

**Edition 16**

**Sept & October 2022**

The magazine for Gatwick Diamond Business members

# jetBlue: Arrive in Mint condition!

jetBlue®

Energy supply contract  
due, don't wait to renew!

Member Spotlight:  
Nick Broom

GDBA 2023 &  
Diamond Alumni





**GDBA**  
**2023**

## CELEBRATING BUSINESS EXCELLENCE

**Join us as we recognise the passion and talent of our business community**


The Gatwick Diamond Business Awards celebrate people and businesses who have shown innovation and inspiration in their work, and have demonstrated a real commitment to the region. The Awards have become one of the most prestigious business occasions – celebrating the best of the best across the Gatwick Diamond.

Entry Period: 5th October - 18th November 2022

Awards Night: 23rd March 2023

For more information, visit:

[WWW.GATWICKDIAMONDBUSINESSAWARDS.COM](http://WWW.GATWICKDIAMONDBUSINESSAWARDS.COM)

 @gdbizawards



touched by her death. What a privilege it has been to have lived in her time!

I hope you've all managed to factor in a break and enjoyed some down time over the summer now travelling is so much easier. The gdb Team each had the pleasure of using Gatwick Airport to get to and from our chosen destinations, and I am pleased to report that Gatwick is doing us proud and providing an excellent service once again. Take a look at pages 20 & 21 to see details of Gatwick Airports recently published research on Airport Economic Zones, which looks at ways to attract investment to benefit both the airport and our regional economy.

This month's front-page photo shows jetBlue, our newest Diamond Champion Member, who we are delighted to welcome to our business community. General Manager Maja Godesev, joins 15 fellow Diamond Business Champions all of whom can be seen on the gdb website Home Page carousel: <https://www.gatwickdiamondbusiness.com/>

September is traditionally a busy month in our calendar, with business

owners and leaders back from summer break refreshed and ready for action, and for the gdb team, preparations for the launch of the 14th annual Gatwick Diamond Business Awards are in full flow. Full details will be available very soon on our BRAND NEW Gatwick Diamond Business Awards website, currently under construction courtesy of Storm12. Huge thanks must go to the Storm12 team for their support.

I do hope you are all planning to enter at least one of the award categories!? For hints and tips on writing a great entry and on the benefits of entering, check out our “How to Win Awards” webinar presented by Donna O’Toole on 7th October, and take a look at the comments from this editions ‘Member Spotlight’ contributor Nick Broom on page 4.

Our thanks as always to Creative Pod for the design of Diamond, and to all of you who have contributed your news, inspiring stories and advice to this edition.

Sally Brown, General Manager



Presented by gdb with  
**Creative  
Pod.**

Keynote Speaker  
**Surinder Arora**

**Founder and Chairman of The Arora Group**

**We are delighted to present the second Gatwick Diamond Business Awards - Diamond Alumni VIP Lunch!**

**DIAMOND ALUMNI** is a prestigious members club exclusive to Gatwick Diamond Business Awards' winners, sponsors and partners. It brings together a selection of the very best of Gatwick Diamond businesses as recognised by the region's premier business awards since their inception in 2009.

**In partnership with Creative Pod, DIAMOND ALUMNI launched in 2021, and at this year's VIP Lunch we will take the opportunity to further celebrate the success of this year's Awards Winners and acknowledge the support of Sponsors and Partners, at the Sofitel Gatwick on Wednesday 5th October.**

**To find out more about Diamond Alumni -  
[www.gatwickdiamondbusinessawards.com/134-alumni.html](http://www.gatwickdiamondbusinessawards.com/134-alumni.html)**





# MEMBER SPOTLIGHT



Nick Broom with Russell Kane  
at the GDBA 2022

**Name:** Nick Broom

**Business name:** PVL UK

**Member since:** 2012

**Description:** PVL help save lives on the road and generate brand awareness. We are the biggest manufacturers of reflective and high visibility markings for vehicle fleets in the UK and export around the world.

**"At stages in growing PVL to over 50 people I have needed local suppliers, introductions, peer-learning and sometimes just someone to share trials and tribulations with. gdb engenders a learning and positive environment that supports and engages business of all sizes whilst also informing and effecting local policies that help continued economic growth in the region."**

## **1. What appealed to you about joining gdb?**

Initially, I was keen to join an active and vibrant local business community to build up my local network to attract business, since many of our clients are based outside the area, or even abroad. However, I quickly realised that in fact, the membership, and their knowledge and support was in fact the better reason to join. Whether it is a one to one over a coffee at a networking event, or a seminar on a particular subject, there is always something to learn and take away to help build your business and knowledge.

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

The range of businesses represented in the region. Who'd have thought that you might bump into a magician, an airline and a TV-presenter alongside a lawyer and plastic injection-moulder! From lifestyle businesses to huge corporations, there will be someone in the network who can connect you with whoever you are seeking.

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

It was a privilege to serve on the gdb executive council for 5 years, and during that time I learned a lot about its connec-

tions, influence and direction. However, the single biggest thing we've got from our membership is the peer-evaluation process of the annual awards. This has helped us get regular, impartial 360 perspective on PVL, driving changes and improvements to help us be better (oh, and we've accrued a few lovely shiny trophies along the way too!)

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

It has given us the opportunity to build relationships with potential customers before any future business is done, raise our profile locally, and for recruitment (through award-wins). Increasingly, other members of my team attend the events too, so they are building up their network of other businesses who become ambassadors for our own services and products.

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

Without doubt, it's the annual Awards. It really is the centrepiece of annual awards in the region, supported and sponsored by key businesses and organisations in the region. The breakfast and lunch meetings are always valuable (there's always someone in the room to engage with and hear perspective

on!) but the Awards are a fantastic opportunity that more people should take advantage of.

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

I belong to various business networks, but few offer the scope of gdb. Members understand the benefits of networking and are keen to encourage collaboration between businesses.

The team at gdb strive to understand business and the membership offering professionally organised, regular events are well considered venues and hosts.

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

Listen. Ask questions, listen to the answers, learn from them. It's worth checking out who is going to an upcoming event so you can think of something to ask, but there's ALWAYS something to learn, and we've got two ears and one mouth specifically for that purpose!

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

Referrals and recommendations. Recognition for our achievements and introductions to members who offer services we require as well as charities we can support.

# Technology solutions to transform your business

Our group of companies can provide technology solutions and consultancy across a myriad of managed services, from the post room to the boardroom.

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- Mailroom Solutions
- IT Managed Services
- IT Procurement
- Relocation Services
- Project Management
- Cyber Security

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## Stay in touch!



### Ashdown Park Hotel & Country Club announces the appointment of Tony Sanders to the role of Executive Chef.



Tony Sanders

Sanders brings with him over 20 years' experience, having worked in renowned establishments around the world, including Surrey Hotel in Auckland City, Marigot Bay in St Lucia, Gaucho Restaurants in London and, most recently, The Markets Group and its four restaurants in London.

In his new role at the hotel in Forest Row, East Sussex, Sanders will be implementing subtle changes across the food offering throughout the property, utilising the finest ingredients and keeping a firm focus on seasonal produce and fresh ideas.

The chef will oversee Ashdown Park's two-AA Rosette Anderida Restaurant, as well as the more casual Forest Brasserie, which overlooks the hotel's 18-hole par three golf course, located adjacent to its spa and indoor swimming pool.

Sanders' responsibilities will also extend to the hotel's considerable wedding and events catering portfolio.

Sanders commented: "I feel very privileged to be joining the team at Ashdown Park Hotel & Country Club. Who wouldn't want to work here? It is a stunning venue with a fantastic reputation, long associated with high standards of service and

quality. I am excited to challenge my creativity further whilst honouring the hotel's heritage."

Ben Booker, General Manager at Ashdown Park Hotel & Country Club, added: "We are delighted to have Tony Sanders join the team. He is a passionate chef with the skills and commitment to deliver exceptional flavour across his repertoire of excitingly fresh dishes."

Set within 186 acres of landscaped gardens, Ashdown Park Hotel & Country Club is housed inside a listed 19th century mansion in a prime position in Ashdown Forest, East Sussex, within the High Weald AONB.

The hotel comprises 105 guest bedrooms, as well as a spa, two restaurants, an afternoon tea lounge and ample events space.

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

## 7 Free Marketing Tools To Utilise In Your Business

Running a business and trying to get your name out there can seem stressful and daunting. The great news is that there are some free tools you can utilise in your business to help.

### 1. Google My Business

A great way to increase your online presence - companies can add information on their business including opening hours and photos as well as putting up posts and receiving reviews.

### 2. PR

Not a singular tool as such but do not be afraid to utilise PR and free tools around this. One such tool is Twitter! Be sure to search the hashtag #journorequest when on the platform for ways to find opportunities.

### 3. Google Alerts

This is a great way to help track mentions of your business and any successful PR from point 2. They can also be set up for

keywords in your industry or for competitors which will keep you up-to-date, knowledgeable and relevant.

### 4. Canva

A great way to help create impactful and professional looking graphics for your business. You can then use this in conjunction with point 5.

### 5. Buffer

This tool will help you to schedule social media posts. We all know that having an online social media presence can be key to marketing but can be time consuming. Buffer is a great way to manage multiple social media accounts and to schedule your posts in advance.

### 6. Hubspot

Not only does Hubspot have a free CRM to help businesses manage their leads and sales journey but also offer email marketing tools including being able to send newsletters and emails to pros-



pects and customers.

### 7. Business Listings

Make sure you include company information and contact details to free business listings to increase your online visibility. There are many websites available for generic business listings but also make sure to research if there are any specific to your industry that you can also be included on.

<https://www.adavirtual.com>

## Creating a Story.... Providing a road map for positive change and awareness.

I established my company Barefoot Healing in 2006, from a desire to create a positive change to people's lives. To activate a profound knowledge that resides within ourselves, to heal and transform to greater awareness and change.

I started my business with a vision to educate people to gain a toolbox of skills to enable them to feel fulfilled in themselves and have the knowledge and the empowerment to know that 'what we think, we create'.

These last 2 years our awareness has been acute to how important our mental health is, we have been forced to stop which has allowed us to rethink the template of our lives and what is important to us. This has come with some trepidation and resistance which has brought on anxiety and worry.



I am a great believer that mind and body awareness are always linked and work side by side. Many athletes of sport use 65% of the power of mind before they even start training in sport, as demonstrated by the recent documentary about world renowned Footballer Cristiano Ronaldo.

Each individual is unique so will learn slightly differently than another. So, no

one can be left behind as we work on each strength and power of each special person.

I have an array of experience including 14+ years working on the frontline of Child Protection, 10+ years as a sports coach working alongside Olympic champions and most recently over the last 7 years, I have facilitated events within the corporate sector, helping people with high pressured careers to stay focused and grounded.

We're passionate about assisting people to create a sanctuary for their minds when they need to rest, and when they need clarity and creativity.

If you'd like to reach out to us, we'd love to hear from you.

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

## Bluebell Digital Supporting YMCA Downslink



On a sunny day in July the YMCA Downslink Challenge saw teams of supporters taking on the 17 and a half mile walk along the Downs Link Pathway (after which the charity is named) from Horsham to Shoreham-by-Sea. Everyone was there to support young people in Sussex and Surrey who are experiencing homelessness and put them back on the path to independence.

YMCA Downslink is a charity that aims to prevent youth homelessness through accommodation, support and advice.

Every night they provide a safe home to over 750 young people in our local community. Each and every one has faced serious challenges in their lives. No young person chooses to be homeless.

Bluebell Digital was asked to sponsor the Challenge this year as our founder Barney Durrant has been involved with the charity in the past by mentoring young people who are NEET (not in education, employment or training) and helping them to make a move into university or other further education, a

job or suitable training courses. We know what a great charity it is and as a Sussex-based business, we wanted to help young people in our local community.

Despite the scorching hot weather, everyone safely made it to the end in Shoreham. Thanks to everyone who participated whether staff member, resident, sponsor or supporter.

If you are interested in volunteering or making a donation to help local young people, then head over to the YMCA Downslink website <https://www.ymcadlg.org/> and follow them on social media for regular updates on projects, events and how to get involved.

Bluebell Digital helps companies reach their customers through effective digital marketing. Get in touch for a free chat about your current or potential marketing activity at <http://www.bluebelldigital.co.uk>

## Bluelite Group announced as finalists in prestigious Sussex Chamber Business Awards

The Bluelite Graphics Group has been announced as a finalist in The Planet Saver category of the Sussex Chamber Business Awards 2022.

The award is designed to recognise organisations with sustainability at the heart of their business, who are fully committed to sustainable best practice and to making the world a better and safer place.

Bluelite, based in Burgess Hill, West Sussex, has been at the forefront of vehicle livery design and application for more than 30 years and places sustainability at the core of its operations, as Managing Director, Lorraine Avery explains:

“We are delighted to be shortlisted for this award which recognises the journey that Bluelite is on to minimise its carbon footprint and reduce its environmental

impact, in partnership with its employees, suppliers and customers.

“It’s also good to see that our core markets of publicly funded emergency services fleets are increasingly focused on supply chains contributing to sustainability goals.

“Bluelite is accredited to ISO 14001 for environmental management and we use independent assessors to chart our progress on our sustainability journey; we constantly challenge ourselves to do better.”

In recent years, Bluelite has introduced a number of measures to reduce its environmental impact, including investing in renewable energy generation to reduce its carbon emissions; half of its power requirements are now met by solar energy. The company also uses low solvent inks, LED lighting and electric vehicle



service support.

The awards event is being held on 20th September 2022, at Buxted Park Hotel, Ashdown Forest, East Sussex, when the winners of all eight categories will be announced.

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



## The evolution of "team one"

### FIEFDOMS OF NUMBER ONES

Some time ago, leaders from a professional services client gathered for their first [Focus Day™](#) session. The 10 leaders trickled in and milled around in silence, staring at their phones.

Each angled to speak with the owner but not with one another. The session began with an awkward check-in filled with mostly generic comments and hazy expectations for the day.

It became clear that the organisation had become a fragmented collection of individual fiefdoms. Divisions burst open as individuals spoke with passion of "my team" but never of "our team."

The company's owner said to me privately, "I can see we've got some work to do."

When teams function as separate siloed entities, they continue to struggle. Letting go of fiefdoms and running on

EOS can have a profound impact on team health.

### OUR HEALTHY TEAM ONE

When beginning the EOS journey, many leadership teams suffer from a lack of cohesiveness. They also lack the ability to speak openly and honestly with each other.

Many of these leaders struggle with accountability and direction – mainly because they haven't developed the underlying trust to be authentic. Plus, they haven't been real about what they want from the business.

### TEAM ONE TAKES TIME

A year after the Focus Day, that same professional services leadership held their quarterly planning session with me.

This time, six confident leaders came into the room together, chatting and



Brandon Harris

laughing. During the check-in, they shared personal stories and warm acknowledgments of one another's wins.

During the issues-solving portion of the agenda, they had open and honest discussions without holding back. Tough decisions emerged from strong opinions, but without rancor. These decisions had full buy-in because everyone had weighed in.

How strong is your Team One? Take the Organizational Checkup™ to find out!

<https://bit.ly/3QJhJDr>

## Grow your business through more effective leadership & management



Did you know that investing in Leadership & Management Development can have a genuinely positive effect on your business growth?

A report by the UK Commission for Employment & Skills (2015) found that businesses who develop their personnel into effective leaders and managers have greater productivity, growth, and longevity.

In addition, better leadership and management help to support the talent pipeline and well as greater employee engagement and retention rates – the No.1 challenge that U.K. businesses are currently facing.

Engaged employees can give a business the edge over its competitors through lower sickness absence, a high-

er understanding of customer needs and loyalty. Loyal employees are less likely to leave, reducing disruption within an organisation and the costs associated with the recruitment process.

If you want to know more about how to develop your or your team's leadership and management skills at no cost to your business, email [The Business Hothouse at hothouse@chi.ac.uk](mailto:hothouse@chi.ac.uk) or search Eventbrite/business-hothouse for full details of their free, 2-day workshops currently running in the Gatwick Diamond region.

<https://www.chi.ac.uk/>



# Arrive in Mint condition!

Just over a year ago, jetBlue entered the transatlantic market with the first flight from New York John F. Kennedy Airport (JFK) to London Heathrow (LHR). Daily flights from London Gatwick (LGW) to JFK followed shortly after. This August, the New York flights have been expanded with daily flights to Boston Logan International Airport departing daily from LGW airport and starting end of September jetBlue will also be operating daily Boston flights from LHR airport.

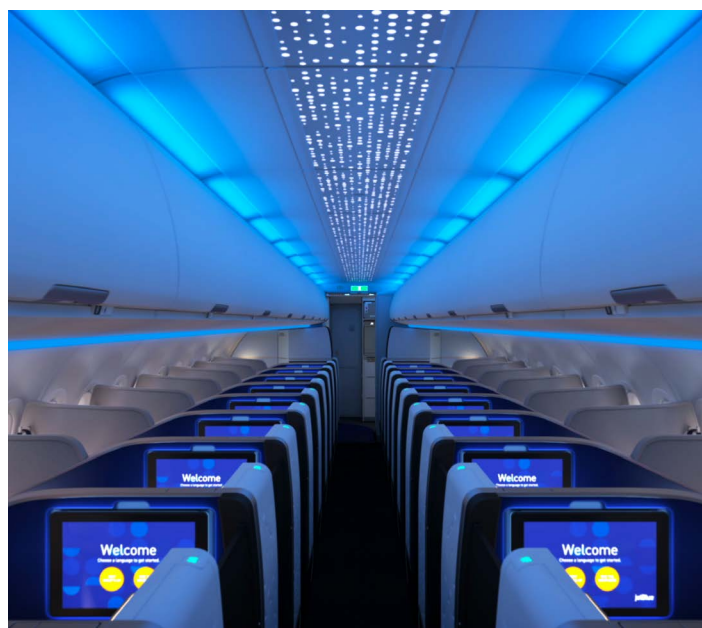
But that's not all! A second daily service between LGW and JFK airport is scheduled to start end of October which will see jetBlue operating 5 daily flights between the U.K. and the United States!

jetBlue flights between the U.S. and London are scheduled to operate using the Airbus A321LR aircraft with 24 Mint suites, 114 core seats and the sleek and spacious Airspace cabin interior. The A321LR— offering the range of a wide-body but with the economics of a single-aisle aircraft – along with the airline's acclaimed service and attractive fares has proven to be a winning combination for flights between the U.S. and London.

jetBlue offers the most legroom in economy, live television and on-demand entertainment on every seatback, free and fast Fly-Fi broadband internet, complimentary snacks and soft drinks, and great customer service. jetBlue's entrance into the transatlantic has introduced a new era of customer-focused, low-fare travel for leisure and business travelers.

The airline's Mint premium experience, which was completely reimagined for transatlantic flying, offers customers a fresh choice when flying between the U.S. and the U.K. jetBlue Mint on the A321LR features 24 fully lie-flat private suites with a sliding door – including two Mint Studio® seats – and a custom-designed seat cushion developed by innovative mattress company Tuft & Needle. Its proprietary T&N Adaptive® foam with a breathable cover creates a cool and comfortable sleep experience unlike anything in the sky. Mint also boasts countless intuitive design touches that help every customer feel at home in the air. jetBlue has also introduced its latest innovation – the stunning Mint Studio – offering even more space in a premium experience. Mint menu by Delicious Hospitality Group's (DHG) features a rotating selection of fresh, seasonal small plates inspired by Mediterranean-style cuisine, as well as wine and cocktails.

jetBlue's industry-leading core experience, also reinvented for crossing the pond, offers a new level of service to customers who generally fly economy but still want a great experience at an attractive fare. With just 114 core seats – including 24 Even



**jetBlue flights between the U.S. and London are scheduled to operate using the Airbus A321LR aircraft with 24 Mint suites, 114 core seats and the sleek and spacious Airspace cabin interior.**

More Space Seats – customers on jetBlue's A321LR enjoy a boutique-style experience no matter where they sit. All of the comforts jetBlue customers have come to expect is enhanced by the airline's partnership with New York-based restaurant group Dig to bring its signature build-your-own dining con-



cept to tray tables at 35,000 feet. Core customers also enjoy a free selection of soft drinks, coffee, tea, beer, wine and liquor. The A321LR features new extra-large overhead bins, and all customers regardless of fare type may bring one carry on, space permitting, and one personal item.

jetBlue customers at London Gatwick can make use of the 'Premium Security' services and at London Heathrow the 'Fast Track'.

The jetBlue UK Sales Team is spear-headed by Maja Gedosev, General Manager for Europe at jetBlue. She is joined by two Senior Sales Managers - Claire Herbert and Maris Kuklis. Together, they work on developing trade sales and partnerships.

For more information on jetBlue's services from London, please visit [jetblue.com/london](https://jetblue.com/london)

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**jetBlue's industry-leading core experience, also reinvented for crossing the pond, offers a new level of service to customers who generally fly economy but still want a great experience at an attractive fare.**

**With just 114 core seats – including 24 Even More Space Seats – customers on jetBlue's A321LR enjoy a boutique-style experience no matter where they sit.**

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## Flexible energy eBook

With the rapid spike in energy prices across the globe, now more than ever is the time to be conscious of how much you are spending on your energy.

Having a strategic long-term energy procurement plan in place can help you manage your energy requirements in a more cost-effective manner.

That's why flexible contracts are worth considering.

Enabling you to purchase energy for up to five years in advance and build a price made up of multiple purchasing decisions, flexible purchasing allows you to take advantage of wholesale market fluctuations and move quickly when the market is favourable. Unlike fixed purchasing, it also enables you to spread risk when the markets are high.

With the current energy crisis, the market can be volatile and difficult to navigate. The longer the purchasing

framework, the greater the prospect of minimising risk and exposure to volatility.

Smaller businesses as well as large corporates can benefit from flexible purchasing. Our team of experienced market analysts will help you build an effective energy purchasing strategy that addresses your business needs and helps you capitalise on market volatility

to minimise costs.

To help you explore flexible purchasing as an option for your business, we have created an eBook as a straightforward guide to understanding how flexible energy contracts work and the benefits they can provide.

The eBook is free to download. Sign up for your copy by visiting [www.cec.uk.com/flex](http://www.cec.uk.com/flex)



## Develop Fresh Tech Talent With A Creative Process Digital Apprenticeship

Digital Apprenticeships are a high impact and cost-effective way to recruit, train, and retain the talent you need in your team. Apprentices bring an abundance of advantages to businesses, including increased capacity, fresh ideas, and the latest best practices. Below are our 4 top benefits of hiring a Digital Apprentice:

### 1. INCREASE YOUR MARKETING CAPACITY FOR LESS

A digital apprentice can take on daily tasks and turn around those time-con-

suming marketing demands, from planning social content, setting up ads, answering web queries, and collecting campaign data to free up your time for more important tasks.

### 2. CASH GRANTS AVAILABLE

Apprenticeships are amazing value. As an earn and learn opportunity, employment costs, can be lower than that of a general digital assistant, and there are huge amounts of government support available, such as the incredible £12,000 digital skills training grant to be spent towards training a new apprentice or an existing staff member.

### 3. HIRE FOR ATTITUDE AND TRAIN FOR SKILLS

In marketing, most in-demand skills can be broken down into two categories: things that can be taught, and things that come naturally. The latter category includes curiosity, creativity, empathy,

a way with words, a team spirit, and a can-do attitude. Everything else, from marketing theory to SEO, photo editing to keyword research – evolves as the industry does and can always be taught.

### 4. EMBED INDUSTRY BEST PRACTICES WITHIN YOUR DIGITAL STRATEGY

Digital is an ever-evolving field which blends creativity with technical skills. There's always something new to learn, from emerging platforms to algorithm updates and the constant changing of customer preferences. An apprentice can reinvigorate your team, help you tap into new audiences and transform pure creative energy into powerful digital campaigns.

Find out how you can sure up your business with a digital apprentice at our next Employers' Briefing Webinar, register here: [www.creativeprocessdigital.com](http://www.creativeprocessdigital.com) or contact [david@creativeprocessdigital.com](mailto:david@creativeprocessdigital.com)



## Communicate to grow

Pest control is mostly about prevention. Every office block and every restaurant in every city will have some form of pest control. If you go to America, people will go and eat in a restaurant if they see a pest control van outside as they know that the restaurant is taking care to keep free of pests. However, in the UK, the pest control industry has a different image and people tend to think that a pest controller outside a restaurant is not a good sign. This is because we have not communicated the message that pest control should be about prevention rather than cure.

Workplace communication is important to companies because it allows them to be productive and profitable. Employees will experience an increase in morale, productivity and commitment if they are able to communicate both up



Paul Bates

and down the organisation chain.

Salespeople must communicate their services and products to their clients, managers must communicate the ideas of their bosses to their staff, bosses must communicate their ideas to their managers.

In pest control there is still the one brand that is the 'Hoover' of the industry. At Cleankill we try to get the message out that there are alternatives that are far more highly accredited, more economic and whose staff stay with them. Cleankill is the only pest control company in England to achieve the Investor in People Gold accreditation, the main contractor for two international property firms and the 'go to' company when pest problems are in the news for several radio stations. All of this has come through effective communication which has taken us from zero turnover to hopefully in excess of £4million by the end of this financial year.

For a free survey or cost comparison email [info@cleankill.co.uk](mailto:info@cleankill.co.uk) or go to [www.cleankill.co.uk](http://www.cleankill.co.uk)

## Riverside Medical Practice refurbishment

JKS London Ltd have recently completed an extensive refurbishment of this stunning converted Edwardian building whilst the practice remained fully functional and open to continue to serve all its patients.

Works consisted of design and upgrade of fire and emergency lighting systems

- New dimmable LED energy efficient lighting and external lighting scheme
- New M&E services
- Carpentry, plastering and redecorating throughout the building
- Design and Installation of new DDA patient lift
- Enhanced access facilities for patients and staff
- Increased capacity of the clinical rooms
- New CCTV Installation for enhanced patient and staff safety
- New staff and patient high efficiency toilet facilities throughout
- Increased capacity of the clinical

rooms

- Complete new Forbo flooring throughout
- Cycle Pram and mobility scooter parking area
- Provision for EV chargers
- Full design and refit to all clinical and administration offices with new state of the art furnishings & medical equipment

David Gill director of JKS said:-

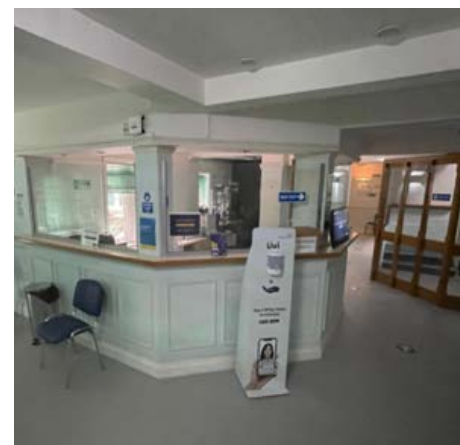
"It was a challenging and innovative project. JKS wanted to ensure the surgery continued to provide their patients with the best care possible and with minimal disruption.

To achieve this, we worked closely with the partners & practice manager and made a range of changes whilst improving the buildings resilience and infrastructure.

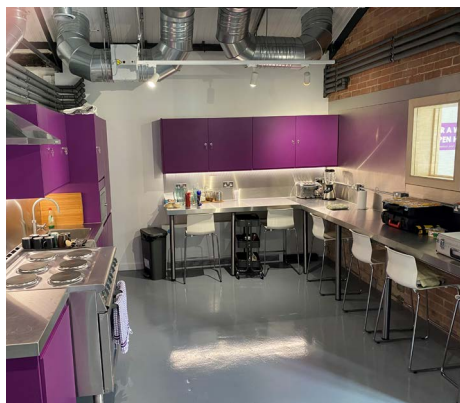
Doctor Patel said, the renovation project was totally stress free, as JKS provided immense support and continued feedback throughout the project.

The staff were all fantastic, from the building team to the back office. Work was carried out to the highest standard and given the extremely challenging circumstances of needing to continue to run a health care organisation whilst the building works were going on, we found we were able to do so quite fluidly. The feedback during the works from our patients has been highly positive.

<https://www.jkslondon.com>



## Huge gdb Support For Charity Evening At Crawley Open House



After years of planning, fundraising and building (during a global pandemic!) local homelessness charity Crawley Open House opened their brand-new Resource Centre in July. It is based around a workshop and learning area with the intention of giving hostel residents and service-users the confidence and skills required to help them head towards

employment and independent living.

The opening event saw over 170 people explore the new Centre, including gdb's own Mandi and Aaliyah, and representatives from many gdb members including Thakeham, Thales, Metro Bank, RPD, Sub Cool FM, Virgin Atlantic, Harwoods, Storm 12, RPD, ILG and MCA. Special thanks go to Xpress Group and EMW Law for helping out on the night.

"Being a part of the gdb community has been so positive for Crawley Open House and our vital work over the years, and we are so grateful for the support of GDB and so many members and friends at our recent opening event. Heartfelt thanks to you all, and to everyone who has helped get this amazing project off the ground" commented Ian Wilkins from the Charity.

Contact Ian Wilkins at [ian.wilkins@](mailto:ian.wilkins@)

[crawleyopenhouse.co.uk](http://crawleyopenhouse.co.uk) to find out more ways of helping the fight against homelessness and hardship locally.

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



## Balanced Health

When was the last time you challenged your balance? Tried to see how long you can stand on one leg, walk along a wall, or tried skateboarding, or even riding a bike? Would you have thought twice about any of these things as a 5-year-old? How about as a 30-year-old or now 50-year-old?

All the basic playing and climbing we do as children, we do less as adults and our balance suffers as a result.

A simple balance test may help predict

serious health issues for older adults, [British Journal of Sports Medicine](#).

Participants were asked to complete a basic balance test of standing on one leg for 10 seconds, without using their hands or leaning on an object.

Participants who couldn't complete the test were 84% more likely to die of any cause during the next 10 years of follow-up than those who could balance. And participants were less likely to complete the test as they aged, with

5% of people in their early 50s failing the test, compared to 54% in their early to mid-70s.

Falls can have a devastating impact on wellbeing and independence. Every year, around a third of over 65's and over half of over 80's will suffer one or more falls. However, with the right knowledge and the right support at the right time, these occurrences will no longer be such an inevitability.

Crawley Wellbeing have been running their Wellbalanced programme for a number of years. It's a full body approach to falls prevention, led instructors aimed at the over 50's who want to work on their general strength, balance and co-ordination.

To find out more about our Wellbalanced Programme for either yourself or someone who you feel may benefit from them, please contact Crawley Wellbeing directly on 01293 585317 or at [wellbeing@crawley.gov.uk](mailto:wellbeing@crawley.gov.uk)





## A New Milestone For Every Month at Creative Pod!

Creative Pod, a multi-award-winning marketing, design and website agency, are ticking off a new milestone nearly every month this year.

The creative agency secured its Google Search partner status for the second year running in February, meaning they are officially certified in Google Ads, which provides benefits for their clients, as well as a big advantage over their competitors. In March, they also won the Creative Design & Marketing Award at the Gatwick Diamond Business Awards; a new category that was announced for 2022, making them the first-ever winner.

Back in April, their Marketing Director, Sarah Lyons, helped lead the agency to achieve their Drum Recommended agency status, making them part of the global media platform which promotes and recommends the most prominent marketing agencies. Lastly, in July, they

received their official Living Wage Employer accreditation.

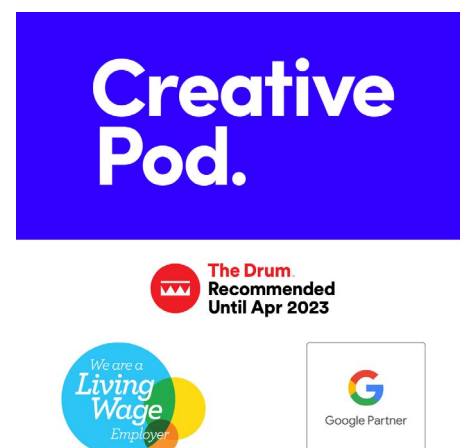
Matt Turner, the CEO, said: "We understand that the cost of living is increasing weekly, and although we've always paid the living wage, it was important for us to be transparent. We have nothing to hide! My team works hard and deserves to take home a fair day's pay at the end of the month."

The agency has also seen exponential growth since the pandemic. As of July, they have expanded to 23 employees in both their marketing and design disciplines, an increase from nine in March 2020. The marketing team increased from three to eight and the design team from two to five.

With this growth, Creative Pod are also mindful of giving back to the community, and they have pledged to raise £16,000 throughout 2022/23 for Chestnut Tree

House, in line with their company's 16th birthday.

If you want to support their next event - a whopping 52km sponsored walk from the Creative Pod offices to Chestnut Tree House in October - donate here; <https://www.justgiving.com/fundraising/creative-pod>



## Cultural Intelligence



What if...

...your business could thrive in an increasingly global and diverse world and your teams (and you) were able to grow your capability and understanding of cultural differences, be adept at navigating culturally complex (business) environments and could therefore unlock the potential of gaining a huge competitive advantage in the market and vis-a-vis your competitors?

Well, you can! Cultural Intelligence (CQ) by definition "is the capability to function and relate effectively in culturally diverse situations" (Cultural Intelligence Centre) and the researched based

evidence shows that businesses can gain success in culturally different markets, speed and efficiency across borders in transactions/deals, team effectiveness and profitability and cost savings when high levels of CQ are present. Furthermore, it can foster leader performance, creativity and innovation, negotiation effectiveness and very importantly, trust. This skill, which can be developed and nurtured, enables you, both in and outside of the working environment, to "read scenarios", amplify your knowledge around culturally different business and social practices and give you the ability to plan better in multicultur-

al situations. The first three capabilities of Drive, Knowledge and Strategy, then feed into the fourth capability - the ability to adapt in multicultural situations. In the business world, this has been proven to lead to better solutions due to developing one's communication which "code-switches" according to the cultural setting.

CQ is fundamental both domestically and internationally and has been recognised by many, including research done by Deloitte, as one of the key leadership skills to have (and keep developing).

If you are interested in learning more about CQ and developing an action plan for you, please do not hesitate to get in touch; I am an accredited facilitator with the Cultural Intelligence Centre and offer training for teams and on a 1-2-1 basis.

[Cecilia@culturalnexus.co.uk](mailto:Cecilia@culturalnexus.co.uk) or [www.culturalnexus.co.uk](http://www.culturalnexus.co.uk)

## Overcoming recruitment challenges

Finding the right people can be transformative for any business - however, it's also one of the biggest challenges that most face. Recruiting today is a vital part of building resilient teams that will carry your organization and be the source of potential innovation and growth. But, when it comes to recruitment, what are the biggest challenges that most enterprises face today?

- Attracting the right people. Ensure you're providing a very clear job ad that will appeal only to candidates that will be an ideal fit.
- The time it takes to complete recruitment. Empty roles often mean lost profits. Take a look at your existing hiring process and be realistic about any stages that are causing a delay.
- Standing out from other employers. You can strengthen your engagement with candidates by finding out what motivates them personally and ensuring that all the communication you have with them is personalized and unique.
- The candidate experience. A positive candidate experience can make hiring

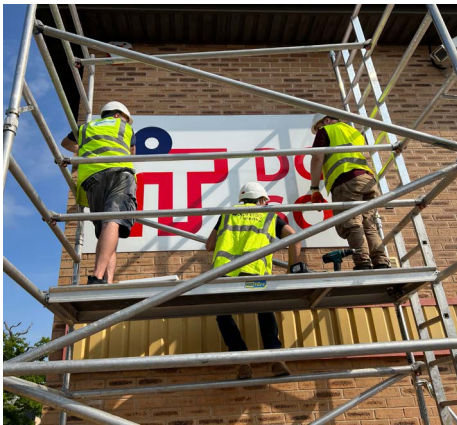
seem simple but how do you achieve this? The more candidates feel seen and valued by your business, the more positive their experience is likely to be.

- Making better use of data. You know that data will improve your recruitment process but managing and storing it to get the most out of it is hard. One way to simplify this is to start using software that is specifically designed to help you leverage data in the recruitment process.
- Building an employer brand that brings

the right candidates to you. Get clear about your values to promoting business culture, replying to reviews and letting staff share their stories.

- Ensuring diverse recruitment. Invest in objective hiring techniques and 'blind' recruiting software to help ensure that your unconscious biases aren't creeping in.

Contact Volt on our email today: [enquiries@voltinternational.com](mailto:enquiries@voltinternational.com)



Xpress Group based at The Bell Centre on Manor Royal, Crawley have seen a healthy upturn in business since January. This has been boosted by a return of the events and exhibitions markets, and the full re-opening of airports and the travel industry.

## A return to growth

In its 31st year, the company have been long term providers of print and signage services to both Heathrow and Gatwick Airports. Their wide client base also includes key international aviation industry suppliers, especially across the Gatwick Diamond Region.

It's not just print and signage; the team often get called on to create recognition and rewards items which are often outside of the usual framed prints that they also produce. The latest of these unique commissioned pieces included part of a runway!

Other recent projects have included being tasked to create and print the money boxes for Crawley Open House and producing and installing the updat-

ed signage for neighbours ITDS Managed Services.

Managing Director, Graham Knight noted 'The work completed for ITDS was particularly pleasing as it is a good example of local business collaborating and supporting each other. We also get to see our handy work every day from our office window!'

Xpress have taken on two new members of the team to cover estimating and to help cope with an upturn in large format printing demand.

They have also recently been certified with the Achilles Building Confidence Scheme.

[www.xpressgroup.uk](http://www.xpressgroup.uk)



## Intuitive Signposts

Sometimes a social media post can have surprising results. This particular post piqued my interest, I glanced at it and then moved on to the next task. The following day, there was the exact same content but in a different post. This time, I stopped being busy, read it carefully and realised that there was a message for me.

What my intuition had pushed me to do was read a poem – not one of mine! It was *Leisure* by W. H. Davies, a universally familiar poem that had appeared in both posts. When something happens twice – it's time to pay attention – not wait for the third occasion to shift you into changing something. I realised that what I most needed to do was to create 'time to stand and stare'.

By chance, I'd spotted a local garden in the National Garden Scheme. There

I found a marvellous opportunity to 'stand and stare' at an exquisite garden, full of hidden surprises, and breath-taking views. The homemade cake was pretty good too!

As a reminder of the importance of being in nature, reading poetry and taking time out here's an extract from the poem *Leisure*:

What is this life if, full of care,  
We have no time to stand and stare?

No time to see, in broad daylight,  
Streams full of stars, like skies at night:

No time to turn at Beauty's glance,  
And watch her feet, how they can dance:

No time to wait till her mouth can  
Enrich that smile her eyes began?

A poor life this if, full of care,  
We have no time to stand and stare.

Louise E. Taylor is a Creative Leadership Coach, Inspirational Speaker, Per-



Louise E Taylor

formance Poet & Comedian who helps women in business, teams, and organisations to manage change creatively in order to deliver their best performance.

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

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## The Energy Crisis – Top 5 Tips

Energy markets are at an all-time high. The markets have increased to extraordinary levels on the back of a reduced supply. Prices hiked up after the pandemic lockdowns as demand increased. The Russian/Ukrainian conflict has exacerbated the situation, as flows through Nord Stream 1 are currently running at only 20% capacity. Europe are reviewing plans to ration energy over the winter if

the situation worsens. Eden Utilities are forecasting prices to remain high for the foreseeable future, we will likely have another 12 to 18 months of pain.

So, what can you do?

1) Do not ignore the markets. Look ahead to your next contract and start your energy planning now. Business' who review their contract 2 to 3 months before the end date have no choice but to take what-

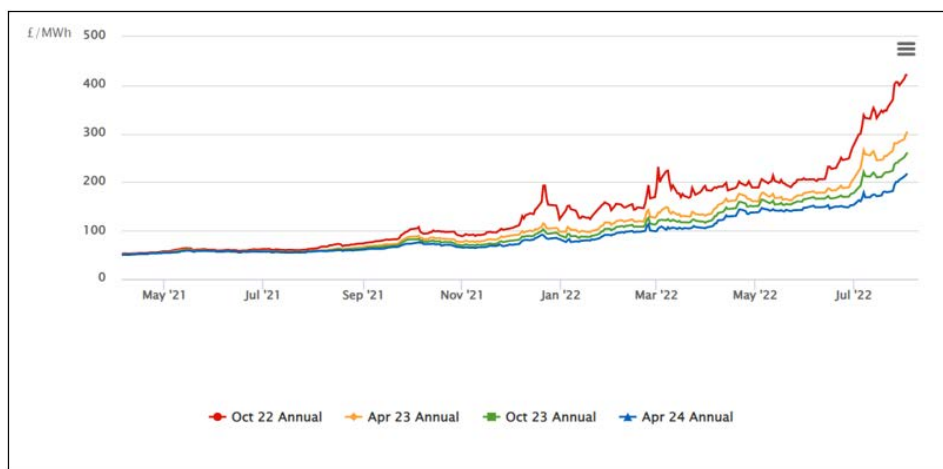
ever price is in the market.

2) Review products in the market. Some suppliers are offering "Blend & Extend" products. If the market does drop you can extend and blend the future cheaper rates into year 1.

3) Avoid buying in the winter, if you can get your contract done before the cold weather hits, you may avoid winter spikes.

4) Seek support from an Energy Consultant who can give you advice on the best day to contract, pricing, products and market advice.

5) Lastly, consider a flexible contract. You do not have to fix all your volume on one day. By buying in chunks, you can spread the volume over a period of time. So if the market does drop you can take advantage. This can be bought via a Fund product on your behalf.



[s.millis@edenutilities.com](mailto:s.millis@edenutilities.com) 01273-950200  
[www.edenutilities.com](http://www.edenutilities.com)

## East Surrey College celebrates Apprenticeship Training Success

East Surrey College has long been a key leading training provider in the South East, specialising in apprenticeship recruitment and training for businesses.

We were therefore delighted to recently be ranked 11th in RateMyApprenticeship's Top 50 Training Providers for 2022-2023 – placing us as the top FE College Training Provider in the UK as voted by apprentices themselves.

The virtual event held in July celebrated the Employers and Training Providers that are leading the way in offering world-class apprenticeships to school and college leavers in the UK.

As students receive their results and make big decisions about their futures, apprenticeships are increasingly considered a great option.

With the clear benefits of earning a

wage whilst earning valuable industry skills and knowledge, apprenticeships have seen a steady growth in popularity, with over 5 million apprentice starts during the past 15 years.

Many employers are now looking at apprenticeships as their preferred first route for employing new staff to ensure that they meet their business needs.

From Accounting to Aviation, and Engineering to Health & Social care, East Surrey College provides training for a wide range of career options.

Come along to one of our upcoming Autumn Open Events for an opportunity to tour the College, view our industry standard equipment and chat 1:1 with our staff. Check dates and pre-register your place at [www.esc.ac.uk/events](http://www.esc.ac.uk/events).

You can also discover our full range of



apprenticeship programmes and read some of our inspiring apprentice case studies at [www.esc.ac.uk](http://www.esc.ac.uk).

If you're an employer interested in providing apprenticeships, please get in touch with our Employer Services team on 01737 788316 or

[employerservices@esc.ac.uk](mailto:employerservices@esc.ac.uk)

## Exceptional ISO 9001 certification audit for Extech Cloud

The Extech Cloud team is delighted to have passed the ISO9001 Quality Management System Audit with flying colours, and zero non-conformities.

The auditor was extremely impressed with the Extech Cloud's Quality Management System (QMS), and continuing compliance.

ISO9001 is the world's most recognised quality management system standard, and was established by the International Organisation for Standardization (ISO). It helps organisations implement clear, repeatable processes to maintain a quality service for their customers. Achieving ISO 9001 accreditation can help businesses increase productivity, win new business, and save money.

The ISO Standards, Compliance and Audit processes, are not easy and require a lot of work throughout the year. It can be especially challenging to achieve the high standards that the Extech Cloud team managed. According to the auditor,

the average number of non-conformities raised is 4-6 per day. However, Extech Cloud achieved zero non-conformities, which is quite rare.

The audit showed that Extech Cloud has truly embraced the QMS, in every aspect of the business. This achievement is due to collective hard work, dedication, and continuously striving to improve and grow as a business, whilst providing a high-quality customer service.

As well as showing the company in the top tier level of accreditation, this ISO 9001 certification and the level at which it was achieved, sets Extech Cloud apart from competitors.

"We strive to deliver an unmatched level of service to all our clients" explains Andrew Hookway, Managing Director, Extech Cloud. "It demonstrates a commitment to quality and compliance, offering customers reassurance of our excellent standards and processes. We are proud of our achievement, while recognising



Andrew Hookway

that there are opportunities for further improvement, as we continue to grow."

This achievement follows Extech Cloud being certified multiple times for the ISO27001 Information Security Management certification, proving its expertise in managing security, both for the business and its clients.

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

## Family Disputes - Alternative Dispute Resolution

It is often a misconception that when there is a family dispute following separation, the only way to resolve the issues between parties is by making an application to Court. However, given the delays and cost of Court proceedings, not to mention the stress and emotional cost of going to Court, this should only be considered as the last resort to resolving a family dispute.

Alternative Dispute Resolution (ADR) refers to ways of resolving disputes that don't involve going to Court. There are many advantages of ADR, which most notably includes the flexibility, reduced costs, and the ability for individuals to retain control in respect of their family situation. Whilst there are various dispute resolution processes, arguably the most well-known process is mediation.

Mediation is a voluntary, without prejudice and confidential process where-



by the parties meet with a trained independent mediator. The mediator will not impose a decision on the parties and instead he/she acts as a facilitator to as-

sist the parties to explore and discuss the issues in dispute, with the aim of finding solutions, narrowing the issues and/or reaching an agreement regarding matters as a whole.

Other dispute resolution processes include solicitor-led negotiation, collaborative law, Early Neutral Evaluation / Private FDR, and Arbitration. There is no one size fits all and the beauty of the various ADR process options are that they allow individuals to agree a bespoke timetable which meets their needs.

At Family Law Partners our team of family law solicitors can advise you on all options and after speaking to you about your case, we will advise on the most appropriate method and course of action to resolve your family dispute. If you would like to discuss further, please contact us on 01273 646900 or [info@familylawpartners.co.uk](mailto:info@familylawpartners.co.uk).

# What should the Gatwick region be known for? And why should the outside world be interested?

Following the severe impact the pandemic had on the local economy, Gatwick Airport and its partners started looking at how to better define and promote the region's economic identity. The aim is to help the region compete for inward investment and attract new, diverse industries in a more coordinated way – similar to the approach of some other UK regions.

The 'Northern Powerhouse' for example is now an established regional identity, while others such as the UK Innovation Corridor – which links Cambridge, Stansted Airport and London – is gaining recognition.

To kick-start this work, a [major piece of research](#) commissioned by Gatwick Airport has just been published that looks at how successful Airport Economic Zones (AEZs) across the world define, organise, and sell themselves.

AEZs are airports and their surrounding regions that organise collaboratively, so they are better able to identify and promote their strengths to attract investment, benefitting both airports and their regional economies.

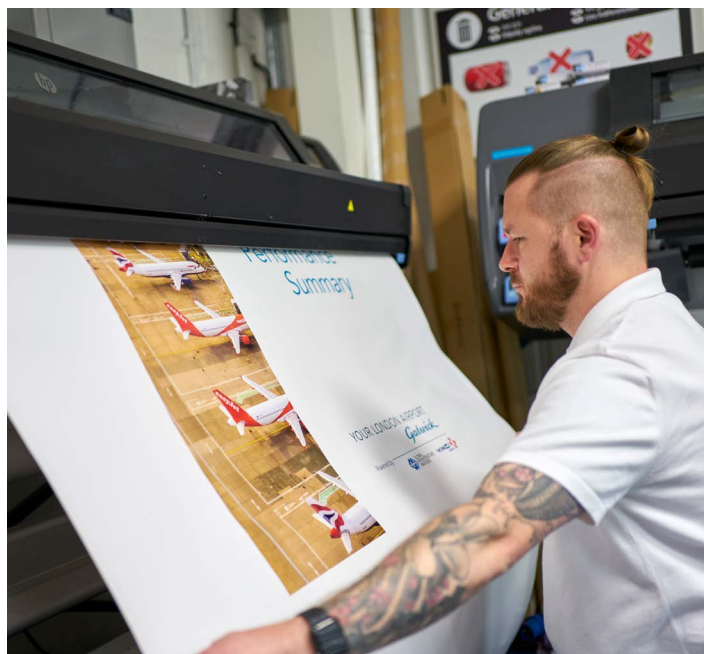
"Airports are major economic assets to the regions around them and attract international recognition, investment and jobs", said Stewart Wingate, CEO of Gatwick Airport.

"Given the serious impact the pandemic had on the region, and with so many well organised competitors, it is only right that our region works together to coordinate and tell a more compelling story about what we do best."

[Coast to Capital LEP](#) was commissioned and examined eleven successful AEZs around the world, including the UK Innovation Corridor, Manchester Enterprise Zone, East Midlands Freeport, and others surrounding Singapore, San Diego, Barcelona, Tenerife and Dublin airports.

This research creates an evidence baseline – ahead of further discussion - with each region benchmarked using metrics such as skills and innovation infrastructure, Gross Value Added, average earnings and educational attainment levels.

The airport commissioned and is taking this work forward with a view to maximising the benefits that its Northern Runway project could deliver for the local economy. And the same metrics – or evidence baselines - were also used

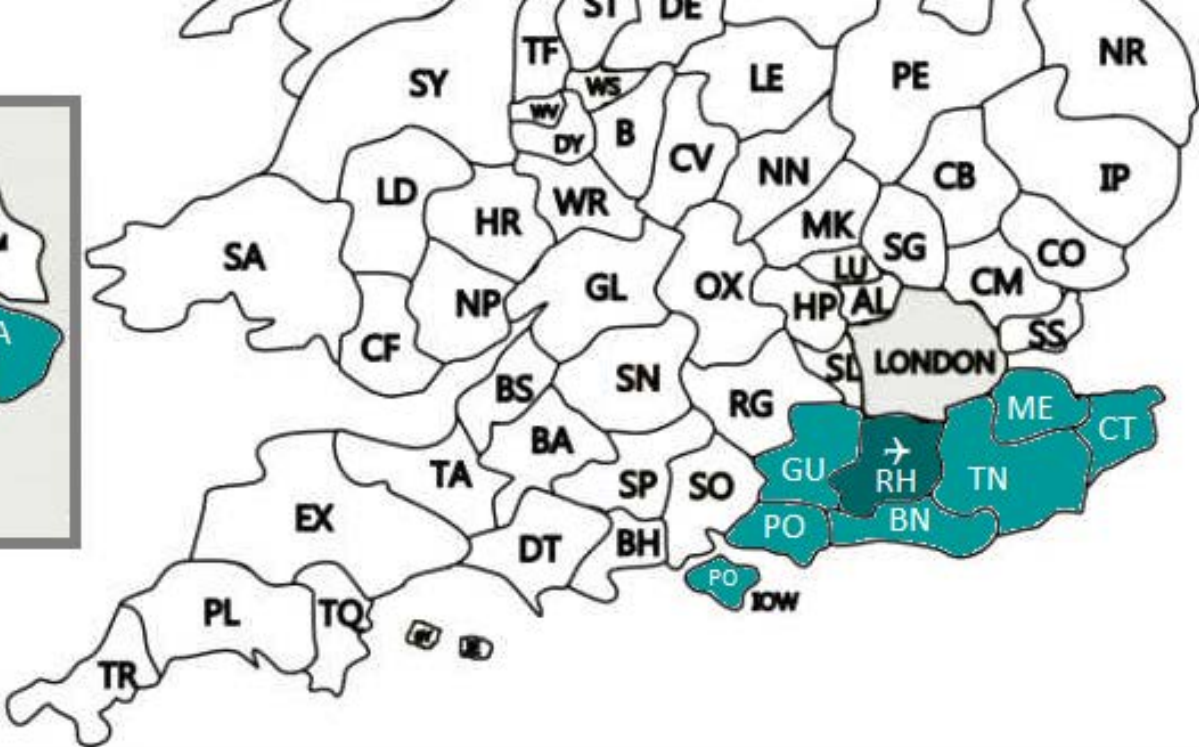


to examine three local economic areas around Gatwick:

- **Gatwick Diamond** – 600sq mile region from Brighton up to Croydon and locations both east and west of Gatwick
- **Coast to Capital** – 1060sq mile region with a network of functional economic hubs around Gatwick Airport, including Greater Brighton, West Sussex, East Surrey and Croydon
- **Five Authorities** – 3545sq mile region including all of West and East Sussex, Surrey, Kent and Brighton & Hove

The research identified successful AEZs as those having a clearly articulated identity created from attributes that make a region stand out. And also, those that have skills, innovation, and technical education at their heart.





To take these ideas forward, Gatwick Airport will host an inaugural Regional Economic Summit on 3 November, where business and economic organisations attending will be able to discuss, debate and influence the shape and form of any future Gatwick AEZ.

The Summit will also focus on driving and elevating economic opportunities across the region, sustainable long-term growth, promotion of the visitor economy and improvement of local workforce skills.

“I look forward to working with our partners to create a successful regional identity. This will help drive a thriving, resilient and diverse economy that makes a practical difference to our local communities and young people for generations to come,” concluded Stewart.

For more information on the Regional Economic Summit please email [business@gatwickairport.com](mailto:business@gatwickairport.com)

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

### More businesses can now register their interest in supplying Gatwick

Businesses from 12 postcode areas across the South-east can now register their interest in supplying Gatwick – up from six areas. The move is part of Gatwick’s post-COVID - strategy to ensure the airport’s procurement and supply chain spending better targets businesses based in the region - thereby supporting a thriving local economy.

Expanding the airport’s Supplier Registration scheme means considerably more small and medium-sized businesses located in the qualifying post-code areas can now benefit from airport spending – which totalled £113.7 million across the region pre-pandemic (2019).

Local businesses can register their interest in working with Gatwick as a supplier and sign up to future newsletters, via a simple form on the airport’s website



#### New postcode areas

- PO** (Portsmouth, Isle of Wight area)
- ME** (Medway area)
- CT** (Canterbury area)
- BR** (Bromley area)
- SM** (Sutton area)
- DA** (Dartford area)

#### Existing postcode areas

- RH** (Redhill/Crawley area)
- BN** (Brighton area)
- GU** (Guildford area)
- TN** (Tunbridge Wells area)
- KT** (Kingston upon Thames area)
- CR** (Croydon area)

## FlexForward22 Breakfast at Flexpo



Emma Cleary

The Flexibility Matters team are hosting a second FlexForward22 event – Sharing Best Practice for Successful Flexible Working at Flexpo; in-person at the Business Design Centre, Islington on 4th November and we would love fellow Gatwick Diamond Business Members to join us.

Flexpo 2022 will bring together thought leaders, experts, suppliers and innovators, leading the co-design of this new era.

We are once again delighted that David Blackburn, Head of People at the FSCA has agreed to be our keynote speaker and will open the breakfast briefing.

Alongside David Blackburn, our peer mentors and fellow Gatwick Diamond Business Members will include

Pam Loch - Managing Director, Loch Associates

Hanna Smith - Head of People, Paddle  
Dagmar Albers - Diversity & Inclusion Lead, Pfizer UK

Jessica Hornsby - Founder, Equital (former Business Psychologist at Thales)

During our peer mentoring sessions, we will discuss emerging trends in the flexible working arena and how companies big & small all over the UK are recognising the benefits of flexible working.

If you are an HR Director or Business Owner, we look forward to seeing you there.

<https://share.hsforms.com/1z1PU6bo6S-maQRFBNVkQsw4mijt>

if you currently have role to fill – [emma@flexmatters.co.uk](mailto:emma@flexmatters.co.uk) 07810 541599



## Working with People Who Need To Be Right

I was asked a gdb event: “How do you deal with people that always have to be right?” Great question!

‘Righters’ communicate like they hold and present The Truth... as if their opinion is fact.

Two things to consider:

- 1) The need to be right is usually motivated by a crippling fear of being wrong.
- 2) No-one holds the Objective Truth (this is the domain of deities!)

One approach is to bring the stated ‘Truth’ back to subjective truth... i.e., to it being perspective, belief, opinion, view, idea, experience. If someone makes a confident statement like: “XYZ. Everyone knows that,” you might respond: “So it is your belief that XYZ.” or “That’s an interesting idea/perspective.” or “That’s certainly one point of view.” or “I’m not sure that your experience is shared by everyone... indeed my experience is ABC.”

Of course, someone can present facts and evidence... for example, refer to an event that actually happened or outline the real cost of something. However, it is the person’s interpretation, evaluation or ‘spin’ on it that is the problem. “The product costs X... and that’s too expensive.” It is the judgement of ‘expensive’ that you can challenge. “I get that you see that as expensive, however...”

Another option for handling ‘categorical’ statements is to ask a question. For example:

- “We can’t do X!” ... “What would happen if we did?”
- “We must do Y!” ... “What would happen if we didn’t?”
- “Z is the best option!” ... “What makes you believe that?”

Whatever ‘fact’ a person is pushing, remember that it is their own personal perspective. By bringing it back to the level of perspective, they can still hold

their view, but you can (a) point out that it is their view and (b) continue discussion (e.g., by bringing in other perspectives).

Joe Cheal, Culture & Leadership Specialist, Imaginarium Learning & Development [joe@imaginariumdev.com](mailto:joe@imaginariumdev.com)

Always happy to chat about dealing with difficult people & situations!



## IT Support with a portal - benefits of using Ingenio Lightbulb



We are excited to have recently launched our portal 'Ingenio Lightbulb'. All our clients and their teams will benefit from this new tool. Our bespoke portal allows you to manage your IT environment in one simple to use place – saving time and hassle. With the aim to make technology simpler for everyone.

Ingenio Lightbulb is now included in our fully managed plans and accessible via the desktop app or web browser. The

portal can be used for many different things including training, access to support and asset management.

This portal creates more transparency for our clients and fits in line with Ingenio's customer obsessed core value.

There are many benefits to using Lightbulb and we encourage all our clients to make sure they and their team use it for a simpler working day.

The benefits include:

- Raise and see support tickets
- University – free courses on Office 365, cyber security etc
- License management
- Asset management
- View invoices
- Technology roadmap planner
- Change management

- Compliance

- Bespoke to your business

Read more about Ingenio Lightbulb and it's benefits by scanning the QR code.

[hello@ingeniotech.co.uk](mailto:hello@ingeniotech.co.uk)

01273 806211

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



## New look for the ITDS Group

It's been an exciting time here at IT Document Solutions. Our marketing team has been busy working on a re-freshed brand and the launch of our new website.

IT Document Solutions has always been and will continue to be our brand identity; however, we have expanded our fresh new look to reflect our growth and the expansion of our services portfolio, which now includes ITDS Workflow, ITDS Managed, ITDS Mailroom and ITDS Space, providing end-to-end technology solutions to businesses across the region.

The project has been a fantastic collaboration with some other local businesses and fellow Gatwick Diamond Business members. A huge thank you goes to Creative Pod for all their great ideas and for making our visions come to life, Xpress Group for our new office signage which you definitely won't miss

and Benchmark Reprographics for our printed materials.

Jermaine Weeden, Founder and Director commented, "Our company ethos is based on working with like-minded organisations. Building trust, partnerships and referrals is hugely important within our business, so when it came to the rebrand project, it made perfect sense to work with Gatwick Diamond members. This is a great example of collaboration and the huge benefits of the Gatwick Diamond membership."

We are grateful for the continued sup-

port from Gatwick Diamond Business, it's an important membership for the business having joined back in 2014 when the company was formed. We look forward to attending more events and hope to build more long-standing relationships within the group.

We would love to hear your thoughts on our new look! Please visit [www.itdocumentsolutions.com](http://www.itdocumentsolutions.com) to find out more.

T: 0207 101 0096

E: [contact@itdocumentsolutions.com](mailto:contact@itdocumentsolutions.com)





## A look at some of the Housing Acts affecting the Private Rented Sector.

The Landlord and Tenant Act 1987 sets out rights and responsibilities of landlords and tenants. Section 11 of the Act sets out who is responsible for repairing a property. Under the Act the term 'keep in repair' is used and requires the landlord to keep up the standard of repair or put the property in repair if it is not at the start of the tenancy.

The Housing Act 1988 is the law that governs the Private Rental Sector (PRS). This sets out the statutory rights and legal responsibilities of landlords and tenants. While a tenancy agreement is a legal contract between the parties; specifying the terms of the tenancy (such as its length and rent owed each month), this Act is there to stipulate the conditions within the tenancy agreement.

What is Case Law: By deciding a disputed point of law a senior court can

change or clarify the law, thereby setting a precedent which other courts are bound to follow or apply in later cases. To add to the varying pieces of legislation and statutory law that establish the framework of how letting agents, tenants and landlords should behave, there is also case law to consider, which is emerging all the time.

Case Law: 1954 Warren v Keen  
The term 'tenant-like manner' relates to the court case of Warren v Keen in 1953/1954 and is still applicable to this day. Lord Denning ruled that a tenant is expected to carry out small jobs around the property themselves, which the landlord is not responsible for. Some such items have been incorporated into most tenancy agreements. (Unblocking drains, removing pests, changing bulbs etc).



Ross Gardner

To operate safely, compliantly and successfully; Letting agents need a working knowledge of this legislation and more.

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

## Myth busting employment contracts



Laura McMaster

We've recently seen some businesses get caught out by the requirements surrounding employment/worker contracts.

So, here are five things employers should know:

### 1. Minimum written terms

legally, employees and workers must receive a written statement of particulars of employment on or before their first day of employment/engagement. This document is often called a "section 1 statement".

### 2. Section 1 statement requirements

there is a prescribed list of terms (really, the fundamental terms of the employment relationship) which the document must include. In addition, it must be in writing and provided to the employee/worker on or before their first day. It isn't a contract and it doesn't need to be signed.

### 3. You can provide an employment/worker contract instead

a section 1 statement satisfies the minimum legal obligations. It's sufficient for some roles. However, most employers choose to provide a full contract (doing so has a number of benefits). Provided the contract meets the section 1 statement requirements it can be used instead of a section 1 statement.

### 4. Some variations of terms must be in writing

any variation to a section 1 statement must be set out in a written statement

(often called a "section 4 statement") and provided within one month of the change taking effect.

### 5. It's best practice to record all terms in writing

regardless of any legal obligation, it's normally sensible to have all contractual terms/variations in writing and signed by both parties. Where terms are only agreed verbally this makes it more likely for confusion to arise and more difficult to evidence what was agreed.

If an employer doesn't provide a section 1 statement (or alternative) then an employee/worker may bring an Employment Tribunal claim. Recording contractual terms in writing provides certainty for both parties and can save you time and difficulties down the road.

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

## Corporate golf day raises £22K for Air Ambulance Charity Kent Surrey Sussex

96 golfers took part in a Charity Golf Day at the London Golf Club in Ash, raising an impressive £22,000 for Air Ambulance Charity Kent Surrey Sussex (KSS).

This was the first event since 2019 and was supported by 24 teams from businesses across Kent, Surrey and Sussex.

To mark the occasion, a KSS helicopter did a flyover whilst golfers were completing their 18 holes. This was followed by an auction hosted by Sky Sports TV presenter, Peter Graves who shared celebrity stories and presented the winners, Cantium, with their trophies.

Julie Clare, Head of Corporate Relations at KSS, said: "I'd like to thank everyone for joining Team KSS for our annual golf day and for taking part in our live & silent auctions and four ball lottery – everyone was incredibly generous, and we are very grateful for such amazing support. I'd also like to say a huge thank you to Peter Graves who expertly ran the auctions and entertained us all with his anecdotes."

"It is brilliant to be back hosting corporate events along with lots of other in-person fundraising that we've been able to restart in the past year. There really is nothing like engaging and thanking our supporters face-to-face for the vital role they play in us being able to achieve our purpose to save lives and ensure the best outcomes for our patients."

"It costs £15.2M a year to operate our cutting edge, innovative service, with 86% of our total income raised through

the generosity of our supporters. Every life matters, and with support from our fundraisers, we can give every patient the best possible chance of survival and recovery."

The event would not have been possible without the support of Fidelity International as headline sponsor and Day Aggregates and Westerhill Homes as hole sponsors. Gravesham Trophy Centre kindly donated the trophies.

[aakss.org.uk](http://aakss.org.uk)



## Putting the feeling back into Business Finance

Applying for any business finance used to be a case of making an appointment with your Bank Manager, but in the modern world the relationship between business and bank has become purely transactional, with the rise of technology and development of algorithms, much of application process has become automated, with facts and figures making all the decisions, removing the element of gut feeling and belief.

This has resulted in mainstream banks mostly opting to fund the larger businesses, or very low risk automated decision making, with 40% of SME's loan applications being declined.

Community Development Finance Institutions (CDFIs) like Let's Do Business Finance, are devoted to servicing those who are overlooked by mainstream

lenders, helping them not only with their financing needs, but also with dedicated business support to ensure that they are getting the right product, the right amount and at the right terms. These lenders have a reputation for having an individual, human approach, opting for the 'old school' approach to approval, getting to know the customers, and basing the decision not only on what figures say but on the people behind the business as well.

"I've never been able to get funding from a mainstream bank. It's so frustrating as we had a history of repayments, but they just wouldn't accept it. What has been so refreshing in dealing with Let's Do Business is that you are dealing with a human being that's actually talking to you, as well as looking at the

figures. They look at the whole picture and not just the piece of paper"

Brendan West, Laptop Station, Eastbourne

If you are looking to grow your business but are unsure what business financing might be best for you, then Let's Do Business Finance can help. Get in touch via our website [www.letsdobusinessfinance.co.uk](http://www.letsdobusinessfinance.co.uk).



**Let's Do Business**  
Finance

## All Rise!



David Farmer

That's interest rates, not a tribute to the 'Blue' song.

Interest rates are going up significantly for the first time since 2007. To put that into context, 2007 was when the new Wembley opened, Tony Blair resigned, the smoking ban came into force and the Cutty Sark caught fire.

15 years of steady low interest rates become the norm, it is easy to forget that interest rates are like West Brom, they regularly go up and down.

For many property owners and businesses, this will be the first period of increasing interest costs they will have experienced.

We know that rising interest rates means the cost of borrowing increases. The bit missed is how it affects affordability, the quietly hidden elephant in an otherwise crowded room...

### Let me explain

You own a buy to let property. Your mortgage was calculated on the property income being a multiple of the interest cost of that mortgage. The fixed rate expires. The new rate is higher and affordability tests means the property income

has to have increased for your current loan to remain affordable. Problem.

If you have a fixed rate, you are safe from the impact of rising interest rates. But, only for as long as the rate lasts.

My three top tips:

- 1) Never let a fixed rate expire. Always look at your options early
- 2) If you have a fixed rate expiring in 2-3 years time, act now. You may be better off securing things much earlier, rather than waiting
- 3) Interest Only. Some lenders allow you to pay interest only, then overpay. This reduces your outgoings, helps with affordability and allows you to repay the capital

Whatever you do, take time and consider your options. We're here to help.

<https://limeconsultancy.net>



'Nobody said **commercial finance** had to be difficult, we make it **quicker, easier** and **simpler** for everyone'

Award winning commercial mortgage and property finance, from human beings

01293 541333

[hello@limeconsultancy.net](mailto:hello@limeconsultancy.net)



Excellent





## What changes are on the way for R&D tax relief?



There are significant reforms in the pipeline for Research and Development (R&D) tax reliefs. From April 2023, new businesses could now be eligible to claim, and existing claimants could enhance their future claims. The changes present a number of opportunities, but businesses need to stay informed to avoid potential pitfalls.

R&D tax relief is intended to encourage and reward innovation in science and technology across the UK. To be eligible, businesses must prove they have made advances in science or technology.

New changes will bring terms in line with the modern world and technology.

Innovation can be widespread, covering not only the creation of physical products, but also analysing data or developing AI systems. Long awaited changes are now being introduced and qualifying R&D expenditure will soon be extended to cloud computing and data. Furthermore, the scope of R&D tax reliefs is being expanded to include investment in mathematical based innovations. Whilst the above is good news, the reforms will place an increased emphasis on R&D carried out in the UK with restrictions on previously qualifying overseas expenditure.

To prepare for the changes next year, businesses need to review whether current projects will still meet the requirements for R&D tax relief, just because a project currently does, doesn't mean it will still qualify in the future. Seeking advice from a tax professional at the start of a project can allow expenditure to be tracked throughout the year and make it

easier to distinguish what might be eligible for relief under the new rules. Companies will need to examine the new legislation in order to make informed decisions about how to maximise their tax relief within the law.

Anthony Lalsing  
Innovation and R&D Tax partner  
Menzies LLP

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



Anthony Lalsing

## Have you heard the one about the parrot and the will?



Charlotte Thomas

If not, this recent case makes for an interesting read. If an example was ever needed of the importance of distinguishing between a legal and a moral agreement, look no further than the judge's decision in this case.

Brett McLean – a self-proclaimed Lord who, according to his LinkedIn profile, is a funeral celebrant, brand ambassador, and manager of a well-known Gogglebox-er – succeeded in his claim

to uphold the terms of his late mother's will. Her previous will, which mirrored her husband's and was made whilst he was still alive, divided the estate equally between McLean and his three step-siblings. After her husband died, and just 11 days before her own death in 2019, she made a new will which left everything to McLean, her only child. Whilst the step-siblings challenged the will and demanded their share of the inheritance, McLean told the court that it had always been his mother's wish that he would inherit her estate and live in the house after her death so that he could care for her green Amazonian orange-winged parrot and yellow and orange jenday (similar to a parakeet – an important detail!).

McLean's step-siblings argued that the previous wills were "mutual in nature" and should be regarded as such, and

their lawyer submitted that there was a "contractual arrangement" between the parents that neither would alter their will after one of them had died.

The judge rejected this, instead concluding that whilst McLean's mother might have been "morally" bound to honour the terms of the earlier will, she was not "legally" bound to do so.

Whilst I generally feel that mutual wills should not be touched with a barge pole, it is nevertheless important that people understand their legal obligations under a will and how they differ from any moral obligations to "do the right thing".

Charlotte Thomas, Senior Associate Solicitor

Private Client team, Morr & Co

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

## The History of Nutfield Priory Hotel & Spa

The original mansion was built between 1849 and 1854 by owner Thomas Fowler Wood. This was then added to in 1855-59 for the Quaker banker Henry Edward Gurney.

He later became bankrupt, so the house & lands were sold to Joshua Fielden MP of Todmorden in Lancashire. The architect John Gibson built the present mansion including the tower, inspired by the Palace of Westminster.

In Gurney's time, A popular annual event was the "Festival of Ragged School Teachers", he invited teachers from East London Schools to meet at Nutfield Priory and paid for special trains to bring them to Redhill and enjoy the food and grounds.

The wood, stone carvings and wood panels are all original, as are the beautiful marble fireplaces. The organ is also original, built in 1874 and has been carefully restored.

Married to Ellen, Joshua Fielden MP was very much a family man; they had 11 children.

When Joshua died in 1887, he left Nutfield in trust for his wife Ellen. She lived

on for another 40 years and stayed for almost all that time until 1920.

It was then sold to Mr Ferris and stayed a private residence until 1930 when Mr O Picton Davis purchased it and turned it into a luxurious hotel with a nine-hole golf course around the lake.

During the Second World War, the mansion was commandeered, and Canadian soldiers were stationed here. Later changing to a base for the ATS Personnel and NAAFI Training.

The years rolled on and Surrey County Council bought Nutfield Priory, later to open it as the first Secondary Modern

Boarding School for severely deaf children in England.

With the school's closure in July 1987, the house reverted to its 1930s usage as a hotel following sympathetic renovation and refurbishment.

Now under the ownership of Hand Picked Hotels, a group of individually styled country house properties, the hotel and health club and spa have been transformed following an extensive refurbishment programme.

<https://www.handpickedhotels.co.uk/nutfield-priory/meetings>



## Let's talk about it...



We are excited to announce the launch of our new podcast here at Scaramanga Agency, called "Talk too much." Our first episode premiered on the 1st of July with our guest, Lily Dedman; a deaf and autistic accessibility expert. For Deafblind Awareness Week 2022, Lily Dedman, joined host Kieran McNeill to discuss making the web accessible for

deaf and blind users.

This "Talk too much" podcast is a monthly audio programme which provides listeners with high quality conversations from industry experts, all in one place.

At Scaramanga, our purpose is to make marketing accessible and inclusive so that brands can positively and efficiently communicate with everyone who engages with them.

When we talk about accessibility and inclusivity, there is a lot to learn, and with this podcast we hope to unpack this versatile topic with each episode.

Not only do we discuss accessibility, but we also cover general themes.

For example, our podcast in August is linked to International Youth Day. Here we spoke with two interns who have done work experience at our agency in the past. We have been offering work experience to school and university students for several years and it was interesting to hear the impact it has had on careers, both in terms of interviewing and knowing whether marketing is the right direction.

Listen to the discussions every month from our podcast. You can find it on our website, YouTube and Podbean.

<https://scaramanga.agency/podcast>



Simon and Kathryn

On Thursday 22nd September, PRG will be hosting a discussion table at the South East Construction Expo 2022, which is back following the success of the 2021 event!

The South East Construction Expo is an event for business owners to learn and network with other professionals in the construction industry. It aims to bring industry experts together in the

## PRG to host discussion table at South East Construction Expo!

hope of forming long-term partnerships that can lead to success for both sides.

This year's South East Construction Expo at the K2 Crawley will see over 100 exhibitors and 1500 attendees and is a must for anyone in the industry.

With 40+ years' PR and marketing experience in the building services sector, PRG is delighted to be exhibiting at the event and to have been selected to host a network and learn discussion table.

Hosted by PRG's Managing Director, Simon Groves, the discussion table entitled "The power of PR and how it can elevate your brand" will explore how you can use PR effectively to elevate your brand, what the key PR tactics are and how you can make them work for your company.

Simon will be joined by our talented

Account Director, Kathryn Ranger. Kathryn has more than 18 years' experience in PR and marketing, with 14 of those being alongside Simon at PRG! Kathryn's writing and PR skills have seen her write for many of the leading building services trade publications.

Simon's father, Ray, started PRG as a sole focussed PR agency over 42 years ago. Simon has built on these foundations and has transformed PRG into a full service marketing communications agency, with PR still being a huge factor of what we do. The building services sector is one of our strongest and most experienced industries.

If you are in the building services industry and need a steer on marketing or PR, contact PRG on 01323 411044 or email [info@prgltd.co.uk](mailto:info@prgltd.co.uk)

## Richard Place Dobson Fundraise £2,538.50 For Crawley Food Bank Partnership

Richard Place Dobson (RPD), a Crawley Accountancy firm based in West Sussex, recently held their annual foot golf tournament with local businesses in the community. Together they raised an incredible £2,538.50 for the Crawley Food Bank Partnership.

Supported by the RPD Foundation, the annual foot golf tournament sees RPD's clients, local businesses, family members and friends coming together to compete in a healthy tournament on a purpose-built 18-hole foot golf course.

Congratulations to Verdant Financial Planning (Verdant) and Graves Jenkins for winning their respective sessions. Well done to SHW and Verdant for winning the Longest Drive and to the RPD Foundation team and Verdant (for a third and final win) for winning Nearest the Pin in their respective sessions.

Darren Harding, Director at RPD, said: "We always look forward to hosting the

annual foot golf tournament to raise money. We are fortunate to have loyal customers and local businesses always supporting us. Therefore, we always have a great turnout at these events. We all enjoy ourselves, but at the end of the day, we are all there to fundraise for an incredible charity that needs our ongoing support. So thank you to everyone who came, and congratulations to the winners!"

In the coming weeks, the RPD team will take on a mammoth challenge to walk to all the different food banks in and around Sussex, including Crawley, East Grinstead and Mid Sussex, over two/three days. The team are confirming the final details but would appreciate your support when they announce the event.

<https://www.placedobson.co.uk/rpd-in-the-community/>





## Live music returns to the South of England Showground

In July the South of England Event Centre Ardingly, home to the South of England Event Show, welcomed thousands of visitors thanks to the star-studded Heritage Live Concert series.

The incredible three-day event featured three key concert evenings with Rag'n'Bone Man supported by Eurovision star Sam Ryder and up and coming singer Max White.

Saturday night went back to the 80s thanks to headline act Boy George & Culture Club, plus 80s decades legends; Lulu, Bananarama, Kim Wilde and DJ

Fat Tony.

Closing the concert series on Sunday night was tenor Russell Watson accompanied by coloratura soprano Christina Johnston and supported by Mark Kingwood and the NHS Choir – Lewisham & Greenwich, with the music for the evening provided by the Royal Philharmonic Concert Orchestra.

It was the first multi-act concert weekend of its kind for the South of England Event Centre, with public praise received for the venue's organisation after attracting (and managing) so many visitors to

the beautiful village of Ardingly, whilst cementing the venue as favourite on the outdoor events calendar.

Konge Hussein, Event Manager at the South of England Event Centre, commented:

"Hosting the Heritage Live Concert series at the Showground was a huge honour. The promoters are renowned for hosting their outdoor concerts in some of the country's most beautiful locations, so it was a delight to be able to put Sussex on the map and celebrate the best of British heritage with such a diverse programme of musical entertainment. We are now looking ahead to planning next year's Heritage Live summer concerts, to bring the buzz of live music to the heart of the Sussex countryside again." To speak to the South of England Event Centre about hiring their venue whether for large outdoor events, conferences, exhibitions or meetings email [eventcentre@seas.org.uk](mailto:eventcentre@seas.org.uk) or call 01444 892048.



## City of Meadows

Brighton & Hove is flanked to the north by rare chalk grassland, a rich habitat for pollinators such as bees, butterflies and hoverflies. These species are in decline, with one-third of Britain's bee population disappearing over the past decade and a quarter of Europe's bumblebees threatened with extinction. Over 97% of all flower-rich grasslands have been lost in England since the 1930s, and this loss is also evident in Sussex.

Recent research suggests that cities can play an important role in conserving pollinators. Since Brighton & Hove declared a climate and biodiversity emergency in 2018, much has been done to encourage pollinators from the Downs into the city, with initiatives like wildflower verges, bee banks and leaving grass unmown.

Schools in Brighton & Hove have also been doing their part helping to conserve pollinating insects as part of the City of Meadows Project. In total an additional 1000 square meters of wildflower habitat has been created in school grounds in the city.

Many of the local urban schools have small playgrounds with little greenspace – however they have been creative, sowing their seed in pots, raised beds and even a wheelbarrow. It's not size that matters – the key element is that schools are helping form a nature recovery network for pollinators, linking the city with the South Downs.

City of Meadows is run through the Brighton & Hove Environmental Education (BHee) programme, funded by Brighton & Hove City Council and

delivered by Sussex Wildlife Trust. Find out more about the project <https://sussexwildlifetrust.org.uk/news/city-of-meadows>

If you are interested in your business supporting fantastic community projects such as this please contact [louisecollins@sussexwt.org.uk](mailto:louisecollins@sussexwt.org.uk)

Photo credit Cottersmore Primary School © Miles Davies



## Protecting your intellectual property "IP" with mediation



Clive Bonny

### THE PROBLEM

Your IP includes your trademarks, product and service designs, supply chain and staff contracts, personal data, and customer records. It adds up to more than 50% of the real value of your business so it's worth protecting. However what if other businesses can access and

gain control over your IP? Let's look at a few common issues and how you can manage them.

### COMMON ISSUES

Your trademark is your company brand name and associated logo. If others have confusingly similar names or logo designs your enquiries may go to third parties, causing lost business. This is preventable with an IP database search and contacting the other party with a non-adversarial offer to share IP use or register co-ownership.

Google adwords with your name may be purchased by your competitors to catch your online enquiries. Trademark owners can use mediation to avoid legal action and stop enquiries going to competitors.

Staff leaving your business with knowledge of your customers, systems and products may join a competitor. A qualified IP mediator can add confidentiality

terms to your employee contracts and deter disclosures.

Finally, your bids for new work may be copied out by buyers to competing firms to obtain better terms. Your proposals may contain confidential information on your prices, suppliers, and quality processes. An IP mediator can advise how to prevent key data being shared by buyers and prospective customers.

### SUMMARY

It all adds up to protecting your profits, your reputation and your unique selling points. It's worth checking your mediator has IP qualifications, and if your IP attorney is a qualified mediator. Prevention is better than cure, but if it's too late for prevention then the cure may not require costly adversarial legal eagles.

From Strategic Management Partners Clive Bonny [Clive@consult-smp.com](mailto:Clive@consult-smp.com)

Clive is professionally qualified in IP and mediation [www.consult-smp.com](http://www.consult-smp.com)

## How to Apply for a Business Grant, & Win!

Having developed a Grant Writing Methodology with some considerable success helping 70 businesses win £350,000 in grants against project investments of more than £1m, I thought it might be useful to set out a few tips & tricks for any Grant Application.

Make sure you have a story to tell that is supported by evidence & passion. When writing an application, you need to put across to the awarding panel that you are the right person or people, the right business and you are doing the right thing in the right market.

If your grant is dependent on growing your resources or the team, then you will need to set out how you do that & give evidence of your ability to manage that growth.

Support your application with numbers that prove your market, increased revenue &/or margin or productivity

improvements.

Before you start writing your application, read every question & make sure you understand it & can answer it. It helps to deconstruct the Application Form so that you approach this methodically.

An, before submission, check you're grimmer & spooling. The application needs to make sense, so have it proof-read to make sure that it is easy to read & there is consistency in the story, the style & the message. As a second check, have your application reviewed by someone

who is familiar with your business, but does not know all of the ins & outs of what you do; you cannot assume the Grant Panel will know or understand what you do.

If you need any help with any Grant Applications, or advice on what Grant might be best for you, please do not hesitate to get in touch [jeremy.taylor@thecompanyconnector.com](mailto:jeremy.taylor@thecompanyconnector.com) - 07831 148064

Follow me on my LinkedIn account- [www.linkedin.com/in/1jeremytaylor/](https://www.linkedin.com/in/1jeremytaylor/) for more tips & news on Grants for businesses





## A view from the Treetop



Will and Graham

Treetop Design and Print is a family run print and design company, based in Crawley. Established in 1984, this union of father (Graham) and son (Will) has its roots firmly set in the traditions of

quality print and design. Combined with a modern, forward-thinking approach Treetop has grown into a full-service marketing solutions company.

Treetop has come a long way since it began almost 40 years ago when Graham started the business from his home in Southwater.

Graham explains, "I took a leap of faith with £185 in my pocket and a desire to run my own business. We quickly secured work from colleges and charities, some of whom are still with us today."

Like father like son, Will also wanted to be his own boss but it was by no means a foregone conclusion – nor was it going to be an easy ride.

Will explains, "I got started literally on the shop floor - sweeping it! which I firmly believe was the best apprenticeship as I got to learn everything about the business and the industry from the

bottom up."

The passion for what they do is a family trait that drives the business bringing a mix of traditional values and skills and modern techniques in a constantly evolving industry. A constant programme of investment has allowed Treetop to evolve as a company.

Will explains, "It hasn't been easy but when it's your own business you go that extra mile. That includes adopting efficient processes, putting in place excellent quality controls, using recycled products, and even becoming vegan certified. It's not just about good business sense, it's becoming increasingly important to our clients and to us as people who care about the impact we have on the environment."

Find out about the Treetop Design and Print at [www.treetopdesignandprint.com](http://www.treetopdesignandprint.com)

## Who is responsible for your Motivation?

Most people instinctively understand the positive link between high motivation and better performance.

So if higher motivation means better performance and improved results, who should be taking care of your motivation? The simple answer is you!

How we use our motivation or energy is a choice. We choose whether to switch it on or off. Sometimes this is a conscious choice, mostly however, it's something that happens without really thinking about it.

Other people can only inspire us by creating the conditions in which we chose to offer our energy. This isn't usually done very well as we're all unique in our make up.

At The Sales Managers' Academy®, we've learnt a lot about motivation and engagement over the years which also applies to any team in any organisation.

One thing that we've learnt is that most people don't really know what

motivates them and so need some help. This is where a tool called the Motivational Map® comes in.

Knowing what your main motivators are means that you can feed your motivation and create more energy. High levels of energy means that you can get more done and improve your self-esteem.

Also knowing what demotivates you means that you can manage those situations which lead to loss of energy with better self-awareness.

A Motivational Map® is based on a model which shows us that we all have

nine motivators, which are present at all times.

The opportunity and the challenge at the same time is that these nine different motivators work in a different combination and order for each individual.

If you want to take responsibility for your motivation, then follow the link below where you can learn more and start working on identifying what really motivates you.

[www.teammotivation.uk](http://www.teammotivation.uk)  
or call us 0333 772 1460





## TSProfessional sound + light investing in the future

We have continued to invest in our business for future activities. Towards the end of 2021 we purchased the entire hire inventory of West Sussex based Stage Services. It has been a tight squeeze to get it all into our premises, but we managed it!

Included in the newly obtained kit are more lighting fixtures, control desks, stands, many cables and staging. The staging has been out on hire quite regularly and gives us the ability to quickly respond to customers total project requirements.

After a long wait of over a year we have finally taken delivery of our replacement van. It was worth the wait as the new model of the Mercedes Sprinter is fan-

tastic and is a vast improvement over the old VW van that served us so well for over 18 years. We now have two Mercedes Sprinters finished in our new vehicle wrap design.

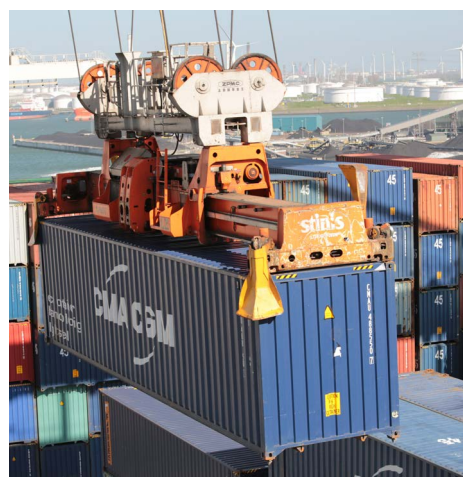
Since taking on board staging, we have been getting a steady number of requests for our expended services. We can either just supply the staging for client collection, deliver it or deliver and set it up.

The staging that we have is the UK manufactured Mainstage Cameo system. Its available in 2m x 1m and 1m x 1m and is of lightweight aluminium construction. The loading capacity is 5kN per square metre. We have a variety of height options, steps, handrails and



valances. Moving the sections around is easy as each 2m x 1m weighs just 33kg. Setting up is easy using the Cameo innovative "Leg Lock" system.

[www.tsprofessional.co.uk](http://www.tsprofessional.co.uk)  
01444 23 30 30



The continuing geopolitical risk and uncertainty experienced in recent years has prompted companies to change their global supply chains, new research has found.

The research, led by Professor Sam Roscoe of the University of Sussex Business School studied 34 companies in nine industries and explored how they managed disruptions caused by Brexit, the US-China Trade War and Covid-19.

To counteract prolonged uncertainty, companies had to rethink their supply

## Companies are changing their supply chains in response to geopolitical uncertainty

chain designs by nearshoring (moving production to nearby countries) or reshoring (transferring operations that had moved overseas back to the original location). Supply chain redesign decisions are influenced by government pressure to relocate production, the ease of moving suppliers and supply chain assets, and the severity of disruption risk.

For example, companies in the pharmaceuticals and technology sector are nearshoring and onshoring production due to political pressure and exposure to prolonged uncertainty. In other sectors, such as automotive, companies had to 'grin and bear it' because their brake rotor suppliers were in a fixed location (Northern China) and couldn't be moved despite high tariffs.

Professor Sam Roscoe said:

"Although some companies wanted to move production due to uncertainty and disruption, they couldn't because of significant investments in produc-

tion facilities, regulatory oversight and suppliers clustered in one geographic location."

"We found that managers can overcome acute supply chain shocks by making incremental adjustments to stock levels and supplier numbers. However, longer-term uncertainty requires strategic supply chain redesign."

The authors argue that war in Ukraine and prolonged inflation will compound the pressures on companies. They suggest persistent disruptions will lead to significant shifts from globalized supply chains to more regionalized and localized supply chain designs. The study recommends that trade and economic policy should not intensify uncertainty but help business managers better understand and manage supply chain risks.

The full study is available online: <https://www.emerald.com/insight/content/doi/10.1108/IJOPM-12-2021-0777/full/html>

# Energy supply contract due, don't wait to renew!

With the exponential increase in energy prices over the past 9 months, it can be tempting to delay that all important decision of renewing your contract in the hope that prices will fall back to the levels they were in early 2021. However, delaying this decision comes with significant risk.

## Why should I renew now?

For a large number of businesses in the UK, supply contracts tend to renew in October. Data shows that a high proportion of these companies have not yet made a decision on their October 2022 renewals, expecting prices to fall if they hold out until the last possible opportunity.



Research by respected industry commentators suggests that higher energy prices are here for the foreseeable future. Not something any of us want to hear but delaying a decision to renew your contract carries significant risk and could leave you out in the cold. Whilst there is always a possibility that energy prices could fall marginally, there is a far greater chance we will see further increases as we continue to move through an ongoing period of uncertainty in the energy sector.

## What is the risk?

Where energy contracts are not renewed in time, you run the risk that ongoing charges will be based on highly punitive out of contract rates with the incumbent supplier. Whilst everyone may know this, not all businesses realise just how high these default rates are in today's energy market.

In addition, an emerging risk to consider is whether the industry can cope with such a huge volume of renewals being compressed into a short time period. We are already seeing energy suppliers deflecting new tender requests because they have limited capacity to work on them. The result for businesses will likely be very few options in terms of suppliers to choose from, with almost no options for businesses that are in sectors impacted by credit issues, through no fault of their own.

**From a risk perspective, the worst decision could be to delay a decision.**

## Consider a flexible approach

With ongoing market volatility, you can expect energy prices to vary dramatically depending on the time you choose to purchase.

Depending on the size of your supply, flexible energy contracts could be a great option, avoiding the need to make a decision based on the market position on one day and mitigating further risks to your business.

These are strategic long-term procurement plans, where energy is purchased in multiple blocks up to 5 years in advance. A flexible approach enables you to take advantage of wholesale market fluctuations and move quickly when the market is favourable, minimising risk and exposure to market volatility.

Control Energy Costs, 01737 556631  
<https://cec.uk.com/>



# Upcoming Events

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

**gdb**  **Networking**

**Tuesday 13<sup>th</sup> Sept: 12.00 - 14.00**

## **gdb Wine Tasting, Tour & Buffet Lunch at Ridgeview Wine Estate**

- We are delighted to invite gdb Members for an afternoon at Ridgeview Wine Estate. Enjoy a glass of Ridgeview wine on arrival, followed by an extensive tour of the vineyard. We will then return to their new restaurant for a wine tasting and seasonal lunch.
- £30+VAT for gdb Members
- £40+VAT for Non-Members

**Thursday 22<sup>nd</sup> Sept: 8.30 - 10.00**

## **The gdb Business Breakfast**

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

**Friday 30<sup>th</sup> Sept: 10.45 - 12.00**

## **gdb AGM 2022 hosted by Nutfield Priory Hotel & Spa with Plan Insurance Brokers**

- Hear from Stewart Wingate, Chief Executive Officer of Gatwick Airport Ltd, who will reflect on the Airport's accelerated recovery as strong demand and encouraging air traffic volumes drove growth in the

first half of 2022. In the context of some broad economic uncertainty, Stewart will provide insight into the challenges and opportunities ahead as the Airport grows its long-haul network and continues working to be a partner and advocate for a thriving resilient local economy.

- Free for gdb Members Only.

**Friday 30<sup>th</sup> Sept: 12.00 - 14.30**

## **gdb September Members Meeting hosted by Nutfield Priory Hotel & Spa with Plan Insurance Brokers**

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

**Friday 7<sup>th</sup> October: 14.00 - 15.00**

## **The Gatwick Diamond Business Awards 2023: How to Win Awards Seminar**

- Come and hear from Award-winning entrepreneur Donna O'Toole, Founder and Managing Director of August Recognition - a global awards agency and part of the Dent Global group. Donna will take attendees through the latest trends in awards, what the judges are looking for as well as empowering them to evaluate their likelihood of winning by understanding the Six Pillars of Awards Success.
- This seminar is free of charge, and will help you to learn everything you will need to enter the Gatwick Diamond Business Awards.

**Thursday 13<sup>th</sup> October: 8.30 - 10.00**

## **The gdb Business Breakfast**

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

**Tuesday 18<sup>th</sup> October: 12.00 - 14.30**

## **gdb Networking at Ease at Hartsfield Manor**

- Network and build a range of business contacts, whilst enjoying a delicious three course lunch at this impressive venue.
- £37.50 + VAT for gdb Members
- £47.50 + VAT for Non-Members

**Friday 28<sup>th</sup> October: 11.00 - 12.00**

## **gdb October Educational Seminar at Kings Golf Studio**

- SMEs - Marketing for Growth
- This event is free for gdb Members and Non-Member Guests who have purchased a Members Meeting Guest Ticket.

**Friday 28<sup>th</sup> October: 12.00 - 14.30**

## **gdb October Members Meeting at Kings Golf Studio**

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



# **gdb welcomes new members**

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



## **Alan Norris Financial Services**

A Chartered Financial Adviser with more than two decades of experience. I believe that planning for a secure future is the most important steps you will ever take. All advice is tailored to match.

As an Appointed Representative of St. James's Place Wealth Management, I can help you reach your financial goals by offering you the appropriate advice and guidance.

<https://partnership.sjp.co.uk/alannorris/>



## **Fixio**

At Fixio we proudly opened in Manor Royal last year to provide tech repairs, sales, IT support and network services to businesses and home users in Crawley and surrounding areas.

So if you are looking for IT support offering a guaranteed 1 hour response time with unlimited support for a small

monthly fee, or you just need your iPhone screen replaced or your laptop repaired, then Fixio are your guys.

Please get in touch with us for a chat about your business requirements - or anything tech related!

[www.fixio.co.uk](http://www.fixio.co.uk) / 01293 922 932 and speak to our support team

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



## **Fractionary**

I am Peter Mills and I'm Fractionary. Providing Independent Technology Leadership. Having spent my career working in medium size businesses, I often see them being disrupted or held back by Technology.

My mission is to show companies what a benefit Technology can be. Working as their part-time IT Director, part of the

leadership team, a trusted expert, there when needed. A plain spoken, unbiased & independent expert with no jargon. Someone who's on their side, with the expertise to push their business Technology forward.

With one critical difference, I don't sell them anything else, hence the independence

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

## HARRISON BRANDS

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

### Harrison Brands

Harrison Brands delivers outstanding creative solutions that focus on positive and sustainable outcomes both for businesses and our planet. Through a strategic approach that centres around deep thinking, innovation and creativity, we help brands to establish, refine or enhance their purpose and communicate it effectively. By focusing on each client's

business goals, we provide solutions across every touchpoint, from brand creation to website development and various marketing collateral.

We believe that business can be a force for good. The power of branding and design can create positive change for people, planet and profit.

## jetBlue®

<https://www.jetblue.com>

### jetBlue

jetBlue, New York's Hometown Airline®, launched the first transatlantic flight from New York to London in August 2021. With jetBlue's entrance into the transatlantic, a new era of customer-focused, low-fare travel for leisure and business travellers has been introduced. On all transatlantic flights, customers enjoy

spacious seats, live television and on-demand entertainment on every seatback, free fast and reliable wi-fi, complimentary snacks and drinks and great customer service. A year after the first transatlantic flight, jetBlue started the second long-haul route between London and Boston.



<https://limeconsultancy.net>

### Lime Consultancy

Property finance specialists. Multi award winning independent property finance specialists, arranging commercial mortgages, complex property finance, buy to

let and development lending. Based in Gatwick and this year celebrating their tenth anniversary.

**gdb has great strength and a vast array of experience in its membership and the Diamond Experts, Diamond Mentors & Diamond Training will support your business growth**



# **gdb welcomes new members**

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



## **Mannings Heath**

Mannings Heath Golf & Wine Estate is part of the Benguela Collection, which consists of Leonardslee House & Gardens, Lower Beeding, West Sussex, England and Benguela Cove Wine Estate in Walker Bay, Hermanus, Western Cape in South Africa.

Mannings Heath offers an 18-hole golf course and 9-hole golf course and we

uniquely also have planted a vineyard on site. In our clubhouse we have a restaurant and bar with beautiful terrace overlooking the course & woodlands. We have various function suites available from 5 to 150 people, suitable for meetings, parties, weddings & much more.

<https://www.manningsheath.com>



**POWER TUTORS**  
EST. 2016

## **Powertutors**

Starting in 2016, Powertutors has aimed to be the best tutoring company in the UK, with a focus on building brilliance through careful matching of quality tutors to meet the individual needs of every student. Having reached the final of the Reigate & Banstead Council Entrepreneurs Academy in 2016 our founder, Nazanin, has led Powertutors through

huge growth, becoming a limited company in 2019.

Powertutors still believes in building brilliance in every student. With over 600 nationwide tutors, Powertutors is well placed to continue its growth trajectory and deliver on being "the best and most trusted tutoring company in the UK"

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



## **The Promotional People**

Suppliers of Promotional Products & Merchandise, Marketing Support Materials, Promotional Chocolate and Confectionery with End-to-End Fulfilment and Distribution services.

We provide a wide range of promotional products - from tried and tested favourites to innovative new trends - designed to put your company on the map.

Our preferred manufacturers and suppliers provide quality products above the rest.

Let us help you create the best branded merchandise, products and gifts for your company.

85% of consumers go on to do business with the company that they received a branded gift from.

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



## treetop design&print

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

### Treetop Design and Print

Treetop Design and Print is here for all your printing, packaging, design and mailing needs. As a family run business, we are passionate about what we do and we pride ourselves on our expertise, customer service, competitive prices and quick turnarounds. Our products are eco-friendly and we are proud to be ISO9001, FSC and vegan certified.

Take a look at what we do:

- Litho, digital and large format printing
  - Packaging and labelling
  - Mailing and fulfilment
  - Signage and display
  - Promotional merchandise
  - Stock management and storage
- Call on 01293 863131 and let's work together to create something extraordinary.



## Wilton Park

<https://www.wiltonpark.org.uk/>

### Wilton Park

Wilton Park is at the forefront of global policy development. We bring together people from around the world to discuss and develop solutions for critical global issues such as climate change, conflict, trade and security.

We have an unrivalled track record in convening heads of state, government ministers, business leaders and civil so-

ciety for open and secure dialogue on international affairs.

Over the last 75 years - through our events, programmes and meetings - Wilton Park has been building and curating trusted global networks to shape how we live together in this increasingly interconnected world.

### Referrals

*#goodpeopleknowgoodpeople*

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

- Paul Lane from ABC Worksafe Ltd for referring The Promotional People Ltd
- Clive Wilson from Clive Wilson Marketing for referring Harrison Brands
- Mark Blunden from Xpress Group for referring Ben Kench
- Steve Jebson from Business Doctors for referring Alan Norris Financial Services
- Nick Swan from Love Water for referring Angel Security Systems Ltd

**Need to Put Your Company In the Spotlight?**  
**Contact us for excellent advertising rates!**  
**[diamondmag@gatwickdiamondbusiness.com](mailto:diamondmag@gatwickdiamondbusiness.com)**

# Diamond Listing Directory

## Welcome to your Diamond Listing Directory

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

For a full list of gdb members please go to [www.gatwickdiamondbusiness.com/68-diamond-listing.html](http://www.gatwickdiamondbusiness.com/68-diamond-listing.html)

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

### Accounting / Financial Services



#### **Brewin Dolphin**

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



#### **Virgin Atlantic Airways Ltd**

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



#### **Carpenter Box**

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



### Banking

#### **HSBC UK**

<https://www.hsbc.co.uk/>  
sarah.k.milligan@hsbc.com  
07717 690813



#### **Kreston Reeves LLP**

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



#### **NatWest**

<https://personal.natwest.com/personal.html>  
Andrew.Kettle@natwest.com  
01293 643096



#### **mnAI**

<https://www.mnai.tech/>  
sales@mnai.tech  
020 31516624



### Environmental Services

#### **Cleankill Pest Control**

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



#### **Servo Private Wealth**

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



### Food & Drink

#### **Love Water**

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



#### **Gatwick Airport Ltd**

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



#### **Nestle UK Ltd**

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



#### **JetBlue**

<https://www.jetblue.com>

## Hotels / Venues / Events

**Ashdown Park Hotel & Country Club**

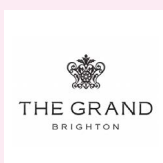
<https://www.ashdownpark.com/conference@ashdownpark.com>  
01342 824988

**Millennium & Copthorne Hotels Plc**

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

**The Arora Group**

<https://gatwick.arorahotels.com/gatwickreservations@arorainternational.com>  
01293 530000

**The Grand Brighton**

<https://www.grandbrighton.co.uk/info@grandbrighton.co.uk>  
01273 224300

**Wilton Park**

<http://www.wiltonpark.org.uk/enquiries@wiltonpark.org.uk>  
01903 815 020

## Insurance / Risk Services / Compliance

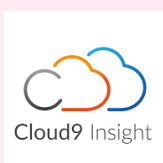
**First Central**

<https://firstcentralgroup.com/jo.harrison@first-central.com>  
0333 043 2066

**Plan Insurance Brokers**

<https://www.planinsurance.co.uk/marketing@planinsurance.co.uk>  
0203 004 5572

## IT Services / IT Support

**Cloud9 Insight Ltd**

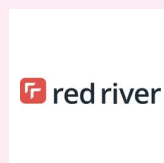
<https://www.cloud9insight.com/accounts@cloud9insight.com>  
01273 921510

**Extech Cloud**

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

**Lucidity**

<https://www.getlucidity.com/hello@getlucidity.com>  
01273 830011

**Red River Software Ltd**

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

**Vazon Technology**

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

## Legal Services

**DMH Stallard LLP**

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

**HCB Legal Limited**

<https://www.hcbgroup.com/victoriahazell@hcbgroup.com>  
01293 602892

**Irwin Mitchell**

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

**Loch Employment Law Ltd**

<https://www.lochassociates.co.uk/marketing@lochassociates.co.uk>  
0203 667 5400

**Mayo Wynne Baxter**

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



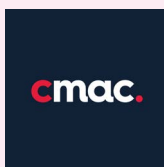
## Local Government / Public Sector



### Crawley Borough Council

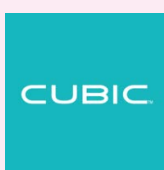
<https://crawley.gov.uk/>  
01293 438000

## Logistics / Travel Services



### Cmac Group UK Limited

<https://www.cmacgroup.com/>  
paul.wait@cmacgroup.com  
0333 358 0156



### Cubic Transportation Systems

<https://www.cubic.com/transportation>  
krishna.desai@cubic.com  
01737 782200



### 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



### Interparcel

<https://uk.interparcel.com>  
gatwickdbusiness@interparcel.com  
0333 3000 700



### Metrobus

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



## Manufacturing / Engineering

### Commтел Ltd

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



### Pentagon Plastics Ltd

<https://www.pentagonplastics.co.uk/>  
sales@pentagonplastics.co.uk  
01403 264397



### Sub-Cool-FM Ltd

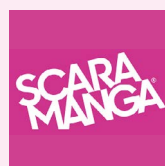
<https://www.sub-cool-fm.co.uk>  
hello@sub-cool-fm.co.uk  
01293 223044

## Marketing / Media / PR



### Clive Wilson Marketing

<https://www.clivewilson.com>  
hello@clivewilson.com  
07843 259166



### Scaramanga Agency

<https://scaramanga.agency/>  
info@scaramanga.agency  
020 3371 3295

## Medical / Health / Wellbeing



### Elekta

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



### Varian Medical Systems UK Ltd

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



### Welland Medical

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

## Motoring / Vehicles



### Bluelite Graphics Ltd

<https://bluelite.co.uk/>  
info@bluelitegraphics.com  
01444 232366

## Office Services



### Benchmark Reprographics Ltd

<https://www.benchmarkrepro.co.uk>  
olliehall@benchmarkrepro.co.uk  
01293 922500



### Regency Grove Communications Ltd

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



### SOS Systems Ltd

<https://www.sosystems.co.uk>  
info@sosystems.co.uk  
01293 562525

## Property / Planning Services



### Knights Estate Agents

<https://www.knightsproperty.co.uk/>  
info@knightsproperty.co.uk  
01293 855355



### Thakeham Group

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

## Recruitment / HR



### Volt

<https://www.volt.eu.com/>  
Charlotte.Gurney@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



### Emergency Services Training and Resilience Ltd

<https://www.emstar.biz>  
info@emstar.biz  
020 852 21853



### 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 Costs Ltd

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



### Southern Water

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



## Meet the Diamond Mentors

gdb has a great strength and a vast array of experience in its membership. The Diamond Mentors programme provides another excellent member benefit, to both those who would like to share their experience and to those who would like to learn and develop.

To find out more about the Diamond Mentors Programme  
[CLICK HERE](#)



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[hello@xpressgroup.uk](mailto:hello@xpressgroup.uk)  
[www.xpressgroup.uk](http://www.xpressgroup.uk)