunications.co.uk for a consultation.

Structured Communications and Openreach recently hosted a webinar for Gatwick Diamond around the Big Switch Off – follow this link to hear more - <https://www.gatwickdiamond-business.com/83-links-to-past-seminarswebinars--workshops.html>

Cleankill's Gold renewal proves dedication to staff

Surrey-based Cleankill Pest Control is celebrating after retaining its Investors in People Gold Award gold accreditation.

Gold accreditation demonstrates that Cleankill has a full range of important policies in place and that everyone in the company takes ownership for making them come to life.

Only 17% of the Investors in People accredited organisations achieve Gold. In 2018 Cleankill became the first pest control company in England to be certified 'GOLD' by Investors in People and in 2021, following another intensive audit, retained the Gold status.

Now with a turnover of more than £3 million and employing 50 staff, Cleankill has won a string of awards for being 'green', customer service and corporate social responsibility as well as being named Company of the Year in the 2019 British Pest Management Awards run by the British Pest Control Association.

Commenting on the award, Cleankill Managing Director Paul Bates, said: "Retaining our Gold status was not a given and we had to demonstrate that we are constantly improving.

"We believe that the success of our organisation begins and ends with our people. If we make work better for everyone, we make work better for our customers."

In her report the Investors in People assessor said: "Your USP and strengths lie in being open and honest, demonstrating integrity and you have successfully created that family atmosphere, certainly not corporate, there is no us and them and this attitude comes from the top.

"100% of interviewees said they would recommend Cleankill as a great place to come and work and are real ambassadors for Cleankill. People can describe why they think Cleankill is a great place to work and they are proud to say they work for you."



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

Cleankill Pest Control recently expanded its customer base in Hampshire and West Surrey with the acquisition of Hampshire-based Totalcare Pest Control.

Based in the Hampshire town of Alton, Totalcare has been offering a fully comprehensive public health pest control service to businesses and residents in East Hampshire and West Surrey for over 25 years. Cleankill's acquisition of the company follows the decision by its owner Justin Messenger to retire.

Paul Bates, Managing Director of Cleankill, said: "This is the final piece in the jigsaw for us. With Totalcare Pest Control now part of the Cleankill family, we have completed our expansion along the M4 corridor. We are proud to be able to say we can now bring our award-winning services to commercial and residential customers across the whole of southern England from Kent to Devon!"



**We believe that the success
of our organisation begins
and ends with our people**

Two years ago, Cleankill acquired Hove-based Bird Control Sussex, Pest Control Bucks, and Bristol-based Good Riddance Pest Control. It was recently announced that Good Riddance was to begin rebranding as Cleankill Pest Control as it starts an expansion of its services in the Bristol, Bath and South-west region.

Founded in 1995 by a team of pest control professionals who saw a gap in the market for a company with a focus on customer service, Cleankill was named 'Company of the Year' at the last British Pest Management Awards. In addition, the company has received multiple business awards for customer service, staff development, and its commitment to the community and the environment. Recent awards have included Gatwick Diamond Green Business of the Year 2020 title. Cleankill was also a finalist in the Professional Services and the Brighter Thinking categories, while Managing Director Paul Bates was one of three people to be shortlisted in the Businessperson of the Year category.

Cleankill Managing Director Paul Bates added: "We won the GDBA Green award in 2017 as well. To win it again shows

that we are moving forward in what we do and not resting on past glories!

"The Gatwick Diamond covers a huge area with thousands of businesses so to get shortlisted is fantastic, but winning is absolutely brilliant. It was also wonderful to end 2020 by winning this award."

Cleankill Pest Control deals with 'distress' pests such as wasps, fleas and bedbugs as well as preventative maintenance against public health pests such as mice, rats, cockroaches and pest birds such as pigeons and seagulls. The company prides itself on a fast and efficient service and aims to be recognised as a market leader for innovation, 'green' and new pest control techniques.

Launched in 1995, Cleankill Pest Control has grown year on year and now has several thousand clients throughout London, Bristol, Buckinghamshire, the South East and across the UK. Cleankill is the only pest control company in England to achieve a Gold Investors in People accreditation.

www.cleankill.co.uk

Thakeham Becomes UK's First Housebuilder on SME Climate Hub to Join UN's Race to Zero Campaign

South East community creator, Thakeham Group, has become the UK's first housebuilder on the SME Climate Hub, joining us with the United Nations' 'Race to Zero' campaign.

The 'Race to Zero' is a United Nations' campaign – driven by science - designed to aggregate leadership and support for a healthy, resilient, zero carbon recovery. The campaign also aims to prevent future threats, create decent jobs, and unlock inclusive, sustainable growth.

Thakeham Group is one of only five housebuilders in the construction sector globally to join the 'Race to Zero'. The West Sussex-based business joins 454 cities, 23 regions, 1,397 businesses, 74 of the biggest investors, and 569 universities who are already committed to the campaign.

They have all pledged to take action to halve the earth's greenhouse gas emissions before 2030, achieve net zero emissions before 2050, and to disclose their progress on a yearly basis.

Before joining the 'Race to Zero', Thakeham Group had already made three zero carbon commitments for 2025. The home developer pledged that every Thakeham home will be zero carbon in lifetime operation; that each home built will be carbon neutral in production; and Thakeham Group as a whole will also be a zero carbon business.

Rob Boughton, CEO, Thakeham Group, said: "Thakeham is proud to join the 'Race to Zero' and sign up to the SME Climate Commitment. Our three big zero carbon commitments already mean we will deliver on the 'Race to Zero' goals ahead of schedule.

"The 'Race to Zero' is an important global campaign. It gives us the opportunity to share the lessons we learn on our journey



Robert Boughton

to zero carbon. We hope our pledge will encourage others in the industry to make a similar commitment. The first step is to simply recognise the threat that climate change poses and then to take action; as we all must."

Andrew Griffith MP, the UK's Net Zero Business Champion, said: "This is wonderful news. Thakeham has become the first housebuilder in the UK to have made commitments on the SME Climate Hub. Business has a central role to play in making a successful transition to a low carbon economy and we hope many more businesses will follow Thakeham's lead. Particularly in the run up to COP26, it is crucial that we join forces to support the United Nations' Race to Zero campaign."

Thakeham Group has recently been acknowledged for its high-level commitment to advancing sustainability within the industry by the Supply Chain Sustainability School (SCSS). The award of Gold membership acknowledged Thakeham's use of the resources to share knowledge with the wider supply chain as a method of ensuring continuous sustainability improvement.

Thakeham is a member of the House Builders Federation's Future Homes Taskforce, as an exemplar business, puts Thakeham in the position of leading the industry and demonstrating the art of the possible. Thakeham believes in sharing knowledge, being the agents for change and inspiring a way forward.

www.thakeham.com

Thakeham has become the first housebuilder in the UK to have made commitments on the SME Climate Hub

COVID-19 Vaccination Programme

The NHS rollout is based upon the latest information from the Joint Committee on Vaccination and Immunisation (JCVI). Latest government data.

<https://coronavirus.data.gov.uk/details/healthcare?areaType=nhsregion&areaName=South%20East>

There are 3 approved vaccines and 2 more planned. Vaccines in use are Pfizer/BioNTech, AstraZeneca/Oxford with Moderna, available later this year. The vaccines are not made with eggs or animals (pork/gelatin) All vaccines have met strict standards of safety, quality and effectiveness determined by the independent Medicines and Healthcare products Regulatory Agency (MHRA) and provide protection against the 'original' and 'new variants'.

Delivered in four ways:

1. Hospital hubs
2. Vaccination centres (large-scale centres)
3. Local vaccination services (run by GPs

and pharmacies)

4. Roving model for care homes and the housebound

There are eight hospital hub vaccination centres focused on the vaccination of health and care staff, including care home staff.

Large vaccination centres are in Brighton Crawley, Eastbourne and Chichester, providing eligible people across Sussex greater opportunity to receive their vaccine. These are operated by NHS England.

All patients registered with a GP in West Sussex are now covered by the GP-led local vaccination services and will be contacted when it is their turn to receive the vaccine.

A roving service is working to vaccinate all care home residents. Delivered through GP practices and Sussex Community NHS Foundation Trust (SCFT).

Anyone recovering from COVID cannot



be vaccinated.

To date 374,670 (1st doses 362,581) people have been vaccinated.

Staff and volunteers within the Voluntary Community and Social Enterprise VCSE working or having contact with people in specific priority groups can now apply for a vaccination. More information here. The COVID-19: the green book, chapter 14a provides more information about venerable groups now eligible to apply for a vaccination. Vaccine bookings are available here. Anyone over 65 can now apply.

Patrick Brady
plb11@btinternet.com
07977 506 435

DNA Targets Growth With Expansion Of Palletforce Area

Gatwick-based logistics and distribution business DNA is targeting growth of its express freight distribution business in the South East after expanding the local area it covers for the award winning Palletforce distribution network.

DNA will now handle GU1-10 postcodes around southern and central Guildford in addition to the selected KT postcodes around Epsom, Leatherhead and Kingstons upon Thames and RH postcodes in Redhill and Gatwick it currently covers.

It aims to further increase its 65-strong staff in the coming months to meet the demand from UK manufacturers for more flexible and cost-effective freight transport and storage and cites its close proximity to Gatwick and Heathrow airports and the southern sea ports as an opportunity for expansion.

Tony Bunn, DNA managing director, said: "Our express freight delivery business has grown significantly over the last 12 months and the superior technology and innova-

tions such as instant weighing, imaging and real time tracking updates are really something that our customers value.

"We have our sights set on growth, both with our express delivery business and our other distribution, consolidation and warehousing services. We are ideally situated in the vicinity of international air and sea ports and we're seeing increased enquiries for consolidation and cross-docking of freight coming into and leaving the UK."

The Palletforce service allows businesses to send freight, from quarter pallets to multiple pallets, via an award-winning UK and international distribution network. With over 100 Palletforce members across the UK and delivering to every postcode every day, DNA can offer next-day distribution with live tracking, real-time updates and contactless delivery – helping local companies get their goods to market.

<http://www.dna2b.com/>



Going 'Old School' at The Old Ship!



It is incredible to think that a year has gone by since we collaborated with our friends at Fogg's Adventures and celebrated our 'Titanic' night. That event took some planning and as we cautiously approach what we hope will be the end in our lockdown lives, it is, once again, all about the planning at the Old Ship and, this year, we are certainly planning to make sure we do things a little differently!

We are quite sure that people will want to get out and enjoy themselves again once they are able to, so we have decided to go back to doing what we do so well! We love a good package and are known for our leisure breaks and murder mystery events, combining a weekend away with an activity. This year we are going one step further and are looking at what can be included in non-resident event nights, as we know that a good old-fashioned

night out will be just the ticket!

Once it is safe for us to mingle and have fun again, look out for the events calendar, choose what you think your friends, family, work colleagues would enjoy - anything from live act music nights to ghostly dinners in the cellars and get in touch! We cannot wait to welcome you back!

www.oldshipbrighton.co.uk

Commтел Ltd Flourish in spite of COVID-19

Commтел Ltd, registered in 1992, design and manufacture British bespoke and off the shelf prestigious intercom systems, for use with electric doors, gates and barriers. We moved onto the Manor Royal estate in 2012.

Like all of you, the first lock down hit us like a hammer. The good news was that we had already divided the company into two equal halves to protect skill sets should COVID-19 hit and had trialed home working. The bad news was we hadn't rehearsed full lock down, with everyone working from home.

Fortunately, we managed to get enough laptops setup and phones diverted via 3CX to seamlessly continue full time working. Turnover fell off a cliff in April and May, and we had to furlough half the team with just one person man-

ufacturing in an office designed for 25.

The Chairman, always positive, was convinced the market would return. We spent the down time investing for the future, building for stock, upgrading our website and social media platforms, designing new products, and encouraging the furloughed staff to take online training courses to upskill.

The results were that we were ready when our wonderful customer base of installers started back to work. June, July, Sept, Nov, and December were all record months in the history of the company. We employed two new Sales Consultants and streamlined our internal systems, cut overheads and improved efficiency.

Our goal is to double our turnover in 2021 and we have already started with



a record January.

Many companies are working hard to survive and thrive, and to bring new jobs to Manor Royal. We want to salute and applaud all of you that are fortunate enough to be working so hard for your employees and also the country.

<https://commтел-uk.com>

Hospitality & Leisure – what can we learn from 2020?

2020 was a difficult year for many businesses but the Hospitality and Leisure sector was hit particularly hard with forced business closures along with the uncertainty brought about by the Brexit deal. As many of these businesses brace themselves to reopen in 2021, Menzies ask the question what lessons can they take with them into the post lockdown period?

Cash Management & Forecasting

Many Hospitality & Leisure businesses applied for funding, mostly through a government-backed Covid scheme. Although the preparation of forecasts wasn't mandatory for these loans, more businesses are now understanding the importance of cash management and forecasting. It's vital that business owners have a good understanding of their cash requirements in advance and most now prepare cashflow forecasts, a discipline

that should continue well beyond the end of the pandemic, especially as loan repayments and deferrals begin to fall due.

Flexible Furlough/Staff Planning

The introduction of flexible furlough, allowing staff to work for part of the week and be furloughed for the remainder of the week, has resulted in Hospitality and Leisure business owners taking more care over resource planning and flexible working as the sector is reliant on part time workers.

Keeping Close to Professional Contacts

Throughout the pandemic, business owners will have had numerous conversations with their professional advisors who have a wealth of experience in their industries. Building those relationships and having trusted advisors can add a significant amount of value to businesses, helping business owners work towards their individual aspirations.



Laura Madeley

Expect the Unexpected

At the start of 2020, no one would have predicted the impact that a virus would have on their business. We should ensure that contingency plans are in place and that businesses fully understand the risks that they are exposed to, and how they may limit these risks.

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

How unconscious bias can be removed from the recruitment process

Diverse and inclusive hiring practices ensure that the best candidates for the role are always found. There is a huge bank of research that has identified that businesses perform better with greater gender and ethnic diversity. So, removing unconscious bias from the recruitment process could not only improve culture and creativity but performance too.

Removing unconscious bias from recruitment

There are some important steps that any business can take when it comes to ensuring that as little of this as possible is used in the process of making recruitment decisions.

Review your entire recruitment process:

This starts with the job ads and the marketing that you're using to attract candidates - is the language used designed to attract a specific gender or exclude



a certain race? One of the clearest indications of this is if you are only getting applications from one type of candidate. Follow the recruitment process through to the end point - are your eventual hires all much too similar?

Use technology:

It's worth bearing in mind that the biases of those who create software programmes and algorithms can end up embedded in them. However, technology still has a useful role to play in helping to eliminate unconscious bias in recruit-

ment. For example, you can use it to block names and photos during initial stages, to automatically post ads in different locations so you have a broader reach than usual and even to remove all personal information from recruitment and focus on aptitude tests instead.

Look inward:

If your organisation is lacking in diversity, looking at training, business objectives, pay and benefits structures could all provide a clue as to how unconscious bias has shaped your existing workforce.

Removing unconscious bias isn't about being politically correct but ensuring that you're not holding your business back by crippling it through a lack of diversity and inclusion, and therefore reaping the rewards the varied ideas, contributions and experiences will deliver.

www.voltinternational.com

Marketing growth in the face of adversity for PRG

Regaining focus during lockdown led to the PRG family being extended writes Simon Groves, MD at PRG Marketing Communications

2020 was a tough year for most businesses, and during the first nationwide lockdown PRG felt the ramifications of the pandemic and its subsequent impact on our clients. The PRG team utilised a quieter period planning how to mark the company's 40th birthday, a true milestone for any business.

This was also a time to regain focus and strategize, cementing the business' direction throughout the pandemic and beyond. Thanks to the resilience of the PRG team and their passion for supporting our clients, they remained proactive in looking for opportunities and helping clients diversify to adapt to the 'new normal.'

Fast forward to the gradual easing of

Covid-19 restrictions in summer 2020, and PRG was seeing a spike in demand for our Digital Marketing services. As well as helping existing clients navigate their way through a post lockdown climate, we also won new clients. A big national account win meant that the PRG team saw a busy and exciting end to 2020.

Thanks to our varied client portfolio, we were thrilled to be able to expand the PRG family at the beginning of 2021. Tina Reed joined the marketing team as an Account Manager in January and has been working with our clients ever since. While we'll be glad to leave 2020 behind, there's lessons we've learned and clarity we've gained during one of the most tumultuous times in PRG's 40-



Simon Groves

year history. We're looking forward to an exciting and creative 2021 – watch this space!

Contact simon@prgltd.co.uk
<https://www.prgltd.co.uk/>

Creative Process Digital

Our Impact Journey: Transforming lives in digital

Since the start of the Covid-19 pandemic Creative Process has welcomed more than 100 new young people onto our digital programmes, delivered over 50 apprenticeship training sessions and provided monthly employer briefing webinars and recruitment sessions.

In addition, we have been delighted to work with increasing numbers of larger employers such as the likes of BT sport, Thales UK, Sussex University and Gatwick Diamond. As well as providing them with tech savvy apprentices we also advise them on the training design and delivery. This is helping them maximise the use of their apprenticeship levy to recruit, upskill and meet their workforce goals.

Our trainers have been incredibly innovative and flexible throughout the pandemic, delivering high quality training online and exceptional lev-

els of group and individual coaching and mentoring. The 1-2-1 mentoring and support makes the difference for each individual learner on one of our programmes.

We are also working closely with apprentices who have been made redundant, or have had their working hours reduced, to help them continue their learning and complete their apprenticeship.

Looking to the future our delivery of

high-quality digital apprenticeships and our accelerator programmes will be vital to new job creation for young people and adults as the UK economy begins to recover.

We'd like to thank all of the learners, employers and partner organisations who choose Creative Process Digital as well as our amazing staff whatever their role who make the difference and add value every day. Together we are achieving more and are stronger for the economic recovery to come.

Join us for our next Digital Apprenticeship Briefing Event and find out how Creative Process Digital can be your strategic training partner to help you flourish in this age of digital transformation.

Philip Perryman
philip@creativeprocessdigital.com
www.creativeprocessdigital.com
01273 232273



Gatwick to implement charging for vehicles using its North Terminal forecourt from 8th March 2021

- Free drop off or pick up will be available at the airport's long stay car park
- The new revenue stream will provide further protection for jobs at the airport
- Initiative will help deter a car-led recovery alongside reduction in traffic congestion and emissions at Gatwick and the surrounding areas
- Blue badge holders will be exempt from the charge www.gatwickairport.com/dropoff

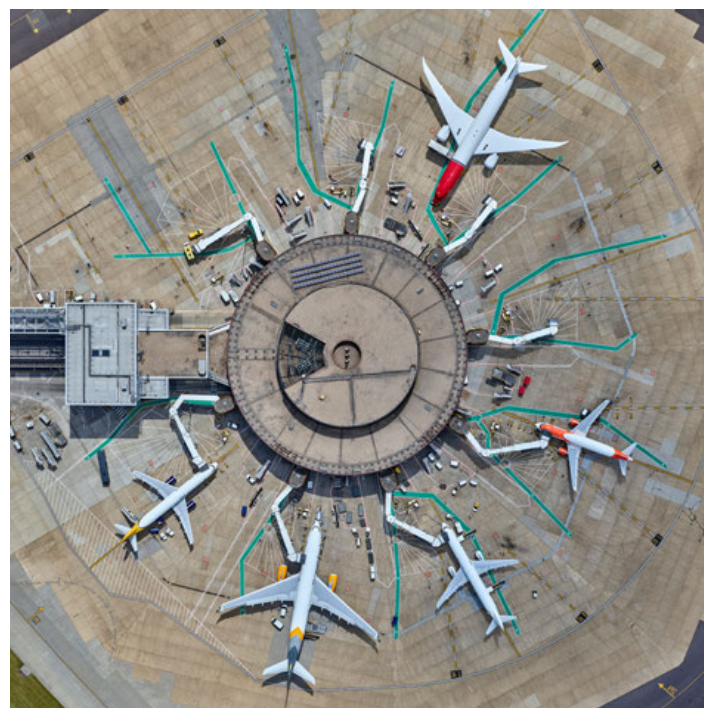
Gatwick Airport can confirm, following an initial announcement of plans for the scheme in October 2020, that on 8 March 2021 it will introduce a £5 charge for vehicles which drop off passengers directly outside its North Terminal, where all flights are currently operating to and from. The charge will be extended to the South Terminal forecourt at a later date. The initiative will help to reduce traffic congestion and emissions for the surrounding area as well as being a deterrent for a car-led recovery once more regular travel resumes post the COVID-19 national lockdown. The charge will also create a vital new revenue stream for the airport, providing further protection for local jobs as the negative economic impacts of the pandemic continue.

Anyone who does not wish to pay the charge will be able to drop-off or pick-up passengers in the airport's long-stay car

The initiative will help to reduce traffic congestion and emissions

parks with two hours free parking and a free shuttle bus to the terminal. Alternatively, passengers can arrive by public transport, taking advantage of the significant improvements to train and bus services to the airport in recent years.

Jonathan Pollard, Chief Commercial Officer, said: "It is no secret



and continue as an important provider of economic prosperity and jobs across the region."

The airport already benefits from strong public transport links, with recent improvements enabling a train leaving for London every three to four minutes – as regular as tube services – and a £4 million upgrade to an airport bus interchange benefitting the 3 million people who use it each year. Pre-COVID-19 pandemic, around 650 local services arrived/ departed the bus interchange each week, many of them 24-hour services.

Gatwick also remains committed to its investment in the ongoing £150 million project to upgrade the airport's train station, which will make connections to other destinations easier by doubling the size of the station concourse, adding five new lifts and eight escalators to improve passenger flow, and widening two platforms to reduce overcrowding.

The charge will be £5 for 10 minutes, and £1 for each additional minute up to 20 minutes. The maximum charge will be £25 and the maximum length of stay 30 mins.

For more information on Gatwick's forecourt charging system please visit www.gatwickairport.com/dropoff

A Day In The Life Of Jo Sawkins, Wings Wellbeing

8:30 - Out for a walk with my husband, his car needs an MOT so we had a nice 3 mile walk back from the garage in the snow. Very strange to walk from Shipley Bridge to Horley without a single plane flying past, but the sun is shining, YAAAAAY!!!

10:30 - Cooked family brunch; scrambled eggs with mushrooms.

11:30 - Zoom session with a client who did the Lightning Process to recover from Chronic Fatigue Syndrome with me 2 weeks ago. Fantastic to hear her energy, happiness and sleep are MUCH better, with hardly any pain now and she's resumed dancing! Coached her on how to use the process to improve calmness.

I check on my daughters' home - schooling progress. Thank goodness my husband is now Chief Home School Teacher!

14:00 - Emails and social media.

3:45 - Online Networking. One of several groups I belong to, although Gatwick Diamond is my favourite. Of course.

6:30 - Chicken curry for dinner. Thank goodness my husband is now Chief Chef too! But I've promised to make the family favourite, Spaghetti Carbonara for us for Valentine's Day.

7.30 - Zoom meetings: a chat with a teenager who wants to attend my Lightning Process course next week to get rid of Migraines and then a man wanting to overcome chronic stress and anxiety. I assess their suitability for this training course, and I am delighted to be able to accept them both!

The F word. Filing.

Finally get the girls into bed. Fancy some chocolate but it's too cold to leave the house to get some from my secret stash in the car, so I decide to have some



Jo Sawkins

toast instead. Burn the toast.

Catch up with friends on Facebook.

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

www.wingswellbeing.co.uk

No vaccine, no job?

Can employers insist their staff take the Covid-19 vaccine once it is offered to them? Ask Irwin Mitchell.

Section 2 of the Health and Safety at Work Act 1974 requires employers to take all reasonably practicable steps to reduce workplace risks to their lowest practicable level, but that doesn't include procuring the vaccine and offering it to their staff (which would be extremely difficult anyway given the huge worldwide demand for the vaccines).

However, to reduce the risk of catching or spreading Covid to others at work, you

can - and should - strongly encourage staff to take the vaccine when it is offered to them. That doesn't mean that you should relax your efforts to make your workplace 'Covid secure' as, until the vast majority of the population are vaccinated, these precautions still remain the best way of protecting your staff.

If you can establish that asking staff to take the vaccine and/or asking staff to confirm whether they have had the vaccine are reasonable management instructions and they refuse, you may be able to justify taking disciplinary action against them. Our

view is that this depends on a number of factors - such as whether vaccination will protect other members of staff or people they come into contact with. If the instruction is reasonable and a staff member disobeys it, the action you can take will depend on the reason given for refusal.

You will also have to consider the reason why someone has refused to be vaccinated. For example, people with severe allergies can't have the vaccine and pregnant women won't routinely be offered it. If you operate a blanket policy which adversely affects employees who are protected under the Equality Act, they may be able to establish that you have indirectly discriminated against them.

This is a complex issue and there is no simple answer. Please contact us if you require advice on what could be a reasonable management instruction and the action you can take if staff disobey it.



Charlotte Sloan



Ted Powell

Email: charlotte.sloan@irwinmitchell.com
Email: ted.powell@irwinmitchell.com

IT Document Solutions Printing at home - Keep your documents safe

The pandemic has been a challenging time for families and businesses alike. In a work context it has undoubtedly shifted working culture and will shape the way we work in the future.

The printed page is still vitally important even when working from home. Whether it be proofreading, reviewing reports or signing hard copy documents.

A recent Quorcirca* report highlighted that almost half of the respondents surveyed were not concerned about security and home printing. Most businesses take IT security extremely seriously, but print devices are often overlooked as part of this process and yet they pose a significant risk if they are not properly managed. In a home context this is no different.

Here's our top tips around print security and steps you can take to make your home printer more secure:



- Protect your home network - Most printers these days connect via Wi-Fi, so it's important to update and remove default network settings, and implement wireless encryption.
- Secure the print management portal – Encrypt portal access with password protection, which prevents unauthorised users accessing the portal to change print settings.
- Safely dispose of printed documents – GDPR rules stipulate that confidential waste must be carefully disposed of

and not put into general waste, otherwise it leaves employers open to a data breach and potential fine.

- Clear the printer hard drive - A printer hard drive stores all the data and documents ever sent to print, so it needs to either be wiped or destroyed when being sold or disposed of.

Don't fall into the trap of neglecting data security when home-working. If you are unsure of the best route to take when it comes to your home printing, please get in touch. We are here to help and guide our fellow members.

0207 101 0096

contact@itdocumentsolutions.com

www.itdocumentsolutions.com

*Source: Quorcirca - Home Printing Trends 2021-
<https://print2025.com/wp-content/uploads/Quorcirca-Home-Printing-2021-Infographic.pdf>

Take advantage of the Kreston Reeves post-Brexit health check

Businesses in the Gatwick Diamond and across the South East will have heaved a collective sigh of relief when just a few days before Christmas the government announced that it had reached a deal with the European Union. The promise of zero tariff and zero quota trade is exactly what business were hoping for.

But has the UK's deal with the EU delivered on the promise of frictionless trade with our European neighbours and are there zero import taxes? The short answer is no, as businesses are beginning to discover.

Confusion and frustration over import duties, VAT and tariffs is causing very real problems for businesses and is only likely to get worse when, in the summer, the EU introduce new rules on the supply of goods from the UK on all transactions over the value of £135.

Businesses, if they have not already do so, need to understand the new regime on importing and exporting

goods to and from the EU. This will include accounting for VAT, determining who is responsible for VAT, EORI numbers, customs duties, the origin of goods, and the complexities of trade with Northern Ireland.

Businesses will from July 2021 also have to comply with new EU rules that will apply to all trade over the value of £135 into the UK from the EU. The rules are designed to combat VAT fraud on low value transactions and will add considerable complexity to an already complicated trading relationship.

Kreston Reeves – here to help

Kreston Reeves has a dedicated VAT and duties team that is on hand to help businesses as they prepare to trade across Europe and that are already trading across the EU and perhaps experiencing problems.

The starting point for businesses is to take advantage of our post-Brexit health check designed to help Gatwick Dia-



Rupert Moyle

mond members understand and take advantage of the new regulations.

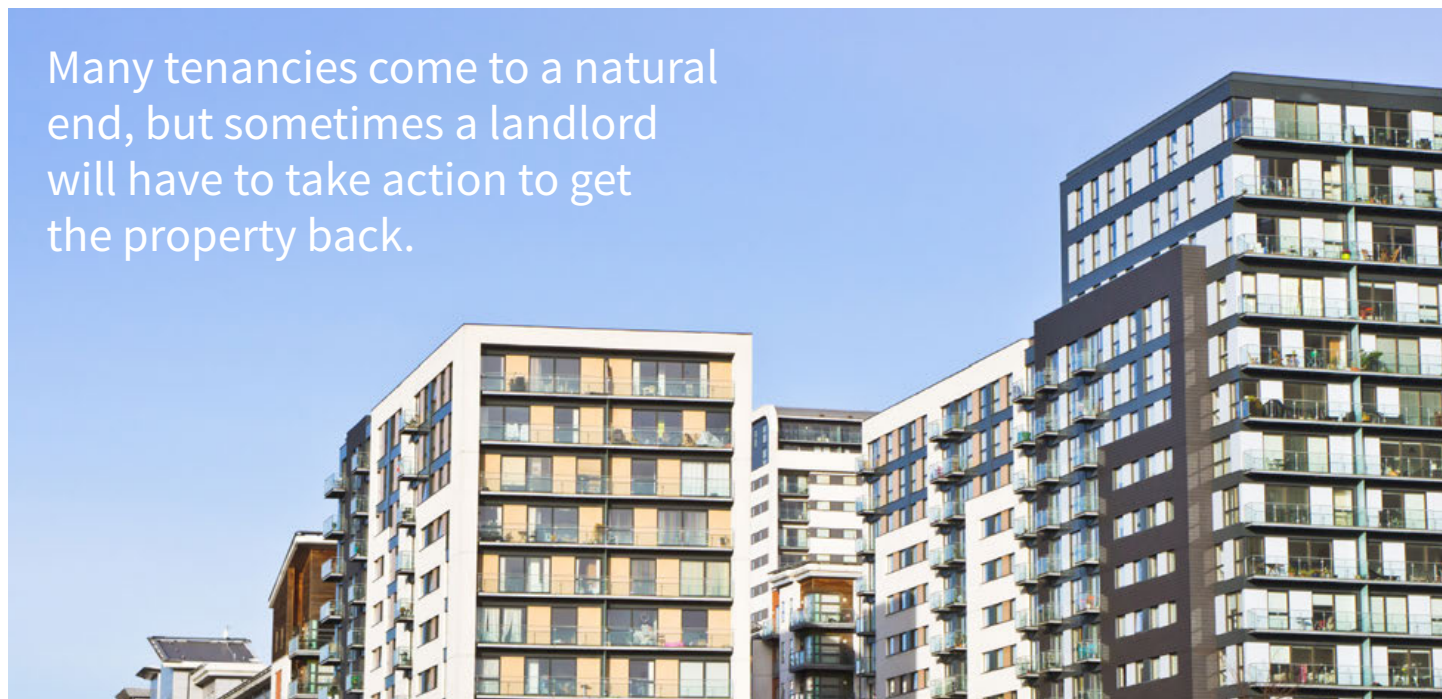
If you need support, guidance, or a Brexit health check, please don't hesitate to get in touch.

Rupert Moyle, Partner and Head of VAT and Duty.

T: 0330 124 13990 E: rupert.moyle@krestonreeves.com

Mayo Wynne Baxter – How to Evict a Tenant

Many tenancies come to a natural end, but sometimes a landlord will have to take action to get the property back.



If you want to end the tenancy to regain possession of your property, you will need to serve notice on the tenant. If the tenant does not leave after you have served a valid notice, you will have to apply through the courts for an order for possession. There are two different procedures available to the landlord to terminate an assured shorthold tenancies (AST).

The first step is to give notice to your tenant

If the AST has expired and it is a no-fault eviction, then you can use the procedure set out in Section 21 of the Housing Act to terminate an AST. A section 21 notice:

- Must be in the prescribed form.
- Cannot be served within four months of the day on which the tenancy began.
- Is only valid for ten months from the date on which the

Section 21 notice is given.

- Must not be used where the landlord is prevented from retaliatory eviction.
- Can only be served where the landlord has complied with all legal requirements.

Also, the minimum notice period to be given in a Section 21 is six months. If the tenant does not leave the property within the notice period, court proceedings can be issued. If you need to terminate the AST during the fixed term, then you can use the procedure set out in Section 8 of the Housing Act. The grounds for obtaining possession are set out in the Housing Act and include:

- Rent has been unpaid for a period of
 - eight weeks where rent is paid weekly or fortnightly.
 - two months if rent is paid monthly.
 - three months if rent is paid quarterly.
- The tenant has persistently delayed paying rent.
- The tenant has breached the terms of the AST.

As with a Section 21 Notice, the minimum notice period to be given is six months. However, in limited situations, the minimum notice period is reduced. For example, where at least six months' rent is unpaid the landlord need only provide four weeks' notice to the tenant before issuing court proceedings.

If a tenant does not leave a property within the notice

There are two different procedures available to the landlord to terminate an assured shorthold tenancies (AST)



To seek to evict a tenant without a court order is an offence

period following service of a Notice (be that a section 8 or section 21 notice) then the next step would be to issue court proceedings which must be issued to obtain possession. A landlord must not evict or make attempts to evict a tenant without obtaining a court order. To seek to evict a tenant without a court order is an offence.

There are two different court procedures in place; an Accelerated Procedure and a Standard Procedure. The Accelerated Procedure can be used where:

- The tenancy is an AST.
 - It is a written tenancy.
 - The landlord is only seeking possession of the property and the claim does not include a claim for payment of rent arrears.
- Subject to a defence being filed by the tenant, if the judge is satisfied that the AST has been ended by service of a Section 21 notice and the Claim Form has been served on the tenant then a Possession Order will generally be made without a hearing. The tenant is then usually ordered to give vacant possession of the property within 14 days. Where the claim does not fall within the Accelerated Procedure then the Standard Procedure must be used.

The court normally sets a hearing date when serving the claim on the tenant. The hearing will be at least 28 days after

the court issue the claim. At the hearing, the court will either order possession or make directions to progress the claim.

Where the tenant does not leave the property by the date set by the court then the Order for Possession will need to be enforced.

Except in certain circumstances, and the time of writing, residential evictions cannot be carried out until the end of March 2021.

The limited circumstances by which it will be possible to carry out a residential eviction include -

- Action against trespassers which the occupier is unknown.
- Where the court has ordered possession on the ground of anti-social behaviour, nuisance, domestic violence, or false statement.
- Where the rent arrears outstanding is at least an amount equivalent to six months' rent.

Despite the difficulties with carrying out evictions this does not mean that a landlord should not take action. Court proceedings can be issued and a Notice of Possession can be obtained.

If you need help gaining possession of a property or in recovering rent arrears then get in touch. We are here to help.
info@mayowynnebaxter.co.uk
<https://www.mayowynnebaxter.co.uk/>

3 Top Tips on Networking from a gdb Ambassador

Your newest Ambassador Anya Ledwith, from Eshcon, gives some tips on networking

After my two terms as the Chair of Gatwick Diamond Business, I was delighted when the team invited me to stay connected and become a gdb Ambassador.

I join a group of five other Ambassadors. We've all been gdb members for many years and see the value of networking, while supporting other members.

Back when gdb did in-person events, the Ambassadors were often the first point of contact for new members – to welcome them to gdb, support them (it can be rather daunting at your first Members' Meeting - it's crowded and loud!) and introduce them to others.

Even with our virtual events, we can still reach out to new members, guide conversations, and give structure to the zoom break-out rooms, so the networking runs smoothly.

"Oh Mister Ambassador, you're really spoiling us!" Who remembers THAT Ferrero Rocher advert? OK, we're not giving out sumptuous chocolates, but we can make sure that members get the most benefit from being part of Gatwick Diamond Business.

3 Top Tips on Networking

I thought I'd share my 3 top tips for successful networking.

Ask questions & be interested: So many times, I've been talking with someone at a networking event and the other person just won't stop talking about themselves. You've got to show interest in others – what do they do, what are their objectives, who are they looking to meet, how can you help them? You will get so much more out of networking if you go into it with a giving approach, rather than just take-take-take.

Widen your circle: Don't just try to sell to everyone you meet. And especially don't write someone off, just because you don't think you can sell to them. Look for opportunities with others – referral routes, partnerships on projects or supporting clients. Widen your circle – the 10 businesses you meet today will probably know another 10 businesses, and so on.



Networking is all about building relationships, and that takes time

Be known, liked and trusted: The sales process is not instantaneous. You can't expect to turn up, dish out a load of business cards and expect new customers to come flooding in. Networking is all about building relationships, and that takes time. You heard the maxim "know – like – trust".

- Network, mix with people, be seen at events, post articles – get people to know you.
- Be yourself, be amiable, be positive – hopefully they will like you.
- Be useful, answer questions, make referrals, give advice – so that they trust you.
- Then, people will be ready to buy from you.

I hope these tips are useful for you. Do get out there and start networking – it'll be good for your business and yourself too.

And if you come to a gdb event, come over and say hi – it'd be great to connect.

- Anya Ledwith, Eshcon www.eshcon.co.uk
- Susan Fleet, Lea Graham Associates Ltd www.leagramham.com
- Ben Harvey, Storm12 Ltd www.storm12.co.uk
- Simon Bland, Reigate & Banstead Borough Council www.reigate-banstead.gov.uk
- Jaffer Lokhandvala, E-mpower IT <https://e-mpower.it/>
- Tim Fifield, Britweb Limited <https://www.britweb.co.uk/>

Magic Happens when Members Collaborate

Cooden – R&D Tax Specialists and Tomango are both members of gdb and met for the first time, as exhibitors at Let's Do Business, Brighton, in 2019. Cooden won Tomango's prize draw for a free brand strategy session and after making the most of the initial consultation decided that after 8 years in business it was time for a little bit of growing up and to have a serious look at the business, from a branding perspective.

After a very detailed Discovery session between Mark Vaesen, Tomango's Founder and Simon Bulteel the Founder of Cooden, a brief was developed and Mike Vine, Tomango's Creative Director got to work on creating a stunning new brand identity during the first lockdown



in 2020.

Nothing was off limits, although after several long discussions, it was determined that there was a strong affinity to the "Cooden" name and that this would stay. Having made that decision, Tomango went on to develop a bespoke primary typeface, with the use of confident secondary topography and the use of a bold new colour palette. The new brand also allows for further creation

of sub-brands as the company looks to grow in to the future.

Cooden has been helping companies across the UK claim Research and Development Tax Relief since being founded in 2013. Simon and his team, work with their clients' appointed professionals, such as accountants and the in-house finance team to access the most valuable tax relief that an SME can claim.

Tomango is a brand and website design agency that works with businesses that want to attract more of their target market and convert them into loyal customers.

www.coodentaxconsulting.co.uk
www.tomango.co.uk

Riding the Storm

Chailey Heritage Foundation is a charity that provides education and care for young people with complex disabilities. As part of the curriculum for the pupils who attend its special school (which has remained open throughout the pandemic given the children's vulnerability), they regularly take part in therapeutic horse riding, also known as hippotherapy. This specialist form of physiotherapy uses the movement of a horse to help children improve their posture and develop core strength whilst out of their wheelchairs.

Despite having to temporarily pause these sessions during the first lockdown, therapeutic riding returned last June, giving the children a welcome return to one of their most-loved activities. Melissa, one of the Hippotherapists explained, "It's been a big team effort to be able to restart hippotherapy sessions in the Covid-19 era. We've put new practices in place to mitigate any risk of transmission." This has included the riding team wearing PPE, using extra coverings on the horses, minimising the number of people who help the riders and allowing extra time between ses-



sions for cleaning and changing of PPE.

The horses have acclimatised well to their new working conditions, demonstrating their calm, confident temperaments in adjusting to being handled by the team wearing flappy aprons and strange face masks. Nicki, one of our hippotherapists, said, "We have an amazing team... I'm so proud of how we have achieved this. It's hot and sweaty

in all that PPE, but worth every second when you get smiles from the children!"

Hippotherapy is entirely funded through donations from Chailey Heritage Foundation's supporters. To find out how workplace can get involved with supporting projects like this, visit www.chf.org.uk/corporate-partnerships or email fundraising@chf.org.uk

Introducing the new gdb Diamond Mentor programme, led by Joe Cheal (Imaginarium Learning & Development)

Remember the days when loads of us gathered in a big room for gdb networking? Whenever I attend such events, I am always struck by the potential of the combined wisdom and experience of such a group. I wondered what it would take to tap into and develop that extraordinary collective resource.

Having been a mentor, coach, trainer and facilitator (for a variety of organisations and professional bodies) since 1993, I was delighted when the possibility of a gdb mentoring programme became a reality... and I had an option to not only be a gdb mentor but to lead it!

Important question here: "What is Mentoring?" Not necessarily an easy question to answer, but ultimately, it is a relationship where one party shares their experience with another party. It may involve guidance and coaching from the mentor but the onus of reflection, decision and action is with the 'mentee' (i.e. person being mentored). This relationship tends to have an agreed time frame (e.g. six months) with regular (e.g. monthly) meetings.

Why would someone want to become a mentor? Mentoring is not for everyone, but for me, there came a time when I wanted to contribute back into the business community. I spent the first 15-20 years of my career building a business and a reputation in learning & development. Then I had a switch moment where I wanted to help others... by sharing successful ideas... and some of the mistakes I made. I like this philosophy of mentoring: "Learn

from my mistakes and successes... so you can go out, make your own and learn from those too... and then, you will surpass and succeed!"

We want the Diamond Mentor programme to become a further benefit of membership for both those who would share their experience and to those who would learn and develop."

If you would like to apply for mentoring, to help you develop in your business, please contact:
info@gatwickdiamondbusiness.com

Alternatively, contact us if you would like to be considered for the Mentor team.

The Diamond Mentoring team includes:



Joe Cheal
Imaginarium Learning & Development

Involved in leadership, management and personal development since 1993, Joe is an award-winning executive coach, trainer, facilitator and author of various business books. He has a strong grounding in business psychology, philosophy, people engagement and specialises in dissolving dilemmas and solving 'impossible problems'.



Matt Saunders
Storm12

At the age of 25, Matt founded the award-winning Storm12 team with vision, enthusiasm and drive. Matt's 20 years of industry experience and business acumen provide a successful foundation for the continued growth of Storm12. Matt would like to share his experience and knowledge in the marketing and creative sectors.



Mark Vaesen
Tomango

Mark founded Tomango in 2013 to help small businesses develop their brand to grow and be profitable. Tomango creates beautiful and hard-working brands, designs and builds high-end websites and delivers digital marketing strategies for its clients, helping them grow by attracting more of their ideal customers.



Phil Ager
Control Energy Costs Ltd

Accomplished energy professional with background of over 25 years in B2B consultancy, I am passionate about helping customers make informed decisions in a sector full of many complex options. Leading by example, I work hard to inspire our teams to provide quality advice and long-term energy management and procurement solutions.



Anya Ledwith
Eshcon Ltd

Founder of award-winning consultancy Eshcon, Anya works with start-ups, fast growth and corporates on ISO 14001 Environmental Management Systems, carbon reporting and Net Zero. Reducing impacts, cutting costs, saving time and winning business: This is Effective Environmental Management. Anya also mentors on sustainability and women in business.



Sarah Cooper
Development Garden

Sarah is a coach, facilitator and development specialist providing pragmatic coaching and training to support change, performance and people management and capability development. Driven to see individuals be the best they can be, Sarah helps Managers navigate the complexities presented by people and behaviour within any part of the organisation.



Merete Langler
Langsand Coaching

Fully qualified Master Coach, DISC profiler, trainer and mentor. Merete helps Business owners develop plans, ideas and strategies; maximise networking opportunities and improving areas of dissatisfaction. She challenges and moves them forward using a calm, gentle manner and sharing her sense of fun. The result is improved focus and results.



Gerry Lawrence
Freeman Clarke

Gerry Lawrence has been helping businesses grow by making the best use of technology since the dawn of the Internet. Gerry founded the UK's first Internet based CCTV company, has acquired & integrated a dozen businesses for PE backed projects and now runs a team of top-notch strategic technology leaders.

gdb welcomes new members

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

artful associates **Artful Associates**

Artful Associates offers coaching and leadership development to people dealing with change... and right now, that means everyone!

Whether dealing with an upturn or downturn in business, reconsidering direction or simply processing the environment and considering choices, all of our clients have found having an

experienced and thoughtful thinking partner invaluable.

We can work with you however you like: a one-off conversation, or a regular session for a number of weeks or months.

You'd be amazed how powerful it is to have someone who really listens to you and asks great questions to help you think better!

www.artfulassociates.com



www.invictuswealth.co.uk

Invictus Wealth Consultants (IWC)

Invictus Wealth Consultants (IWC) are a Horsham based Financial Advice firm, who provide advice to companies and individuals across the UK. IWC specialise in providing tailored workplace seminars and individual one-to-one employee surgeries for businesses. They can advise on a variety of areas including, but not limited to, pensions,

savings, investments, inheritance tax planning and mortgages. Providing excellent service and delivering great client outcomes is at the core of their business proposition. They currently work with a variety of individuals and corporates from small to medium sized businesses up to PLC's with tens of thousands of employees.



www.wideandnarrow.co.uk

Wide & Narrow

Three friends with a history of traveling around the US visiting every BBQ joint they could find always dreamed of setting up their own restaurant. Having spent much of 2020 contemplating their futures (like the rest of the world), these friends decided to take their lifelong experiences and love of BBQ and music to launch Wide & Narrow Smokehouse.

To get started, they invested their money into an Airstream and several smokers and hit the road serving up authentic low and slow smokehouse BBQ. The eventual goal being to have a restaurant where families can relax, enjoy freshly cooked BBQ with great drinks to a classic soundtrack and get their hands dirty with our sweet sauces and dry rubs.

Upcoming Events

www.gatwickdiamondbusiness.com/events

gdb **gdb Networking**

Wednesday 3rd March: 13:30 - 14:30

Get to know gdb!

- Network with others who are new to the gdb experience and get some tips from our Ambassadors on how to get the best commercial benefits from your membership with gdb!
- Free for New Members & Non-Members

Friday 5th March: 09:15 - 10:45

Your Place in the World...& the EU

- Your chance to discuss the challenges & opportunities for business arising from Exiting the EU.
- Free for gdb Members & Non-Members

Tuesday 9th March: 10:30 - 11:30

gdb Virtual Elevenses & Networking

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

Thursday 18th March: 11:00 - 11:50

How to Deliver a Webinar That's So Good People Won't Want it to End

- Join BBC broadcaster (and gdb member) John Young — for his latest fast, fun and effective roller-coaster of a workshop. John will share his formula for taking boring information and making it interesting.
- Free for gdb Members
- Non-Member Fees Apply

Friday 26th March: 11:30 - 12:45

gdb March 2021 Members Meeting with Thakeham Group

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

Wednesday 31st March: 11:00 - 12:00

'Ask the Expert' with C2C Growth Hub

- Come along and find out how the Growth Relationship Managers Karen Tyrrell and Fiona Anderson can work with you using unique diagnostic tools to ascertain areas of focus and growth in your business.
- Free for gdb Members & Non-Members

Tuesday 6th April: 10:30 - 11:30

gdb Virtual Elevenses & Networking

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

Tuesday 13th April: 12:00 - 13:30

The Enterprise Readiness & Resilience Programme

- Robert Coles, Chief Executive, Roffey Park Institute
- Free for gdb Members & Non-Members

Friday 15th April: 11:00 - 12:00

'Ask The Expert' with University of Sussex

- Growth Through Innovation
- Free for gdb Members
- Non-Member Fees Apply

Tuesday 20th April: 09:30 - 10:45

The Power of Community – Building your Business Connections

- Join gdb, Manor Royal Business Improvement District, Burgess Hill Business Parks Association, Haywards Heath Business Association and East Grinstead Business Association to hear some real-life examples of collaboration and community from within their valuable networks.
- Free for gdb Members & Non-Members

Friday 30th April: 11:30 - 12:45

gdb April 2021 Members Meeting

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

Head on over to the gdb Events Page for more details and to book

Diamond Listing Directory

Welcome to your Diamond Listing Directory

Accounting / Financial Services



BDO

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



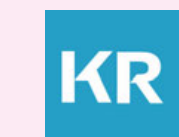
Brewin Dolphin

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



KPMG

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



Kreston Reeves

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



MHA Carpenter Box

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



Servo Private Wealth

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



Your Right Hand Finance Team Limited

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



Airport / Airline Services

Gatwick Airport

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



Virgin Atlantic Airways Ltd

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



Architectural / Construction / Maintenance

Vulcan Ellis

<https://www.vulcanellis.co.uk/>
info@vulcanellis.co.uk
07903 911727



Banking

HSBC

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



NatWest

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



Business Consultants

Hazel Gibson Learning & Development Consultant

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

Environmental Services



Cleankill Pest Control

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

Food & Drink



Love Water

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



Nestle UK Ltd

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

Hotels / Venues / Events



Ashdown Park Hotel

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



Millennium & Copthorne Hotels Plc

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



South Lodge Hotel

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

Insurance / Risk Services / Compliance Services



1st Central

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

IT Services / IT Support



E-mpower IT

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



Extech Cloud

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



Red River

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



Vazon Technology

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

Legal Services



DMH Stallard LLP

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



Irwin Mitchell

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



Mayo Wynne Baxter

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



Schlich

<http://www.schlich.co.uk/>
sean.hughes@schlich.co.uk
01903 717001

Leisure / Entertainment



K2 Crawley

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

Local Government / Public Sector



Crawley Borough Council

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

Logistics / Travel Services



DNA

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



Gatwick Express

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



ILG

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



Metrobus

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

Manufacturing / Engineering



CommTEL

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



Pentagon Plastics Ltd

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



Marketing / Media / PR

Huxley Digital

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



Elekta

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



Varian

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



Welland Medical

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

Office Services



Omni3

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



Regency Grove Communications

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

Property / Planning Services



Thakeham Group

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

Recruitment / HR



Volt

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

Training / Education



Chichester College Group

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



East Surrey College

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



Proactive by Design

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



Rewards Training

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



Roffey Park

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



University of Brighton

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



University of Sussex

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

Utilities



Control Energy Cost

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



Southern Water

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

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gdb community

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Group and keep
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latest advice that
could help you and
your business

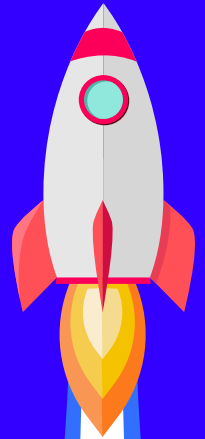
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Bi-Monthly Diamond Rough Cut



Elevenes & Networking



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&

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Excellent introductory offers to make joining our business community as simple as possible, contact us for more information -

info@gatwickdiamondbusiness.com



Ask the Expert Sessions



Members News Page



Bi-Monthly Diamond Magazine



Community of Business

New for 2021... Diamond Training/Diamond Experts/Diamond Mentors