



# the Source

Nov/Dec 2017 #GettingBusinessDone

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We are currently experiencing the busiest time in my recollection of gdb (& Cadia) as we have just delivered the Gatwick Diamond Meet the Buyers programme, launched the Gatwick Diamond Business Awards for 2018 and put together an excellent lineup for the gdb Speakers Conference.

Alongside this we have reached one of the highest numbers of members

at 430 businesses whilst delivering 13 networking and learning events between now and the end of the Year.

I am very proud of the way the team have worked to deliver all of this and still maintained the quality of delivery at events and for the Membership.

In other news, we are starting to get involved in Tandridge District's consultation on housing by supporting the Thakeham Homes development at Redhill Aerodrome. This development could bring another 6000 much needed homes to the region as well as schools, employment land and a new link road from the M23 into East Surrey.

The issue of declining employment land is a key one with many of our members and for businesses across the region. As such I am pleased to see plans for the Horley Business Park still progressing along with sites in North Horsham and the Western arc of Burgess Hill. In a recent meeting, I was also able to see the continued plan to develop the Gatwick Green Science Park within the airport campus, as long as the parties in ownership can agree on the use of that land.

In respect of our transport infrastructure we are keen to see that the Brighton Mainline benefits from much needed improvements at Windmill Bridge

Junction, just to the north of East Croydon Station, and we will be bringing pressure to bear for a better A27.

We are also working closely on the provision of FE & HE in the Gatwick Diamond. With the recent merger between Crawley and Chichester Colleges and developments at our other Colleges and Universities, we have been able to contribute to their strategic direction as well as support the development of new facilities.

Please do not hesitate to contact the office if you have questions or issues to resolve and may I be among the first to wish you Merry Christmas!

I look forward to working with you

## Chairman's Column

How is a wedding like gdb? Let me share with you a story from my cousin's wedding recently.

As we hadn't seen each other for years, there was too much to cover at dinner on that first night. But, the more we met up over the long weekend, the more we talked - our lives & businesses, our plans & achievements. I met plenty of new people at the wedding, who I'd never have met without sharing something in common. The bride's parents introduced me to a couple, owners of an accountancy firm whose clients were strong on supply chain & environmental issues. We didn't talk long, but it was enough to tell them of my work & how I help similar businesses to theirs. It's up to me now to build a stronger contact.

So whether it's a wedding or gdb membership, I've learnt that your success & enjoyment depends on your approach:

**Be involved** - mingle & make introductions.

**Get to know people** - ask questions & find something in common.

**Be memorable** - who you are & how you're different. It's important that people know enough so they can refer you to others.

**And follow up** - meet up again to talk properly & build the contact.

Speaking of well-connected people, the gdb Executive Council is now complete, with a good mix of business size & sector. Each member can provide insight & help with horizon scanning for issues which affect gdb, which we can influence and which help us all plan our businesses. Look out for info on the gdb Says webpage.

gdb helps you develop a strong network so you can meet your business objectives & targets. Remember it's not just what you know or indeed who you know ... it's who knows you.



**Anya Ledwith**  
ESHCon Ltd

[anya.ledwith@eshcon.co.uk](mailto:anya.ledwith@eshcon.co.uk)  
[www.eshcon.co.uk](http://www.eshcon.co.uk)



# **DISTINCTIVE CREDIBLE PRESTIGIOUS**

Join us as we celebrate 10  
years of business excellence

The Gatwick Diamond Business Awards celebrate people who have shown innovation and inspiration in their work, and have demonstrated a real commitment to the sub-region. Celebrating our 10 Year Anniversary, the awards have become one of the regions premier business occasions - celebrating the best of the best across the Gatwick Diamond region.

For more information and to download an entry form, visit:  
[WWW.GATWICKDIAMONDBUSINESSAWARDS.COM](http://WWW.GATWICKDIAMONDBUSINESSAWARDS.COM)

 @gdbizawards

# The gdb Speakers Conference - Challenge Business Practices: Discrimination / Negotiation / Motivation



On 11th January 2018, we will be delivering the 2nd Annual gdb Speakers Conference. The Event will provide Business Owners, Directors and Senior Managers with the opportunity to hear from key speakers on a range of topics:

**Luise Usiskin – Challenge Consultancy – “Unconscious Bias”**

As an Equality & Diversity Client Manager Luise has worked with over 50 organisations including universities, police services, private companies, third sector and public-sector institutions. Luise will guide us through the ways in which we can work to counter bias and discrimination in any context. ([www.challcon.com/luise.html](http://www.challcon.com/luise.html))

**James Bellini – Futurologist – “The Next Big Issues facing your Business”**

Dr James Bellini is a leading futurologist and author with a considerable reputation as a thought-provoking speaker and moderator at top-level management conferences and business schools around the world. He will lead us through the possible key changes and influences we will all face across the next two decades. ([www.jamesbellini.com/](http://www.jamesbellini.com/))

**Tori James - Explorer – “Motivation”**

As the youngest Welsh Woman to climb Everest, Tori has some great life lessons for facing adversity and motivating anyone or any team to achieve what some would see as unsurmountable problems. ([www.torijames.com/](http://www.torijames.com/))

**Richard Mullender – “Persuade Like A Hostage Negotiator”**

Richard’s career culminated in being Lead Trainer at the National Hostage and Crisis Unit at Scotland Yard. As such Richard is very well placed to help us understand how to listen and how to negotiate to get mutually beneficial results. ([www.mullenders.org](http://www.mullenders.org))

Compere: John Young, BBC journalist ([www.johnyoungmedia.co.uk](http://www.johnyoungmedia.co.uk))

Venue: South Lodge, Lower Beeding  
Date: 11th January 2018  
Times: 08.30-14.00 – starting with Breakfast & closing with a Buffet Lunch

**Ticket prices**

Before 27th November 2017 - £95 +vat

After 28th November 2017 - £125 +vat (gdb Members still £95 +vat)

To book, please visit [www.Eventbrite.com](http://www.Eventbrite.com) & search for 'gdb Speakers Conference' or visit [www.GatwickDiamondBusiness.com](http://www.GatwickDiamondBusiness.com)

## Do you know Dr. ABC?

Did you know...?

- CPR isn't enough to bring someone out of cardiac arrest, despite what you see on TV. (A shock from a defibrillator is what you need.)
- These days you pinch the soft part of your nose if you have a nosebleed. (And tip your head forwards.)
- Cling film is the best thing to put on a burn if you don't have access to specialist dressings. (Ideally take the sandwiches out first.)

We didn't, so in September the Storm12 team got trained!

First aid training doesn't sound like the most exciting way to spend most of a Tuesday, but we knew it might be something we'd one day appreciate. We're so glad we did it, even though in our industry the most dangerous activity is probably boiling the kettle for another decaf skinny latte. Naturally we chose a fellow gdb member for this: ABC Worksafe, based in Worthing.

Ben met the boss of ABC Worksafe - Paul Lane - at the gdb members' meeting in June and was impressed with his credentials and straightforward approach. Paul used to be

NHS ambulance crew so he knows his stuff and can tell a good story. He's been training and advising his corporate clients for the last five years, and provided first aid cover for the gdb "It's a Knockout" charity challenge in May.

Paul took the Storm12 team through a series of situations with practical demonstrations of the best techniques to use. We played dead, we got bandaged, we pumped chests and we did mouth-to-mouth on dummies that looked like Duncan Goodhew. We learnt that Dr. ABC stands for danger, response, airway, breathing and circulation or in other words, what you need to know and check to deliver effective, safe first aid.

The cost of the course was very reasonable, and the training is recognised and accredited with a proper certificate and everything. We'll be recommending ABC Worksafe to everybody. By the end of the session we all felt as though we would more confidently have a go at saving someone's life (especially if they look like Duncan Goodhew).

[www.abcworksafe.com](http://www.abcworksafe.com)  
[www.storm12.co.uk](http://www.storm12.co.uk)



# The Gatwick Diamond Business Awards are now open for Entries!

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



This will be the Tenth year for the Gatwick Diamond Business Awards and the event is gaining ever increasing attention in the region.

The Awards celebrate people and businesses

who have shown innovation and inspiration in their work, and have demonstrated a real commitment to the sub-region.

Any business that is located in or trades in the Gatwick Diamond Region can enter for free – you do not need to be a member of any particular business organisation. Closing date is 24th November 2017.

The awards have become one of the region's premier business occasions - celebrating the best of the best across the Gatwick Diamond.

To help you create an 'Award-Winning' entry, we will be delivering our "How to Win Awards" Seminars which are free to attend.

After ten years, there is a wealth of experience from winners and judges that can help you to achieve in these, or any other Business Awards programme.

These free seminars will be interactive sessions for you to understand:

- The point of entering
- How to differentiate what you do
- What the judges are looking for
- What do Winners do?

There are 3 opportunities for you to attend these seminars, free of charge, to learn everything you will need to enter the Gatwick Diamond Business Awards.

Places are limited so please do not hesitate to attend and so gain a real competitive edge.

#### Dates & Venues:

- 26th October, 9.30-11.00, Reigate & Banstead Borough Council

- 1st November, 9.30-11.00, Harwoods Jaguar, Crawley
- 15th November, 9.30-11.00, Crawley College

Please book through [www.Eventbrite.com](http://www.Eventbrite.com) by searching for 'Gatwick Diamond Business Awards' or go to the Awards website, [www.GatwickDiamondBusinessAwards.com](http://www.GatwickDiamondBusinessAwards.com)

#### But why enter?

The process of completing your application is free and will show you and your staff the great things that you do. It will also highlight the processes and practices in place as well as identify further opportunities for improvement.

#### These are the Categories that you could enter:

- Business of the Year over £1m turnover – sponsored by NatWest
- Business of the Year up to £1m turnover – sponsored by Platinum Publishing
- Business Person of the Year – sponsored by KPMG
- New Business of the Year – sponsored by Basepoint Business Centres Ltd
- Green Business of the Year – sponsored by Crawley Borough Council
- International Business of the Year – sponsored by the Gatwick Diamond Initiative
- Manufacturing Business of the Year - sponsored by asb law
- The Award for Customer Delight – sponsored by Thakeham Group
- The Award for Supply Chain Excellence – sponsored by University of Brighton
- The Award for Developing People for Business – sponsored by Crawley College
- Apprentice of the Year – sponsored by Reigate and Banstead Borough Council
- Employer of the Year – sponsored by Search Consultancy
- Responsible Business of the Year – sponsored by University of Sussex School of Business, Management and Economics

As this is the Tenth Year of the Gatwick Diamond Business Awards, we will be recognising the winners from the past decade and finding the Business of the Decade, sponsored by NatWest.

If you have any questions on the Awards programme, on the Categories you should



be considering or on how to complete your Entry Form then please feel free to contact us without delay.

Save the Date: the 10th Annual Gatwick Diamond Business Awards will be presented on 15th March at the Copthorne Hotel Effingham Gatwick, by comedy legend and Strictly star Brian Conley.

Visit [www.GatwickDiamondBusinessAwards.com](http://www.GatwickDiamondBusinessAwards.com) for the Categories and further details and follow us on Twitter @gdbizawards for Top Tips and to keep up to date.

#### Headline Sponsors:

- B&CE The Peoples Pension
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Venue Partner: Copthorne Hotel Effingham Gatwick  
Creative Partner: Storm 12  
Media Partner: Platinum Publishing

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



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*Gatwick*



## How To Hire Top Performing Professionals, Locally

There's a talent shortage in Surrey and Sussex, and it's making life hard for many businesses. Hiring professionals with experience and command of their specialism can present serious challenges to growth plans.

Attracting top talent away from Central London seems to be many business' primary goal. Even as the pain and price of the city commute increases, though, candidates seem reticent to consider roles closer to home, citing higher earning potential and scope of professional opportunity.

Employers who follow a few key principles can, however, quickly turn hiring problems into successful growth. In fact, many businesses have significantly more to offer potential candidates than they realise – an opportunity easily capitalised on through effective communications.

### 5 Key Principles For Attracting High-Calibre Talent

#### 1 – Communicate Purpose

Sell the ethos, mission and passion of your company or team. High performers aspire to align themselves with purposeful companies, so communicate the big picture clearly.

#### 2 – Capture The 'Challenge'

Professionals look to find the best match



for their skills, where they'll be stretched and have genuine opportunities to succeed. Convey potential for reward and success.

#### 3 – Market-Match Salaries

Talent is a market like any other, and salary remains a dominant factor in all decisions. Do your research and prepare to pay more to seal the deal in this competitive market.

#### 4 – Highlight Lifestyle Benefits

Location, company culture and personal benefits can work significantly in your favour, particularly when comparing overall working lifestyle with city centre careers.

#### 5 – Keep An Open Mind

Consider adapting your role based on available talent, and even building business plans around individuals. Utilising individuals' strengths will ultimately make your business stronger.

Get in touch with Ambra Recruitment to discuss your hiring plans, and how to make the most of this professional talent market.

[Ambra-recruitment.co.uk](http://Ambra-recruitment.co.uk) +44 (0)1737 788 851

## Making employees happy with great coffee is well worth the tiny investment



With over 30 years' experience in helping businesses in the Gatwick Diamond and surrounding areas to provide a complete workplace refreshment service, we understand how far quality coffee can go to dramatically improve employee happiness at work.

In the UK, we have a love affair with gourmet coffee however, could it be that this is not reflected in the quality we provide our employees? The rise of the coffee culture is something we should all take seriously,

as many studies have proven good coffee in the workplace can boost employee productivity, engagement and overall attitude towards work.

Providing in-house refreshment encourages communal drinking and reduces the number of employees heading out to the nearest Costa or Starbucks to get their caffeine fix. These high street chains charge on average £3 for a cup of coffee, which can really add up.

By contrast, the ingredients for a cup of barista-quality Esprada® coffee would cost no more than 20p (including sugar, milk, cup and lid), and with recent advances in bean-to-cup technology, the range and quality of beverages is arguably superior to their high street counterparts. The benefits of providing high street quality coffee, will greatly outweigh this tiny company investment.

Giving employees free perks helps them feel valued and appreciated at work –

everyone likes free stuff. As well as the money saving and social benefits, studies have shown there are many cognitive benefits too, thanks to the caffeine in coffee - keeping employees more awake, alert and focused. A single cup of coffee contains an array of vitamins and minerals that, combined with caffeine, help improve overall cognitive performance.

Call us on 01444 259650 to request a free 4-week trial of our coffee machines and ingredients or arrange a demo at our showroom.

Visit [www.aureogroup.co.uk](http://www.aureogroup.co.uk) for more great coffee

## Mental health and the failings of the UK workplace



Taboo or tabloid fodder. For much of history, the subject of mental health has been avoided, shied away from, brushed under carpets, or treated as altogether 'other'. In Victorian times the afflicted were little more than the damned, but have our attitudes over the years changed to reflect 21st century progress, or have outdated paradigms endured?

In many ways our society has made leaps and bounds in the right direction, and yet mental health is still the poor cousin of tangible, touchable, physical illness. The imbalance is not only threatening our wellbeing, but the very fabric of our economy. Because despite our progress, working environments are not always the most inclusive environments – and where people don't feel accepted, supported, or 'part of the fabric', productivity is usually the first thing to take a hit. Which is not something any organisation can take in its stride in today's turbulent times.

To find out more about attitudes towards mental health in the modern UK workplace, and the effects of both the positive and negative treatment of mental illness on the

sufferers themselves, Badenoch & Clark commissioned its own research: the statistics and insights that follow are based on the responses of 1,000 UK employees with one or more mental health conditions; the sample includes the medically diagnosed and the self-diagnosed, with results broken down by sector (private/public), gender, and education level.

Interested in reading the findings in full? Download your free copy of the 'Breaking boundaries: Mental health and the failings of the UK workplace' whitepaper at [badenochandclark.com](http://badenochandclark.com).

## Is your business ready for the introduction of the GDPR in May 2018?

The new legislation will impact every business in the UK. You must be compliant by May 2018 and it is essential that companies are aware of the changes and new obligations in the regulation.

Compliance Advisory Ltd have been working with gdb to make sure they are ready ahead of the deadline and have conducted an in-depth review of the processes and procedures within the organisation.

The resulting report and toolkit will enable gdb to implement changes where required

and save a considerable amount of time prior to the deadline.

### Who we are

Chapter Three Consulting t/a Compliance Advisory Ltd are a business support consultancy who focus on bringing specialist knowledge and expertise to companies who wish to fulfil their compliance obligations.

Our consultants have over 45 years of combined policing and public-sector experience and have worked in a wide

range of roles in policing, law enforcement and compliance. We keep pace with new legislation, emerging technologies and client needs making us well placed to support them in a wide range of situations.

### Contact

For further information, contact Compliance Advisory Ltd on:

0330 004 0020

[www.c3c.co.uk](http://www.c3c.co.uk)

## Erasable printing – Creating a new era for office print

Within the print industry we are continuing to see drives in innovation to benefit the end-user. There has long been talk about sustainable printing and the latest hybrid technology offers extremely 'green' credentials. One single device to print, copy, scan with the huge added benefit of reusable prints, which saves on paper and reduces a business's overall carbon footprint and recycling costs.

### So how does it work?

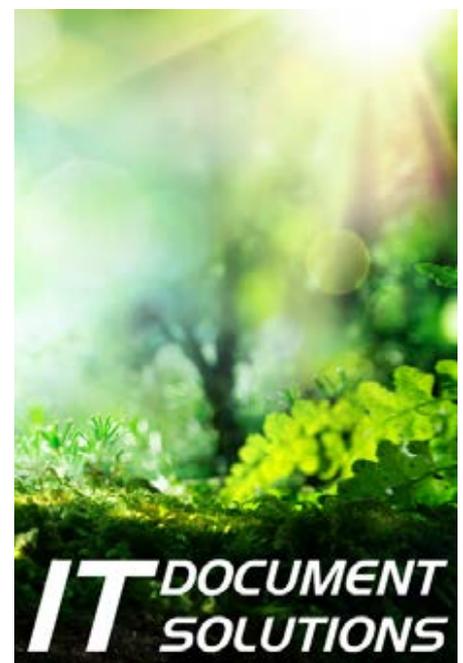
Very often we print documents, which are only intended for temporary use, e.g. to proof-read a document, meeting agendas, or as a reminder to do something. In this instance, the hybrid system gives you the ability to select the erasable blue toner, so that when you are finished with a document, you don't have to throw the paper away, but can delete whatever was printed on it and reuse the sheet.

### What is the benefit?

Assuming that you use a sheet of paper five times (i.e. print once and reuse it four times) and you print 4,000 erasable pages per month, you can reduce paper consumption by up to 80%. This means that after five years you will have saved almost 200,000 sheets of paper. In other words: The same amount of paper which you would usually use in one year, will now last five years.

Besides saving costs for paper (purchase, storage, distribution and disposal) there is also a significant environmental benefit as you automatically reduce the carbon emission and water consumption, which is generated during paper production.

Making small changes can make a massive difference to your business. If you would like to learn more about the benefits of erasable printing, please contact us on 0207 101 0096 or email [info@itdocumentsolutions.com](mailto:info@itdocumentsolutions.com)



## Top Tips To Planning The Perfect Office Christmas Party



Christmas is a wonderful time of the year it's just a shame that so much planning is needed for it and the office Christmas party is no exception! It can seem a daunting task, and a pressured one at that. It's all down to you to deal with the time and budget constraints and to come up with something that your co-workers will hopefully still be talking about this time next year.

Here are a couple of our top tips for arranging that perfect office Christmas party;

**Pick a date as early as possible;** when a date has been decided, make sure you send out a 'Save the date' email to all your co-workers, it

doesn't matter at this stage if you don't have any more details about the party.

**Know your budget;** look for affordable vendors. That doesn't mean "go cheap", but it means look for the vendors that offer the best value for the money, try to find vendors that provide everything. Spend on the important elements first, as long as there is music and plenty of food and drink.

**What type of party are you planning;** there's an endless amount of choice when it comes to what type of Christmas party to hold. To theme or not to theme, popular ideas include: traditional Christmas, film inspired, vintage/

retro, circus and winter wonderland to name but a few, all these ideas will be decided based on your budget and the size of your company.

**Where will you hold your party?** Good venues get booked up quickly, if you've chosen a theme, consider every element of the venue that will need to be themed like the entrance points, the bar, table centres and any unique features in the venue.

Ho, Ho, Ho... we wish you a very Merry Office Christmas Party!

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

## The Apprenticeship Levy

It is now nearly 6 months since the new Apprenticeship Levy came into effect from 1 May. With so much other significant political and economic news since then, it is perhaps not surprising that this legislation has somewhat taken a back seat. Brexit negotiations appear to be stalling and division amongst politicians on all sides as to the best approach to our European divorce settlement (deal or no deal?), perhaps puts us in danger of missing the point.

The Levy is a well-intentioned government drive to raise the profile, quality and quantity of apprenticeship delivery, with a target of 3 million new apprenticeship starts by 2020- a not insignificant increase on current levels. The purpose is to address the skills gap in UK productivity against our overseas counter-parts. Recent economic indicators suggest that our productivity has fallen again in recent months but the Chancellor, CBI and most other groups recognise that Brexit

makes this issue ever more important.

It is surprising therefore that the Levy appears not to have received the same degree of attention and information flow as say, the requirements for pension auto-enrolment. In fact, evidence suggests that only a third of levy payers are taking advantage of their funds. The levy applies to all companies in the UK and is charged at 0.5% of annual gross wage bills but with an annual allowance of £15,000. In effect, the levy therefore affects all companies with a wage bill in excess of £3m. It should be noted that the levy can only be used for apprenticeship training; that all of the funding is accessed via a new government portal (the Training Apprenticeship Service or TAS); and that funds are withdrawn after 24 months if not used.

Non-levy paying companies wishing to employ apprentices will need to pay a contribution of 10% of the price agreed for apprenticeship training, with an authorised

training organisation. The government will pay the 90% difference, subject to the funding band limit for each apprentice qualification referred to above.

There is a raft of other changes that sit alongside the new funding rules of apprentices, including additional government incentives and importantly an employer commitment that a minimum of 20% of training should be 'off-the-job'. The complexities of these reforms; lack of knowledge by employers; and uncertainty on how to embed such training within the workforce, has conspired to actually reduce the number of apprenticeship starts since the levy began. This is understandable. However, in order to deal with our skills shortage 'head-on' and grow our way out of austerity as suggested by the CBI, perhaps employers would be well placed to speak with approved training providers and colleges.

[www.jace-training.co.uk](http://www.jace-training.co.uk)

## Three tips on meeting a deadline

John Young knows all about deadlines. He's been a TV journalist for 28 years, appearing as a presenter and reporter on BBC South East Today since its launch in 2001. Here he shares three tips from his TV themed team-building workshops.

### 1. Less is More

You have a mountain of information, and you've got to turn it into a report. Try to make that report as short as you think is reasonable — and then shorten it a bit more. Most people prefer to receive something brief, that they can digest, rather than something long, that just won't get read. The average TV news report is about three hundred words. Not much!

### 2. People don't miss what they don't know

It's easy to take too long over a report because you're worried people will miss things if you don't include them. But if your audience is new to a topic, they won't know what they're missing. Tell them too much, and they'll become confused, and miss the entire point. A prerecorded TV interview may be six minutes long, but the clip included on air may be less than twenty seconds! The skill is in choosing the most relevant twenty seconds.



### 3. Kill the Kitten

Be a little ruthless. It saves time. If you're proud of a pet project, but the context has changed and the project isn't so relevant anymore (Brexit, anyone?) the sooner you recognise that, the sooner you can crack on meeting the deadlines that are still relevant. I've worked on many a lovely news story, only to see it

abandoned at 5pm because breaking news has taken over.

John's TV news themed workshops are an affordable, on-site, fun solution for staff development and team-building. [johnyoungmedia.co.uk](http://johnyoungmedia.co.uk)

## LJD Law



New data protection laws are just around the corner. The General Data Protection Regulation, GDPR, places greater compliance obligations on businesses and gives individuals more rights.

You must be able to demonstrate how you comply with the GDPR. Amongst other things, that will mean having in place various written policies and (for many businesses) changing certain processes. The policies will need to deal with (amongst other things) data transfer, data retention/destruction, data breach, data protection impact assessments, and data subject access requests. Drawing these up will be a significant piece of work and take many months to pull together.

Before you can start preparing these policies you will need to audit the personal data you hold including what type of data you collect and why, how you use it, who you share it with (and why) and where you store it. Most businesses will share personal data about their customers, suppliers and employees with third parties (e.g. CRM and HR solutions). Your contracts with those third parties will have

to be amended to ensure they contain certain provisions which are mandatory under GDPR.

I've seen many companies selling themselves as GDPR experts. I've had clients telling me they're working with companies who are "GDPR accredited" or "GDPR regulated" – please, there is no such thing!

If you're working, or considering working with, a non-lawyer make sure you do full due diligence including asking them about their experience of data protection laws and their qualifications and training. Please also bear in mind that if you give them access to personal data they will be data processors – do the contractual terms protect you and the data?

If you would like help with your GDPR compliance, please don't hesitate to get in contact for an initial chat to see how we can help ([lisa@ljdaw.co.uk](mailto:lisa@ljdaw.co.uk) or 07758 885578).

## Business Benefit From 20% "Off-The-Job" Learning In Apprenticeships

Ben Sweetman, Director of Degree Apprenticeships at QA summarises the requirement for apprentices in England to spend 20% of their working hours on off-the-job learning.

With the introduction of the Apprenticeship Levy, the Education & Skills Funding Agency has published a new set of funding rules for employers and providers in England.

One key element requires apprentices to spend at least 20% of their total working hours on "off-the-job" learning.

This can include:

- Teaching of theory
- Practical training
- Writing assessments and assignments
- Learning support
- Shadowing and mentoring
- Industry visits and attendance at skills competitions

It can't include:

- English and maths (up to level 2)
- Progress reviews or on-programme assessment required for an apprenticeship
- Training which takes place outside paid working hours

### Calculating The 20%

1. Work out the total working hours.

(Excluding annual leave and bank holidays.)

2. Calculate 20% of the total working hours across the duration of the programme  
52 weeks x 5 working days = 260 days  
Minus:  
- 25 days leave  
- 8 days bank holiday  
= Total of 227 days  
20% x 227 days = 46 days

### Maximising business benefit

QA has always designed apprenticeships with employers in mind. We had already invested in our high tech approach to blended learning, and this becomes even more valuable with the 20% rule.

Our approach is:

- Blended – we design programmes with the optimum balance of face-to-face and digital learning to suit each occupation.
- Flexible – we invest in digital learning, which gives apprentices maximum flexibility to fit learning around the day job. We understand that this can be fluid and fast changing.
- Applied – we've made our digital learning highly work-based. Not only will the content be relevant, but practical exercises, assignments and feedback enable apprentices to immediately apply learning to their role.



### About QA

QA provide IT, tech and business apprenticeships. QA's programmes blend high-quality training with online learning and real-world experience in the workplace. We design our programmes to teach meaningful skills that build long-term careers – upskilling talent within businesses across the UK and kick starting young people's careers. Our wide range of apprenticeships include degree programmes, industry-recognised qualifications and accreditations from Microsoft, ILM and APM.

[www.qa.com/apprenticeships](http://www.qa.com/apprenticeships)  
0345 074 7825  
[employanapprentice@qa.com](mailto:employanapprentice@qa.com)

## Top Tips on Managing your Employees' Complaints and Grievances

If a complaint or grievance is raised in your workplace it is crucial that a fair and thorough investigation is carried out to avoid any breakdown in trust and confidence. The Acas Code of Practice on Disciplinary and Grievance procedures and the accompanying Acas Guide is a good starting point and sets out everything you need to know.

Handling a grievance badly is likely to result in an extremely demoralised employee who no longer wants to work for your company. They may resign and lodge a constructive unfair dismissal claim against your firm.

If you follow these top tips, not only will you reduce the risk to your business but you will ensure a fairer workplace culture.

1. Where possible deal with complaints or grievances informally so that the current situation does not escalate. A quiet word with someone who's behaviour is unacceptable or providing additional resources, where necessary, could resolve matters.

2. If a serious complaint is made, encourage your employee to raise a formal grievance to initiate a thorough investigation and a written outcome.
3. Investigate objectively and thoroughly ensuring that relevant witnesses, including those suggested by the person grieving, are interviewed.
4. Find out whether similar grievances have previously been raised, and how they have been resolved, to ensure consistency of treatment.
5. Ensure the decision maker is not someone who has been complained about and that they are of the appropriate seniority.
6. Check whether any reasonable adjustments need to be made if the employee is disabled or provide an interpreter if the employee has difficulty speaking English.
7. The meeting should be held in private where there are no interruptions and accurate notes at the grievance hearing should be taken and shared with the employee.
8. Make introductions as necessary. Invite the employee to restate their grievance

- and how they would like to see it resolved.
9. Consider adjourning the meeting if it is necessary to investigate any new facts which arise and then communicate the outcome in writing.
10. The appeal should be dealt with impartially and wherever possible by a manager who has not previously been involved in the case. This can be a review or a re-hearing of the issues.

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

## Top 5 SEO Tips from Digital Agency Rose Media Group

### 1. Keyword research

Keyword research should be the main part of any SEO strategy. Having the right keywords will determine where your website will rank for the relevant and important topics related to your business.

### 2. Optimise your title tags

A title tag is an HTML element that specifies the title of a web page. Title Tags are what displays on the search engines results pages and should therefore include the keywords relevant to the content of the web page they describe.

### 3. Improve your website's loading time

No matter how good the content is on your pages, if it takes too much time to load, your bounce rate will most likely be affected. A page with a high bounce rate can have an adverse effect on its search engine ranking.

### 4. Optimizing your images

Images don't just add to the aesthetic of a website they also contribute to your SEO. When adding images to your site ensure they are optimised by following these steps:

- Make the image as small as possible – in terms of download size.
- Ensure the image has the correct name and alt text – so that search engines can find it.

### 5. Latent semantic indexing

The way search engines are viewing your content is forever changing, whilst having the correct keywords in your content is important, it's no longer enough.

If you search for a keyword in Google, and scroll down to the bottom of the page there is a section called "searches related to (keyword)". Take a moment to go through this list and include some of these in the content that you're writing. This is a great way to improve your search ranking based on popular searches.

Rose Media Group specialises in social media, PR, digital and web.

Contact us to find out how we can help you:  
01444 241341  
hello@rosemediagroup.co.uk  
www.rosemediagroup.co.uk

## Data Protection in three simple questions



The new data protection regulations (GDPR) are still a hot topic for all organisations. Working through the scare stories and misinformation to

find out what you actually need to do can be overwhelming.

The key element of data protection is being able to show that you are looking after people's personal information with all due care. Done well, this is an opportunity to show your customers, employees and others that you value their information and take the responsibility of looking after it seriously. So, where to start? First, you need, to understand where you are now. A data audit can be summed up in three simple questions:

- What data do you have? What with cloud applications and business being done over social media and other platforms, it is not always clear to an organisation what data they hold or where it is stored. Do any of your employees keep their own records? What about meeting notes and other unstructured data? When you know what you have, you can answer the next question
- Why? There are a number of lawful reasons for processing personal data. You might need it to fulfil a contract or a legal obligation. Alternatively, you may just be holding on to it in case it becomes useful in the future. Under GDPR, you need to specify the lawful basis for processing in your privacy notice.
- Do you need to? If you don't have a legal or contractual need to process data, then you most likely need to get consent to continue holding it. Getting evidence of explicit consent now, before the 25th May deadline is much easier than it will be in the future.

For more information about the impact of the new regulations, call Tom Crellin, Consultant, on 01825 768980

## Ten2Two. The future of flexible working

Our Flexible Working Survey 2017 revealed that flexible working has come a long way in the last ten years. But more needs to be done to bring it into mainstream consciousness.

Ten2Two, a part-time and flexible working recruitment agency, has been providing flexible professionals to organisations across the southeast for ten years. To celebrate this anniversary, we conducted a survey into flexible working practices to see what's changed.

We asked over 250 businesses and over 1,000 employees for their views, with interesting results. Although there has been a shift towards flexible working, there is still work to do.

- 91% of employers feel that attitudes are more positive than 10 years ago which is a great result but only 29% felt there had been 'significant improvement'.
- 83% of employers agree flexible working has benefited their business.
- Benefits quoted by employers include greater retention of valuable staff, employee wellbeing and satisfaction and access to a broader talent pool.

### Serious about flexibility

The legal right to request flexible working was extended to all employees in 2014. Has it made a difference? Not entirely. Flexible professionals still want to be taken seriously. That means a better promotion structure, more incentives and more respect for flexible workers across the board.

- Just 20% of employees feel legislation to make it a legal right to request flexible working has improved the adoption of flexible working.
- Nearly 80% of comments were negative or at best ambivalent about attitudes of employers towards flexible working.

### Fantastic quality, exceptional experience

Ten2Two recruits solely for the flexible and part-time arena. While the research may be telling that more employers need to embrace flexibility, we believe that change is on the horizon.

Read the full report at [Ten2Two.org](http://Ten2Two.org)

## Assurity Consulting - Leading the way with Legionella risk assessments



From the 1st October 2017 Assurity Consulting became the first organisation in the UK to uniquely combine accreditations to Primary Authority Assured Advice and International Standard ISO/IEC 17020:2012 (against Water quality. Risk assessments for Legionella control) and for their Legionella risk assessments.

Specifically the Assured Advice relates to "the competence and ability of Assurity Consulting to undertake suitable and sufficient Legionella risk assessments in accordance with the relevant legal requirements" and is offered in a co-ordinated partnership with the City of London Corporation (CoLC).

Toby Thorp, Environmental Health Officer at CoLC said, "Assurity Consulting are an organisation we've worked alongside on many occasions at significant properties within the Square Mile and we were pleased to be able to formalise that partnership through our new Co-ordinated Primary Authority agreement. This should benefit the business, their clients and regulators alike through increased confidence in the systems being used to deliver client services and then additionally provide consistency in enforcement."

The Primary Authority Scheme which started in 2009 was developed with the aim of ensuring that 'local regulation is consistent at a national level and sufficiently flexible to address local circumstances.' This is achieved by allowing 'an eligible business to form a legally recognised partnership with a single local authority in relation to regulatory compliance.'

Director of Market Development at Assurity Consulting and lead on the project Greg Davies commented, "Being able to offer Assured Advice for our Legionella risk assessments is a further significant addition to an already extensive list of quality assurances and accreditations we hold to confirm our competence and expertise. It is also only the beginning of the process as we look to secure Assured Advice status to recognise the quality of more of our services so we can offer our customers additional peace of mind." For more information on Assurity Consulting's Assured Advice please visit [www.assurityconsulting.co.uk/assuredadvice](http://www.assurityconsulting.co.uk/assuredadvice)

[suzanne.clarkson-lewis@assurityconsulting.co.uk](mailto:suzanne.clarkson-lewis@assurityconsulting.co.uk)  
01403 269375  
[assurityconsulting.co.uk](http://assurityconsulting.co.uk)

## Gatwick extends its transatlantic network to Toronto and Las Vegas

British Airways has announced it will be adding another two new transatlantic routes to its summer 2018 schedule at Gatwick. Toronto in Canada, will be taking to the air from May 1, with three flights per week, and Las Vegas will be returning with three flights a week from March 27 next year.

The new flight to Toronto will be British Airways' first flight to Canada from Gatwick, and follows the recent introduction of new long-haul routes to Oakland and Fort Lauderdale in the US.

The Las Vegas route, which already operates from Heathrow, is in such high demand that the airline will now offer a service from the two biggest London airports to give customers access to a greater number of seats and a choice of departure airports.

The additional two destinations takes the number of new routes introduced at Gatwick in 2017 to six and the total number of routes flying from Gatwick to 71, 24 of them long-haul and 47 short-haul.

Sean Doyle, British Airways' director of networks and alliances, said: "Gatwick has always offered a great range of long-haul destinations, but adding Toronto and Las Vegas to the summer schedule will take the number of transatlantic routes to 21, making Canada, the US and the Caribbean more accessible than ever before.

"It's particularly exciting to be adding Canada to the list of places our customers



will be able to explore from Gatwick, and we look forward to welcoming our Canadian customers in to London."

Summer 2018 fares on the Toronto flights in World Traveller will start from £453 return and fares to Las Vegas from Gatwick will start from £699 return, including taxes and charges.

British Airways Customers travelling from Gatwick will benefit from British Airways' modern facilities at Gatwick's south terminal, after the airline moved in at the start of the year.

Those travelling in Club World will also have access to a sophisticated new lounge area at Gatwick, which opened in spring as part of the airline's multi-million pound investment to benefit its customers with a focus on excellence in the premium cabins and more choice and quality for all.

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

## Marco expands services



Having already secured a long-term contract with Gatwick Airport Limited (GAL) to provide a framework of design, construction and operational services, Marco have recently expanded its offering to now include drainage, jetting, plumbing and CCTV surveys.

The new solution means specialist engineers will be on call out 24 hours a day, 365 days a year, to assist with toilet and drain blockages and jetting in

the terminal and supporting buildings. In addition, Marco has implemented a Planned Preventative Maintenance (PPM) programme, which will allow Gatwick to reduce their reactive maintenance and increase the performance and efficiency of their equipment to reduce breakdown.

In early September, the West Sussex-based airport building refurbishment and maintenance specialist will also be able to offer water chlorination, which is the process of disinfecting and commissioning a building's internal hot and cold domestic system, including all pipe work and storage tanks.

Managing Director David Gill said: "Expanding our service portfolio and securing these works gives us another opportunity to further grow the business,

not just with Gatwick Airport but all other airport-based companies, retail outlets and concessionaires, too.

"We take great pride in providing a professional and reliable service, which is why all of our engineers are highly competent, trained and knowledgeable. They also make health and safety their number one priority when carrying out works, something that is so crucial when working on high security sites such as airports."

Pictured in the photo is Sean Martin Operations Engineer and Daryl Endacott Technician, part of the newly formed Marco (Utilities) Limited team.

[www.marco-gatwick.co.uk](http://www.marco-gatwick.co.uk)

## East Surrey College launches 2018/2019 Full-time Course Guide

East Surrey College is delighted to launch the new Full-time Course Guide for 2018/2019 to promote the wide range of high quality courses on offer at the College.

The guide features over 80 courses in a variety of subject areas including:

- Applied Science
- Engineering & Motor Vehicle
- Art, Design & Media
- Hair, Beauty & Spa
- Aviation, Travel & Tourism
- Life Skills
- Business, Accounting & Information Technology

- Public Services & Sport
- Childcare, Health & Social Care
- SEND
- Construction

For students looking to continue their studies at College, they'll find a choice of study options including BTECs and Apprenticeships and all our courses include the opportunity to improve Maths and English skills to gain a minimum GCSE grade 4 (if not already achieved).

The College continues to deliver outstanding results, ranked 11th out of 215 nationally (2015/16 Latest National

achievement rates by Institution for Further Education and Tertiary Colleges for students aged 16-18).

Students will develop specialist sector skills as teaching staff have strong industry experience and continually develop links with businesses and professional organisations. As part of their course, students take part in work experience and work-related projects to help prepare them for the world of work and life after College including Higher Education.

Avoid the queue on the day by pre-registering online at [www.esc.ac.uk](http://www.esc.ac.uk).

## Catalicity is changing!

The start of October was our official First Birthday as Sandra Norval, our Managing Director committed the business full time in 2016. The business was always one with vision and a long term plan for growth and we have spent Year One building our contacts and developing associate relationships, many of which we are thrilled to be able to say came from within the Gatwick Diamond community.

To celebrate and keep building on that vision we are delighted to welcome two new directors who bring with them a wealth of experience in sustainable building and food and manufacturing.

Our Innovation Director, Danny Lee (pictured left), has already attended his

first gdb Members Meeting and started to meet everyone. Danny is an experienced Executive Director with expertise in initiating innovative strategic and practical solutions for sustainable living and building. His innovative leadership expertise is built on his experiences in South Africa, UK and through global maritime activities plus development of sustainable businesses and projects.

Operations Director, Kevin Baldwin (pictured right) joins us at the start of November. Kevin's experience includes management of large capital process plant, labour intensive manufacture and packing lines. This includes the development of environmental, and safety systems, and the effective, practical use of Lean manufacturing systems and Continuous

Improvement problem solving techniques, with a successful track record in cost control and reduction, plant maintenance, and quality improvements.



In Year Two we continue to focus on providing our clients with strategic development for growing business through sustainable business models and these additions to our team bring deeper insight into these sectors which are subject to increasing pressure for change.

You can find more details on our website at [www.catalicity.com](http://www.catalicity.com) drop us an email at [info@catalicity.com](mailto:info@catalicity.com) or call on 07985 610626 to discuss your challenges.

## Enterprising Entertainment

The days are growing shorter and the weather's less clement, and though it may not be winter just yet, it's the perfect time to get ahead of the curve and plan this year's Christmas entertainment.

Whether traditional or unconventional entertainment is on the cards, Lea Graham can nip a 'bah humbug!' in the bud with any of our exceptional performers. From carol singers to cabaret, dance bands to jazz duos, magicians to murder mystery, diversity is our watchword.

All That Malarkey, a cabaret act taking audiences by storm, can elevate Christmas celebrations to the next level. Presenting a quirky music 'mash-up' in refreshingly original quasi-operatic songs, the group can warm hearts during the bleak mid-winter with an eclectic repertoire spanning operatic classics to R&B, musical theatre to cheesy pop and jazz.

For something truly inspired, Rokaoke is certainly memorable. The evening involves hiring a rock band for guests to sing along to, and they can even have private tuition ahead of their performance to surprise unsuspecting colleagues.

The Syd Lawrence Orchestra can turn back time to the swing era. Voted 'The Best

Big Band in the Land' for many years, they provide evenings filled with Bond themes, World War Two classics from the legendary Glenn Miller, or something from the Great American Songbook such as Frank Sinatra and Ella Fitzgerald.

On a smaller scale, the extraordinarily talented soloist Duncan Allen could add some swing to proceedings. He's a great choice for an up-tempo evening.

Alternatively, French saxophonist Didier Messidoro has joined forces with Glen Richardson to create blissful pop songs, film themes and show tunes. Didier is a master of soprano, alto, and tenor sax, while Glen offers the best piano and guitar accompaniment in the business.

Magicians and caricaturists are perfect ice-breakers at more formal events where guests don't necessarily know one another, and the awe-inspiring tricks or humorous sketches can provide memories and mementoes too.

Try taking a risk this Christmas and do something different. With so much entertainment on offer, the results could be spectacular.



For more information, visit our website: [www.leagram.com/entertainment](http://www.leagram.com/entertainment) or call: 01444 235475.

## Local business deals worth £1m expected from Gatwick Diamond Meet the Buyers event



The annual Gatwick Diamond Meet the Buyers event took place at the Arora Hotel, Gatwick Crawley on 18 October, sponsored by Gatwick Airport, the Gatwick Diamond Initiative, and Crawley Borough Council. Designed to connect procurement teams from larger organisations with smaller local businesses, the event was deemed a success with 21 buyer organisations and 128 local suppliers taking part. An estimated £1million of local business deals will be generated because of the event.

This year's buyers, many of whom are blue chip corporates, believe it is an efficient way to meet potential suppliers. Balfour Beatty, Thales, Thakeham Homes and West Sussex County Council were among those taking part.

An advisory section was included this year, enabling national and local government representatives to provide guidance on how to secure contracts with public sector organisations. Seven pre-event seminars were also held across the Gatwick Diamond area, ensuring the local suppliers were prepared for the main sales event.

In total, more than £22million of business is estimated to have been done via the Meet The Buyers event in the 17 years it has been held in the Gatwick Diamond.

Rosemary French OBE, Executive Director of the Gatwick Diamond Initiative said: "Meet The Buyers brings companies together united under a common purpose to boost local trade across the Gatwick Diamond. It's great that through this project we've been able to demonstrate how using a local supplier can sustain existing

jobs and create new ones by helping smaller firms to supply larger organisations."

Councillor Peter Smith, Cabinet member for Planning and Economic Development at Crawley Borough Council, said: "I'm delighted that Meet the Buyers continues to be such a successful event. The Gatwick Diamond economy is going from strength to strength and it's vital that our businesses are able to trade with each other where possible, keeping money and jobs local."

Alison Addy, Head of Community Engagement at Gatwick Airport, said: "It's been excellent to see so many great connections being made between buyers and suppliers today, with lots of positive prospects for business growth. We are delighted to be able to support the local business community in this way, working with our partners the Gatwick Diamond Initiative and Crawley Borough Council."

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

## Acro Aircraft Seating Acquired by ZTC

Acro Aircraft Seating is pleased to announce that it is to be acquired by Zhejiang Science and Technology Investment Company (ZTC) for £55m, subject to the satisfaction of certain conditions including regulatory approval. The acquisition will accelerate Acro's access to the Chinese market. ZTC is the parent company of Zhejiang Tiancheng Controls Co., a manufacturer of seats for construction vehicles, trucks and cars listed in Shanghai.

Co-founder and CEO Chris Brady and the company's management team will continue in their roles, leading 'One Acro, globally' from its headquarters at Gatwick in the UK. Acro intends to open a second production facility in Shanghai and in due course a third in the US. The company will continue its

product led growth strategy, which will be enhanced by ZTC's connections in China. Acro was founded in 2007 and is now a major player in the global market for economy aircraft seats. In January this year, following the successful supply of seats for linefit since 2015, Acro officially extended its reach and accessibility to scheduled flag carriers and new-build aircraft with the inclusion of their products in the Airbus BFE Catalogue.

Over the past 10 years Acro have designed, certified and manufactured more than 90,000 seats on multiple platforms, with established offices in Miami, Kuala Lumpur and China to address demand, as customer airlines operating in both Asia Pacific and the North America regions grow.



Chris Brady, Acro CEO, said: "The acquisition by ZTC is a significant opportunity and vote of confidence in us and our mission to 'Perfect Comfort for Passengers'. ZTC both shares this vision and bring huge potential to reach the Chinese market, which is of major strategic advantage."

[www.acro.aero](http://www.acro.aero)

## Resilience & Optimism for Manufacturers despite Brexit uncertainties



they achieved revenue growth over the last 12 months and 78% remain positive about the future.

Without doubt Brexit uncertainty is a significant barrier to growth and 94% of respondents expect further increase in production costs, which are likely to be passed on to customers. Nationally, 20% of respondents stated that they have lost staff or are at risk of losing staff from the EU because of Brexit, however, in the South East the figure is closer to 30%.

Recruiting appropriately skilled staff is a significant issue for 75% of the survey respondents and this was identified as one of the main barriers to achieving business growth over the next 12 months, a problem compounded by staff losses over Brexit. In spite of this, 57% of respondents expect to increase their staff numbers over the next 12 months and 59% are planning to take on apprentices.

The survey highlighted that manufacturers are starting to understand Industry 4.0 opportunities and are looking to government for more tax breaks to help them to accelerate the necessary investment. Many currently do not fully understand the impact of Industry 4.0, which is the name for the current trend of automation and data exchange in manufacturing technologies which can help create 'smart factories' and bring more automation to manufacturing and engineering processes.

MHA Carpenter Box Partner Chris Coopey, who heads the Manufacturing Group at MHA nationally, commented: "The resilience

and optimism of our manufacturers and engineers highlighted by our survey is a massive positive for the UK in this most uncertain of worlds. Despite the challenges they face the sector remains buoyant."

Philippa Oldham who heads Manufacturing and Transport for the Institution of Mechanical Engineers, discussed the main findings of this year's report at the Manufacturing Engineering and Technology Alliance (METALL #6) meeting on October 19th at the South Lodge Hotel near Horsham.

For more details and to sign up to future meetings, visit [www.metall.org.uk](http://www.metall.org.uk).

SME manufacturers in the UK are more confident around revenue growth, despite Brexit uncertainties, skills shortages and production cost rises. So says this year's MHA Manufacturing & Engineering annual survey report which is supported by Lloyds Bank Commercial Banking.

The findings of this year's survey gathered by Sussex and Gatwick-based chartered accountants, tax and business advisers, MHA Carpenter Box, draw on the national and regional insights from over 450 clients and contacts. It identifies opportunities and concerns facing UK manufacturing and engineering businesses and, despite uncertainties over Brexit, 69% reported that

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Diamond.

## First aid training is easy as ABC for local hospice



A Worthing-based training provider is aiming to make first aid as easy as ABC in light of startling new statistics released by the government this year.

Recently, ABC Worksafe designed five bespoke Emergency First Aid at Work sessions to educate staff from St Barnabas House adults' hospice and Chestnut Tree House children's hospice about how to deal with potential health & safety risks while working in close range with the general public – including CPR, choking, seizures, wounds and burns.

The training came after the recent Labour Force Survey revealed that a staggering 621,000 injuries occurred at work between 2015 and 2016, while a further 1.3 million working people suffered from a work-

related illness. 137 deaths at work have also been reported to RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations), with more than 30 million working days lost each year.

Fortunately, Jan Harper, Head of Retail for St Barnabas and Chestnut Tree House, said "Course participants have only had to deal with a few cuts and grazes since receiving their training but they now feel more confident about the prospect of handling a serious first aid incident at work."

"The safety and wellbeing of our staff, volunteers and visitors is paramount," Jan said. "Across all areas of our retail operation, we've had a really positive response to the training. ABC Worksafe provided a fun, interactive and highly informative course

and staff tell us they have already been able to call on their training outside of the workplace, which is great to hear."

Paul Lane, Managing Director of ABC Worksafe, added: "St Barnabas & Chestnut Tree House is a fantastic charity that provides crucial palliative care to the local community, so we were delighted to be able to help staff and volunteers feel safer while they do such important work.

The widely acknowledged statistic is that 2/3 of people couldn't save a life so it's not just about teaching people what to do when something goes wrong, but also increasing their awareness so they can act responsibly and share their knowledge with others."

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

## Rose Media Group appointed as digital agency for Chemigraphic

Burgess Hill based digital marketing agency Rose Media Group (RMG) has been appointed by leading electronics manufacturer Chemigraphic as its digital marketing and media relations partner.

Rose Media Group's brief starts with rebranding the company and developing a new website. This will be followed by an ambitious awareness campaign to target influencers across a variety of vertical markets. Implementing a multichannel approach to PR and SEO, Rose Media Group will be building the company's reputation, globally and improving organic search engine rankings.

Chemigraphic was founded in 1972 and has grown to become a major player in the electronics industry, building complex products for a wide range of specialist UK and Global technology brands, supporting them at every stage of their product lifecycle. Chemigraphic employs over 150 staff and operates from a 40,000 sq. ft. state-of-the-art premises in Crawley's thriving Manor Royal. Partnering with Rose Media Group is a strategic decision to help the company implement its ambitious growth plan over the next three years.

Aneela Rose, MD of Rose Media Group, said: "We have an insatiable appetite for creative



digital marketing at RMG, and working with Chemigraphic's senior management team is particularly exciting for us as this project showcases our strengths across so many disciplines. Our task is to raise awareness of the Chemigraphic brand and help it increase its market share throughout the global electronics sector."

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

## Surrey and Sussex's mid-sized businesses boost sales by up to 43% despite Brexit uncertainty

### The fastest growing mid-sized companies in Surrey and Sussex revealed

Surrey and Sussex's best performing mid-sized companies are growing fast despite uncertainty caused by the Brexit negotiations, according to the latest research from accountants and business advisers BDO LLP. The findings are in sharp contrast to businesses across the country where only 4% are feeling more confident in the 100 days since the election.

The top 20 companies in each county reported an impressive combined sales growth of 43% in Sussex and 32% in Surrey over the last year. Collectively they employ more than 8,000 people and generated revenue in excess of £2bn.

In the top spot in Surrey is Giggling Restaurants Limited which saw a compound annual growth rate (CAGR) in revenue over three years of 61%; the popular restaurant chain is a newcomer to the top 20 league table. Occupying the number one position in Sussex for the second year running is Envision Pharma with a CAGR of 52% in revenues.

BDO's Best in Business ranks the top 20 performing businesses by annual sales growth over the previous three accounting periods. It highlights the ongoing importance of companies with a turnover between

£10m-£300m to the local economy and is part of a firm-wide commitment, as sponsors of The Sunday Times Fast Track series, to champion mid-sized businesses.

Since last year's research only 10 businesses have maintained their performance, showing the volatility amongst the highest performers. Companies in construction and IT continue to experience the fastest growth, although other sectors are also performing well as demonstrated by the vibrant mix of businesses represented in the top 20 league tables.

Further research by BDO shows businesses in Surrey and Sussex are bucking the trend as almost two thirds of mid-sized companies nationally report a drop in confidence about their own growth ambitions. Brexit is still the overriding concern with 58% naming clarity on negotiations with the EU as the number one factor they'd like to see the new Government and policymakers focus on.

BDO is calling on the Government not to take the resilience of the region's mid-sized businesses for granted and to take steps to create a friendlier business environment.

To find out more about Best in Business or obtain a copy of the 2016/17 report contact Kevin Cook, partner at BDO LLP on 01483 408003 or email [kevin.cook@bdo.co.uk](mailto:kevin.cook@bdo.co.uk)



## Bhavna's HR & Employment Column



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

### Monitoring employee's emails breached human rights

In the notable case of *Bărbulescu v Romania*, Mr Bărbulescu was requested by his employer to create a Yahoo Messenger account for responding to client enquiries. Monitoring by the employer revealed that Mr Bărbulescu also used the account to exchange messages with his brother and fiancée. He was therefore dismissed for prohibited use of company resources.

The European Court of Human Rights upheld Mr Bărbulescu's rights; there had been a

violation of his privacy right. That decision was made, even though Mr Bărbulescu knew personal use of company resources was forbidden, as he had not been told that the employer was monitoring.

The advice here is that if you are going to monitor emails etc., staff should be notified appropriately in advance and consent should be obtained in writing.

### Collective redundancies may not justify pregnant worker dismissal

The fact that an employer is engaged in a collective redundancy exercise cannot be used to justify the dismissal of a pregnant worker. An employer must demonstrate that there is no "plausible possibility" of reassigning the pregnant worker, and ensuring that the dismissal notice is sufficiently reasoned. This was the view reflected in the case of *Guisado v Bankia SA*. Whilst the AG's

opinion is not binding, the ECJ is likely to follow suit as it normally does.

### The true impact of standby shifts

A Belgian Court has asked the European Court of Justice ("ECJ") whether a firefighter's time spent on standby close to his workplace was working time for the purposes of the Working Time Directives. The ECJ ruled that standby time should not automatically be considered as working time. The key factor is the quality of time spent by the worker while on standby. For instance, whether the worker devotes the time to his own interests and family, it is the quality of personal time spent during standby rather than the required proximity to the workplace that is of overriding importance. This is clearly good news.

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

## Search Consultancy delivers strong growth message with financial results

Search Consultancy Group Limited has set its sights on business expansion following the release of its results for the 52 weeks to 1 January 2017.

Set against challenging market conditions, the business has reported EBITDA of £6.2m (2015 - £7.7m), year-on-year turnover growth, increasing 3% to £178.8m, as well as continued positive operating cash flow.

Despite market turbulence and challenging macro-economic conditions, the business saw continued growth in its permanent business with 2% year-on-year growth, representing a three-year compound annual growth of 8%. Meanwhile its contract business continued to provide a high-quality revenue stream, delivering 60% of the group's total net fee income, with the contract base peaking at 6,700.

Chief executive Grahame Caswell – who led a successful management buyout of the business in May this year hailed the performance of the company's 700 employees and the commitment of the



business to invest in its people, reflected in its awarding of Platinum 'Investors in People', as key to the firm's success. He is now firmly focused on further growth of the UK team with ambitious expansion plans,

building on the MBO and investment reported earlier in the year. In fact, since May, Search has already seen 30% growth in profits.

Search employs some 700 staff serving markets in England and Scotland from its 13 city centre locations. It offers specialist recruitment services across six vertical markets – Professional Services, HealthCare, IT, Technical and Engineering, Construction, and General and Commercial Staffing.

This model enables Search to operate a portfolio of highly-successful niche businesses all under the umbrella of the Search brand.

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

## Sandman Signature London Gatwick launches after multi-million pound investment



Canadian-owned Sandman Signature Hotels unveiled its latest multi-million pound investment in the UK hospitality industry at London Gatwick on the 14 September 2017.

Attended by more than 100 guests, the event marked the culmination of a three-year top-down transformation of an iconic seven-storey site into a luxury hotel brand – and coincided with the rapidly expanding hospitality group's 50th anniversary.

A total refit saw the hotel re-imagined primarily for the corporate guest and executive travel buyer. All 151 of the four-star bedrooms are now equipped for longer term stays with a microwave, fridge and laptop safe.

Featuring private gym, gastro bar and grill,

with a fully catered conference floor and free high speed Wi-Fi throughout, the Sandman Signature London Gatwick reflects a growing trend among operators to focus on business traffic close to airports.

The Group's policy of using local suppliers for each of its hotels will see millions of pounds pumped into the local economy over the next few years. Crawley MP Henry Smith welcomed the company's investment, describing the Sandman Signature London Gatwick as a 'premier destination for leisure and business in the Gatwick and Crawley area'.

General Manager Inga Gadisauskaitė was previously involved in the launch of the group's flagship north of England site, created out of the Scottish & Newcastle brewery building. She added: "We owe a huge thank you to our many local contractors for working with us on this amazing project and allowing the hotel to remain open with minimum disruption to staff and guests".

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

## Green light for Preston Barracks and Moulsecoomb Campus regeneration

Brighton & Hove Planning Committee has granted approval for the £300 million regeneration of Preston Barracks and the University of Brighton's Moulsecoomb campus, which will create over 1500 jobs, hundreds of new homes and attract over £500 million into the city over the next ten years. Brighton & Hove City Council received over 400 hundred letters of support from members of the local community and business leaders in the city for the application.

Professor Debra Humphris, Vice Chancellor of the University of Brighton, said: "We are delighted that our plans have been approved. This partnership aims to deliver one of the most ambitious and transformational projects for the city in a neighbourhood where meaningful regeneration is long overdue. The scheme has the potential to have a huge positive impact both for the local community and wider city, as we look to deliver on our aspiration to create an inspiring place where people can live, work and learn together."

The proposals straddle the Lewes Road and include 369 new homes, incorporating affordable housing, and 1,338 purpose built student bedrooms in managed halls of residence. The



development will also deliver a 50,000 sq ft hub for start-up businesses and entrepreneurs by creating an accelerator company to unlock difficult sites and provide workshop space, mentors and business support

At the core of the scheme design is improved connectivity. As well as a striking new pedestrian bridge across Lewes Road there will be new public routes, squares and crossings which will aid access across the sites and Lewes Road, providing connections to the bus routes and Moulsecoomb station. The provision of lifts, ramps and landscaped steps will further aid accessibility, whilst the repositioning of existing car parking and new site access and signal junctions will improve traffic flow.

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

## Growth by Design is having a growth spurt!

Growth by Design launched in earnest in January this year after a marketing company and business coach decided to join forces on something new. Specialising in online marketing, as part of the novel service they include a regular group meeting for business owner clients to understand the impact of their recent activities, and then refine future options within their marketing and sales funnels to achieve their growth objectives.

This new style of marketing service and support for businesses in Sussex has proven popular and the company has employed four new team members in the last nine months.

- Joanna Storer, Digital & Content Team Leader
- Cassandra Freeman, Digital Marketing Assistant



- George Wakerley, Digital Marketing Assistant
- Tom Bird, Website Designer

Tim Rylatt and his wife, Juliet, joined as directors in January to form the new Growth by Design management team with Managing Director, Henry Laker. Tim says, "The team has doubled since January, we've had to expand the offices and hold recruitment

days to fill the vacancies. We feel a bit like a teenager having a growth spurt!"

From September, Design Team Leader, Jules Whitmore will increase her hours from three days a week to full-time. Growth by Design is continually expanding so keep an eye out on their Twitter account for more news @ GBD\_Marketing

## Oasis Empire

Oasis Empire, one of Worthing's fastest growing companies, which supplies everything for the commercial organisations from branded printing to complete office solutions and single source business supplies has now moved from its South Street office base where it has been situated since since 2010 to new high tech offices at Chatsworth House on Chatsworth Road, Worthing.

The relocation comes because of the company's growth over the past few years, which has seen the workforce increase to now employing 10 people. This has also seen turnover expand to more than £10 million with a big increase in the number of clients.

The company, which began life in February

2007 has grown to become one of the Sussex's fastest growing organisations. Switching its expanding operation to new, state-of-the-art offices this means the company can now progress with its positive business plans for further growth and development.

Owner Ross Edmonds comments: "The diversity of our services is a real strength for Oasis Empire in the current business climate and our new office base will enable us to provide even higher levels of service excellence for our customers and gives us room for even further expansion with increases in staff levels.

"This move is the latest in the ongoing re-shaping of our business. We have already

invested significantly in state of the art 'cutting edge, computer technology which is customer focused and made improvements to our business in terms of the products and services we provide. For example, many of our customers asked for specific online print platforms, furniture, stationery, first aid and many other categories, we're there now with one offering of a single source solution rather than multiple E-commerce trading platforms"

As proud members of Gatwick Diamond Business we're keen to work with as many of the members as possible in the future especially like-minded organisations that want to grow their businesses.

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

## A celebration of countryside sports at autumn show

Nearly 14,000 people enjoyed having a go at a wide variety of popular countryside sports, whilst celebrating harvest time at the annual Autumn Show & Game Fair at the South of England Showground in Ardingly, West Sussex [30 September & 1 October].

Dog agility, terrier racing, gundog scurries, clay pigeon shooting, fly fishing, falconry, archery, axe throwing, blacksmithing, bread making and scarecrow making were all available for people to try out over the weekend and the entire showground was buzzing with visitors of all ages enjoying the countryside, many accompanied by their dogs.

Iain Nicol, CEO of the South of England Agricultural Society said, "Each year our

wide range of 'have a go' activities grow in popularity and it has been fantastic to see so many thousands of people coming to enjoy the special atmosphere at this show and try out a new country sport or pursuit with top tips from our many experts. We were particularly pleased to welcome eight traction engines and an old fairground organ to the show this year which added a new soundscape and aroma to the show."

In celebration of the South of England Agricultural Society's 50th anniversary, a beautifully crafted wooden obelisk was unveiled at the show by Penelope Greenwood from the Balcombe Estate in West Sussex accompanied by Society Deputy President, Michael Lambert LVO

and staff from the Forestry Department at the Balcombe Estate.

The South of England Showground is now looking forward to hosting the annual South of England Farming Conference on Wednesday 15 November and will close its 2017 show season with an expanded, magical Winter Fair, complete with giant snow globe on 25 & 26 November.

For further information visit [www.seas.org.uk](http://www.seas.org.uk)



## Green light for Boeing's new hangar at Gatwick provides jobs and service capacity boost



Boeing's proposed plan with Gatwick Airport to build a new aircraft hangar has been granted permission to go ahead by Crawley Borough Council, with full works scheduled to commence later this year.

The facility will be fully operational in early 2019 and will add on-site engineering and maintenance capability for operators of Boeing aircraft at Gatwick, including short haul 737 aircraft and Gatwick's growing long haul fleet of 747, 777, and 787 Dreamliner aircraft.

Gatwick's route network is growing fast, and the airport is in the Premier League of European Airports that serve more than 60 long-haul destinations. With new services on Boeing aircraft to Denver, Seattle, Austin, Chicago, and Singapore recently commenced or announced, this new hangar will play an important role in supporting Gatwick's long-haul network as it continues to grow.

The new hangar facility will support the Gatwick airline community's immediate operational needs which, in turn, will help the airport to continue its record growth in both short and long haul services. It will also support Boeing's Global Fleet Care customers. Utilised by more than 60 airline customers around the world, Global Fleet Care is a flexible set of fleet engineering, materials and maintenance services tailored for airlines.

Gatwick's Chief Commercial Officer, Guy Stephenson, said: "Gatwick's partnership with Boeing will deliver a boost to jobs on the airport as well as providing close service support to Gatwick's growing long and short haul Boeing fleet. This will help ensure that Gatwick's record growth can continue and our global network can continue to expand."

"The hangar facility will provide a new level of on-site engineering capability which supports our airlines here in the UK. Initiatives like this are ever more vital as we strive for continued operational efficiency as we respond to the demand from airlines and passengers for more services at Gatwick."

The new multi-million pound hangar facility, which will be located in the North West zone of the airport, is expected to support more than 200 jobs at Boeing and its suppliers in the region surrounding the airport.

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## Sofitel London Gatwick Unveils First Phase of Refurbishment

Luxury airport hotel, Sofitel London Gatwick, has undergone an extensive refurbishment of all its restaurants and bars. The work, which cost just under £1million, marks the completion of the first phase of a larger refurbishment project at the hotel.

The refurbishment took three months to complete and includes the hotel's two AA-rossette La Brasserie restaurant, the more informal Le Café, the hotel's two bars – La Terrasse and Kua bar - plus the executive lounge.

The team at Sofitel London Gatwick worked with Grove Developments and the Group's Interior Designer, Martin Farrow, to achieve the new look, which features all new interior décor, furniture and fittings in a modern contemporary style. It has also increased the number of restaurants covers 90 to 126. The seven two bedroom suites and the Club Millesime were also refurbished at the same time for a fresh contemporary look.

Globy Ouseph, General Manager, said: "We're delighted with the results of our refurbishment, which has completely transformed the appearance of our entire food and beverage offering. Grove Developments and Martin Farrow have done a fantastic job and the result has completely exceeded all our expectations."



Surinder Arora, Founder and Chairman of Arora Group, said: "We are committed to a continuous programme of development across all the hotels within the Arora Group, to ensure that we continue to deliver the very best quality experience for all our guests. The refurbishment at Sofitel London Gatwick has been completed to an exceptionally high standard, and we are thrilled with the result."

The 4-star Sofitel London Gatwick is uniquely located within Gatwick Airport, directly linked to the North Terminal and minutes away from the South Terminal by Monorail. Conveniently located for business meetings, there are 11 different meeting rooms and 518 bedrooms.

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

## E-mpower.IT Support Girl Power on the Rugby Pitch!

Following on from becoming a sponsor of Burgess Hill Rugby Football Club in March 2017, Burgess Hill based e-mpower.IT who offer Managed IT Services and IT Support to growing businesses in the south east, thought it would be good idea to take part in one of the training sessions, not with the men but; the Ladies Rugby Team known as the Black Widows.

E-mpower.IT's Marketing Manager, Jo Carver and the Owner/Director's wife, Elaine Lokhandvala headed on down to Burgess Hill rugby pitch for the training session. Full of anxiety and anticipation they weren't sure quite what to expect, but, none the less got stuck into the training which included mauls, pad work, ball work and finished with a quick game of tag rugby at the end.

When asked "why they wanted to attend?" Jo Carver advised, "As a sponsor of BHRFC we wanted to show some 'active support', what better way to do this than participate in a rugby training session along with the boss's wife! It was a chance to show our support as well as help promote the Black Widows."

She continued by saying "The training session was fun and gave us a flavor of what was involved. The girls are a friendly, social bunch and if you are looking for something different and fun to do which also helps you to get fit, then women's rugby could be for you."

Meanwhile, owner/Director Jaffer Lokhandvala, sat sensibly at a distance; taking photos from the sidelines – to view them visit our blog <http://e-mpower.it/stories/>



For more information about e-mpower.IT call 01444 250 404 or visit [www.e-mpower.it](http://www.e-mpower.it).

Black Widows training sessions are every Wednesday at BHRFC ground from 7pm to 8pm. You can also find them on facebook: BHRFC Black Widows.

## VEGA Europe & Gatwick Airport join together to take a walk! Raising money for Dame Vera Lynn Children's Charity

A beautiful sunrise met the VEGA team as they gathered outside the stunning surroundings of Arundel Castle for the A2B Walk across the South Downs Way, raising money for Dame Vera Lynn Children's Charity – just a little jaunt of either 12km or 35km!

VEGA Europe were joined this year by Lee Henderson, from Gatwick Airport and his partner Lizzi Mourtou. Lee said "When Tim asked me if I would be interested in joining him for the walk and explained the amazing work Dame Vera Lynn Children's Charity do, I jumped at the chance." He continued "It was an amazing day and I'll be looking to get more people involved next year!"

The Charity, who support children under 5 with Cerebral Palsy and other motor learning difficulties, have recently moved to a new location in Cuckfield, Sussex, and have been introducing some fantastic new equipment for their sensory room, as well as an adjustable interactive whiteboard which VEGA installed. Tim Dobson, Sales & Commercial Director from VEGA said "Since completing the walk last year, we have been working closely with the Charity and it's been fantastic to watch the development of their rooms for the children."

Denise Green, Marketing Manager from VEGA added "It was my first time doing anything like

this. There was a real buzz as we all lined up to start the walk, with participants of all ages! A brilliant day, even with the challenging hills, with fabulous scenery and views which are right on our doorstep. A humbling experience, and a great achievement from everybody involved."

The group set off at 7.45am from the beautiful setting of Arundel Castle with over 60 people of all ages. Most people made it to the end before the skies opened, and although not all the money has been collected yet, TeamVEGA hope to have raised over £1,000!

[www.vega-global.eu](http://www.vega-global.eu)

## gdb gets the plaudits



gdb Ambassador Susan Fleet has paid tribute to her long-time friend Dame Vera Lynn by releasing a debut solo album in her honour – and all proceeds will go to Dame Vera's children's charity.

Titled "Dedication to a Songbird", the album is a personal milestone for Susan who runs her own PR and entertainment company in

Burgess Hill and for the last three years has also acted as Dame Vera's PA.

Singing has been a lifelong passion and her own performances have raised thousands of pounds for charity over the years. She said: "It seems serendipitous that I've been given this wonderful opportunity to record my first ever album, as my friendship with Vera has always been inspirational. She celebrates her own musical milestone this year with her 100th birthday and there's no better way to mark this than by supporting a cause close to her heart."

The album, which is due out in November, was produced by top jazz singer and BBC presenter Claire Martin and four times Grammy winning artist James McMillan.

Susan said: "I am thrilled and honoured to have had the opportunity to make this solo album and am indebted to the strong support from fellow gdb member Nasser Elaheebocus who together with his clients sponsored the album. This means every penny from the sale of the CD will go to the Dame Vera Lynn Children's Charity, also members of gdb. Claire Martin, not only produced the album but also joined me on vocals for one of the tracks, Give Me The Simple Life."

Other tracks include Ain't Misbehavin', Bye Bye Blackbird, Lullaby of Birdland and Summertime.

[www.leagraham.com](http://www.leagraham.com)  
[www.dvlcc.org.uk](http://www.dvlcc.org.uk)

## RPD walks 109 miles across the Downs in aid of The Springboard Project



Richard Place Dobson, Crawley based Chartered Accountants and Business Advisors, have successfully walked 109 miles in aid of The Springboard Project. The walk not only raised money for this very worthwhile cause but also represented a milestone for RPD, as it is the number of years the Firm has been established.

The charity walk saw two RPD teams walk 54.5 miles each, with one team walking along the North Downs route and the other across the South Downs. Each team were joined

by a purple giraffe soft toy to represent The Springboard Project's mascot and were commissioned with a selfie challenge along the way. Photo requests included a selfie with a tandem, a person wearing wellies and even the team members acting out the YMCA with someone they met on route. The three day event ended on Saturday 16th September with both teams walking the final three miles to the finish point at the Springboard Project House in Horsham for a celebratory barbeque with friends and family.

The Springboard Project were chosen in April as Richard Place Dobson's Charity of the Year and the Firm will continue to support them through other fundraising events until the end of March 2018. The Firm is thrilled to have already exceeded their £3,000 fundraising target set for the year, with just over £3,200 raised to date.

The Springboard Project provides inclusive leisure and play opportunities for families with young children, including those with

disabilities, with centres based in both Horsham and Crawley. Currently the charity supports more than 450 families a year plus a further 262 more disabled children and teenagers with their short breaks groups. The funds raised will provide valuable support for the ongoing running costs of the charity, which has just celebrated its 25th year.

Matthew Tyson, Director at Richard Place Dobson, said: "Even with many pairs of sore feet, the whole team really enjoyed walking for such a fantastic cause and we're pleased to have gone beyond our fundraising goal with time to spare. It's amazing what a little purple giraffe can do to get complete strangers to make donations!"

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

## St Catherine's Hospice celebrates oar-some Dragon Boat Festival

St Catherine's Hospice Dragon Boat Festival burst back into Tilgate Park on 10th September for an 'oar-some' day of free, family fun.

The Worshipful Mayor of Crawley, Councillor Brian Quinn officially opened the event as crowds came out to cheer on more than 35 teams made up of local businesses including Gatwick teams: Close Brothers, Gatwick Airport, Holiday Inn Gatwick Airport, OCS Gatwick and Vines of Gatwick.

Traditional fundraising stalls like china smash and a coconut shy encouraged people of all ages to donate money to their local hospice, whilst an inflatable pirate course, biscuit decorating and surf simulator kept younger visitors entertained. People enjoyed food from a range of vendors and drinks from Sussex Event Bars, an onsite bar that served a special Dragon Spritz and gave a percentage of its profit to St Catherine's.

On the lake, teams showed true team spirit as they battled it out in a series of races in Chinese Dragon Boats but it was Terry's Paddlers who found their sea legs to be crowned the 15th Dragon Boat champions and take away this year's trophy with a winning time of 59 seconds.

Coming in at second place was Assurity Consulting and taking third place was Vines Beemer who were reigning champions from



last year. The winning teams were presented with medals and trophies by Terry O'Leary, Chair of Trustees at St Catherine's.

St Catherine's Dragon Boat Festival is one of the hospice's biggest annual fundraisers and is on target to raise £50,000, to help St Catherine's provide expert end of life care to local terminally ill people and their friends and family, when life comes full circle.

Suzanne Davis, Philanthropy Coordinator at St Catherine's, said: "We'd like to thank

everyone who took part, volunteered or attended this year's festival for helping us raise vital funds so we can continue to be there for people when they need us most."

To find out about future St Catherine's events, or how you can support the hospice, visit: [www.stch.org.uk](http://www.stch.org.uk).

## MHA Carpenter Box Shortlisted in Prestigious British Accountancy Awards

Sussex-based chartered accountants, tax and business advisers, MHA Carpenter Box, have been named as a finalist in the Mid-Tier Firm of the Year category of the British Accountancy Awards.

MHA Carpenter Box Practice Director, Chris Coopey, is understandably thrilled with the news, commenting: "We are extremely proud to have been shortlisted for this national award, which recognises the dedication of

our staff in providing the best business and tax advice, tuned to the needs of each and every client."

The British Accountancy Awards are one of the most prestigious accolades in the accountancy industry, highlighting companies and individuals who have demonstrated excellence in the profession over the last year. The Mid-Tier Firm of the Year prize is awarded to the firm that delivers

a significant value-adding service across all service areas, enabling clients to achieve their business goals.

MHA Carpenter Box, which operates from offices in Worthing and Gatwick and now has a headcount of over 150, has to wait until 13 October to find out the results, which will be presented at a glittering awards ceremony at the Hilton Hotel, Park Lane, London.  
[www.carpenterbox.com](http://www.carpenterbox.com)

## PVL Shortlisted for 'Commercial Vehicle Graphics Award'



PVL are delighted to be shortlisted for the 'Commercial Vehicle Graphics Award' 2017 at the British Sign and Graphics Awards.

Our inventive wrap was designed, printed and applied by the team at PVL. It has caught the attention of the judging panel for a second year running, as PVL were awarded with 'Wrap of the Year 2016' for our 3D wrap applied to the Gatwick Diamond Business Car.

The commercial vehicle wrap which has been shortlisted this year, was commissioned by our customer, Connect 2 who is a local distributor of Hand Tools, Bolts, Nuts, Fixings

and Fasteners in all materials specialising in stainless steel. Their brief was for an imaginative design that would effectively deliver their brand and ensure that their van would be noticed and stand out from the crowd. The design needed to be eye catching without being too complicated.

Oliver Lanham from Connect 2 said we provided an "excellent all round professional service with superb attention to detail that captures the essence of our operation."

Our design team created a concept based around images of screws, nuts and bolts and

produced artwork that would wrap around the vehicle, including the bumpers. It was important that the layout and imagery accommodated their logo and contact details, to ensure that the finished design wouldn't be too complicated.

For further information on our specialist design and wrapping services, please contact our sales office or Wes Earp on 01444 258980.

[www.pvluk.com](http://www.pvluk.com)  
[www.previewgroup.co.uk](http://www.previewgroup.co.uk)

## Acufest - Acumen's Legal Rave - celebrating 10 Years!

ACUMEN BUSINESS LAW has now reached that milestone of a decade and decided to celebrate with a festival style 'Legal Rave'. From live bands to wristbands, the party kicked off in the afternoon and celebrations lasted in to the evening.

Despite the date turning out to be the worst day in the 2017 summer calendar with gales and torrential rains, nothing stops the Acumen team on a mission to celebrate and many guests braved the weather and joined them in enjoying the partying. The fantastic music from the live bands Primary Colours and Elem3ntal giving great festival vibes had people smiling and dancing. The drinks were flowing as well as good conversation with great company, with lots of fabulous food being enjoyed, including an amazing zebra cake baked by Acumen's very own commercial property expert Paula Lee! Of course Zelda our beloved zebra mascot rocked up to join the party. How she travelled from the Hove office and back is quite another story, let's just say there were some very amused... or bemused passers by.

In 2007 Penina Shepherd founded ACUMEN BUSINESS LAW with a passion to change the way legal services are provided, by being a business law specialist, scrapping the hourly rate and breaking away from the aloof culture



by being approachable and accessible. Striving through the toughest recession and countless obstacles, this top 50 innovative law firm (Financial Times) and democratically run has become the award winning unique business law firm that it is today, making the entire team very proud to be a part of.

A lot has happened in 10 years including 8 Acumen Business Conventions, the launch of a Gatwick office, growing year on year, not to mention all the wonderful clients and friends

of Acumen made along the way. It was very special to share this milestone with people who have been there from the beginning as well as those who joined along the way, a big thank you to all those who shared the fun and have supported over the years!

You can see more on our facebook page @ AcumenBusinessLaw and keep up to date at <https://acumenbusinesslaw.co.uk>

## Crawley company B&CE transforms community centre to celebrate 75th birthday



Dorman's Community Centre in Gossops Green re-opened this week after Crawley company B&CE, alongside local suppliers and volunteers, renovated the facilities over the summer to create a bright and welcoming space for people in the local area.

B&CE undertook the refurbishment in just six weeks as part of its 75th anniversary celebrations, giving the centre a brand new look including a new kitchen, art room, and games store room.

Those attending the opening event included Crawley MP Henry Smith, Mayor

of Crawley Brian Quinn, and Crawley Town Footballer Mark Connolly, whose daughter uses the centre.

Speaking at the event, B&CE chief executive, Patrick Heath-Lay, said: "I am delighted that in B&CE's 75th year we've been able to give something back to the community and make a contribution that will hopefully have a real and lasting impact on the local area.

"With our links to the construction industry, renovating a local community centre was the perfect way of doing this.

"Dorman's is hugely valuable to the local community, and thanks to everyone who's helped out - whether that's by picking up a paintbrush, donating supplies or just giving their time - we hope it will continue to be a central hub for people to come together and thrive."

Dorman's Community Centre is home to Crawley Community Youth Service, a local charity which encourages young people to get involved with the community.

Following the re-opening of Dorman's, Dave Savage from Crawley Community Youth Service, said: "I just want to say a huge thank you to everyone who's been involved in the project. Dorman's is a community centre to be proud of, providing vital services for local people, young and old but it was in serious need of a makeover.

"The centre plays a big part in the local community by teaching life skills to disadvantaged kids and people who need extra support, providing community space for residents to come together, and acting as a home-from-home for kids who may need a safe place to go to when life gets tough.

"Thanks to everyone involved, we can continue to encourage and support local people and their families to make a real difference in their lives."

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

## ILG is a Double Winner at Annual UKWA National Awards



Companies and individuals across the warehousing and third party logistics sectors were recently rewarded for outstanding performance and professionalism at the national UK Warehouse Association (UKWA) Awards 2017.

The prestigious award of Warehouse Company of the Year was awarded to Sussex based International Logistics Group (ILG). This is a corporate award given to the company

showing the highest professional standards of warehousing. The UKWA award acknowledged ILG's recent growth with two new facilities opening in Crawley in 2015/16, and their new flagship site in East Grinstead which opened in early 2017 to provide another 44,000 sq. ft. of warehouse space.

UKWA described ILG as a highly professional and well-led company that demonstrates best practice and total commitment to UKWA's

key principles of working safely, ethically and profitably.

Along with the Warehouse Company of the Year award, the innovative approach ILG have taken at their new flagship site this year was rewarded as SEC Group and ILG won the Technical Innovation award for the project. The bespoke system installed by SEC Group, which provides over 1,000 picking locations, has helped ILG to optimise picking efficiency and provide a service for their clients which meets the increasingly high expectations of online customers.

Mike Stephenson, Managing Director at ILG said "Our commitment to delivering the best possible professional service for our customers to support their businesses is a fundamental part of ILG. The team here retain this focus in all they do and I am delighted that our high standards have been recognised by this award from the UKWA. Congratulations to all the team at ILG and of course to the team at SEC Group for the Technical Innovation award."

Over 450 United Kingdom Warehousing Association members and their guests, together with suppliers to the warehousing industry and several leading names from the retail sector, attended the lunch event, which took place at London's Dorchester Hotel in July.

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

## Roffey Park's ISO 14001 Environmental Success

Roffey Park Institute is pleased to announce it has been successfully recertified to ISO 14001. The Environmental Management Systems (EMS) is used to manage impacts, reduce risk, identify opportunities for cost savings and address customers' needs.

Key achievements include paper usage down by 22% this past year, electricity by 16% and oil consumption has fallen dramatically since the installation of a ground source heat pump. The grounds are well managed and the kitchen garden grows fruit and veg.

The new ISO 14001 standard has extra requirements, including a strong focus on leadership and alignment to the business strategy. Consultancy Eshcon guided Roffey Park through the transition process starting with an ISO 14001 Gap Analysis. With a change of staff this year, it was important that the project ran smoothly, was interesting and rewarding.

Roffey Park is an internationally renowned leadership institute based near Horsham, operating across the UK and in Singapore. Eshcon's mission is to make environmental management the business norm, helping clients find the commercial benefits.

They first met at a gdb Members' Meeting hosted by Roffey Park earlier this year.

Nigel Dean, Head of Commercial Operations, said: "Our ISO 14001 system has been useful in getting our staff involved and showing our commitment to environmental protection. I am delighted with the team's achievements."

Eshcon's Director Anya Ledwith said: "It's been a pleasure working with Roffey Park, seeing the EMS recertified to ISO 14001 this year is a great success. Reducing risk, promoting efficiency, saving money and winning business - this is Effective Environmental Management."



If you need help upgrading your EMS to the new ISO 14001:2015 (deadline Sept 2018), please email Anya on [info@eshcon.co.uk](mailto:info@eshcon.co.uk).

[www.eshcon.co.uk](http://www.eshcon.co.uk)  
[www.roffeypark.com](http://www.roffeypark.com)

## From "Banned Fan" to "Fan of the Year"



Brighton & Hove Albion FC's promotion to the Premier League is a football triumph.

But not just on the pitch. It's a triumph of investigative accounting and campaigning by one of our Kingston Smith accountants, Paul Samrah, and other dedicated fans.

In the mid 1990s, the club was regularly appearing at the High Court for unpaid

debts. Season-ticket holder, Paul, started to investigate the club's accounts. He discovered accounting irregularities, which he brought to the attention of the FA and Companies House, such as directors' loans and non-disclosure of highly significant related party transactions.

After the directors sold the club's home ground, the Goldstone Ground, ostensibly to pay off debts, Paul looked at the club's articles. There were 2 sets on public record. (one from 1904, the other from 1993). The original version had a 'no profits' clause that if the company were dissolved no shareholders could benefit. This clause had been removed in the later version. The Goldstone Ground was subsequently sold for £7.5 million and, within just a year, sold again for £22 million.

By publicising his findings, Paul found himself banned from the ground for incitement.

Dedicated fans, launched a 'Falmer For All' campaign, chaired by Paul, to build a

new permanent home ground. Campaign initiatives included every Football League Club sending bouquets on Valentine's Day to Deputy Prime Minister, John Prescott (the person ultimately responsible for the planning permission decision).

In 2011, the club's new 30,000 capacity home ground, The American Express Community Stadium, opened.

In 2017/8, Brighton & Hove Albion play in the Premier League.

Without the campaign, who knows what would have happened to the club? Paul was named Football League Fan of the Year in 2008. In 2013 was named one of the 150 FA Grassroots Heroes for his "outstanding contribution to football" and presented with a medal by the FA's president, Prince William, at Buckingham Palace.

[www.kingstonsmith.co.uk](http://www.kingstonsmith.co.uk)  
[www.bhafc.co.uk](http://www.bhafc.co.uk)

## Local jobs board recognised as the best in the UK!



It's believed by many that LoveLocalJobs.com has won more awards than any other jobs board platform in the country and guess what, they've done it again!

This time they have been recognised nationally for the important work they do in the community to better prepare young people for the world of work.

This month, the small but powerful team in Brighton, have WON the Best Employment/Recruitment Initiative for the Unemployed at the National Investing in Talent Awards. The judges said "This entry demonstrated ongoing commitment to the local region through workshops for students and employers".

The shortlist for the Investing in Talent Awards is judged by industry, professional and recruitment experts.

At LoveLocalJobs.com, they believe that recruiters are perfectly placed to build employability skills and support the next generation to become work ready. This principle has always been and continues to be central to their operation and developing pathways to work and training is a key business objective for them. Their key initiative is their programme Be the Change. A ground breaking, inspirational programme aimed at students who have become disengaged with school or lack confidence in their own abilities; who may struggle academically, but have real potential once engaged in an activity that captures their imagination.

Through Be the Change, LoveLocalJobs.com provide great opportunities for local businesses to engage and inspire their future work force, building awareness of their employer brand amongst young people in



their local area and developing their own staff at the same time.

But it doesn't stop there, LoveLocalJobs.com held their very own recruitment conference on Friday 6th October. The theme of their event was attracting & retaining the next generation. With four key speakers and over 109 business attendees, their first ever conference was a huge success.

Gary Peters, Founder of LoveLocalJobs.com expressed his joy "What can I say, I'm so proud of my team and the amazing support we get from our local partners; we couldn't do any of this without them! Our whole ethos is about investing in the future talent so to be recognised for that by national and local awards is incredible!"

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

## Crawley College

Eighteen bricklaying and carpentry students from Crawley College (formerly Central Sussex College) have been hired as apprentices by the South Thames division of Taylor Wimpey, one of the UK's largest housing developers.

The new apprentices were all studying full time at the college. Now, as apprentices at one of the leading housebuilders in the country, they will develop their practical skills and gain valuable experience working on site alongside experienced construction experts.

The teams will work together, exclusively under the supervision of master tradesmen, and each apprentice will work towards an NVQ at Level 3 and above. Upon completion of the programme, the students will be qualified in their chosen fields and ready to

continue their careers in the construction industry which is currently booming in the South East and in need of skilled workers.

The hires are part of Taylor Wimpey's new vision for sustainable employment. The company aims to cultivate and develop its workforce, while creating a family feeling among its workforce.

New Senior Apprentice Connor Lindsay says: "This is a brilliant opportunity. I am really glad to be working for a big company like Taylor Wimpey, rather than as a subcontractor. There are great opportunities here and I hope to move into management."

New Apprentice Daniel Briggs says: "I would like to thank Taylor Wimpey for giving me the chance to learn life time skills."



The new apprentices started on 7 August with inductions across several Site Management teams and team building exercises. After this, official work began on 14 August, with the carpentry apprentices based at Forge Wood in Crawley and the bricklaying apprentices at Kilnwood Vale in Faygate.

For more information regarding construction courses at Crawley College, you can visit: <https://www.crawley.ac.uk/study-courses>. Alternatively, apprenticeship information and opportunities can be found at: <https://www.crawley.ac.uk/apprenticeships/want-to-be-an-apprentice>.

## RSM welcomes 13 new recruits in Gatwick

Leading audit, tax and consulting firm RSM has announced the appointment of 13 new trainees in its Gatwick office.

Kieran McGrath, Jack Bailey, Elliot Anderson, Toby Oliver, Anand Bhura, James McPherson, Ali-Abbas Dattoo, Katherine Clews, Michael Palmer, Liam Roe, Karan Agarwal, Adam Dawes and Thomas Jerrum have all started work at the firm's offices on the High Street in Crawley..

The new recruits are among 288 new graduates and school leavers being taken on by the firm this year, bringing RSM's total headcount to over 3,600 people across the UK.



The new starters will begin their careers within the firm's tax, audit, corporate finance, risk, restructuring advisory, financial reporting and IT teams. After completing an intensive internal training course, the new recruits will commence study towards their professional accountancy qualifications.

Rowan Williams, RSM's office managing partner in Gatwick, said: 'I am delighted to welcome all of our new recruits to RSM.'

'Our future growth ambitions rely on attracting and developing new talent across all areas of our business. That so many graduates and school leavers have chosen to begin their careers with us is, I hope, a reflection of the training support and the career opportunities that we can offer as a firm.'

RSM offers trainees a range of career opportunities from technical development and overseas secondments to participation in key corporate and social responsibility activity, including taking on the Duke of Edinburgh Gold award. [www.rsmuk.com](http://www.rsmuk.com)

## Fifteen new employees at Grant Thornton's new Crawley Town Centre location fuels growth

Leading business and financial adviser Grant Thornton UK LLP has continued to invest in high quality people this year.

Comprising school leavers, graduates, internships, placements as well as more experienced hires, this varied intake has been driven by the firm's commitment to widening access to the profession, becoming more inclusive and increasing diversity, along with a business need to attract entry-level talent in a competitive market.

For this reason, school leavers have become an increasingly important element of their recruitment policy. They join the firm for a five-year programme during which they work with a cross-section of clients whilst

also studying for professional accountancy qualifications. School leavers at the firm first complete relevant Higher Apprenticeships before going on to complete professional chartered accountancy qualifications.

John O'Mahony, a Grant Thornton Partner based at their Crawley office said: "At Grant Thornton we champion the opportunities a Higher Apprenticeship can offer. This entry route has grown enormously in popularity. Focusing on Higher Apprenticeships has proven beneficial for our business in a number of ways. We work hard to build and maintain a market-leading candidate experience for A-level students considering alternatives to university. Doing this well



allows us to compete successfully for talent in a very competitive market place.

Whatever their educational route, all new starters go through an intensive programme of learning. Sanela Osborne, a recent starter, commented: "It's a steep learning curve but so far everyone has been really friendly and supportive; it's been really fun".

[www.grant-thornton.co.uk](http://www.grant-thornton.co.uk)

## Kara Monteiro appointed as New General Manager at Hilton London Gatwick Airport hotel



Hilton London Gatwick Airport welcomes the appointment of Kara Monteiro as its new general manager. Monteiro replaces Remco Norden, who continues his career as general manager for Hilton London Metropole.

Monteiro has been working in the hotel hospitality industry at Hilton for more

than 12 years. Most recently she spent two years as director of business development at The Waldorf Hilton, London. Prior to The Waldorf Hilton, Monteiro spent five years at upscale Hilton hotels across the UK as director of operations.

Her extensive experience in hospitality coupled with great leadership will play an essential role in her position. Hilton London Gatwick Airport is an integral part of the Gatwick business community, being the largest residential property at Gatwick Airport and Monteiro's expertise will ensure the hotel and team continue to perform at the uppermost levels.

"I am delighted to have this opportunity to lead the team at Hilton London Gatwick Airport, the largest residential hotel at Gatwick Airport with its 821 bedrooms, award winning venue and exceptional dining facilities," said Monteiro. "This is a fantastic hotel with a superb team which I am very much looking forward to joining and developing."

Begin your journey at [www.hilton.com](http://www.hilton.com) and learn more about the brand by visiting [news.hilton.com](http://news.hilton.com) or following us on Facebook, Twitter and Instagram.

## Associate Tax Director Appointed at MHA Carpenter Box

Andrew Neuman has been appointed as an Associate Director in the Tax Services Group at Gatwick and Worthing-based chartered accountants and chartered tax advisers, MHA Carpenter Box.

Andrew's accountancy career commenced in Crawley in 2004 with national accountancy firm Baker Tilly, where he trained and specialised in tax, becoming a Chartered Tax Adviser in 2007. He led their Corporate Tax Team, gaining a detailed knowledge across a broad range of tax areas.

Andrew will work from the Gatwick office of MHA Carpenter Box and will help to lead the

tax advisory function, helping both business and personal clients to be as tax-efficient as possible. Whether helping finance teams or business owners Andrew's local knowledge and wide experience of tax planning means that he can give comprehensive advice that is really joined up.

Andrew explains: "I have always worked in the area and since they opened their Gatwick office in 2015, I've become familiar with the fact that MHA Carpenter Box is a forward-thinking firm which enjoys a great reputation. Its large client base spans many sectors and the firm has a refreshing client-friendly approach to doing business. I am very much

looking forward to having the time to build strong client relationships and before advising them on the best tax-efficient solutions as they grow and prosper."



Andrew lives and grew up in East Grinstead. Outside of work he has recently put aside his passion for playing cricket and has turned his hand to playing golf – "very badly" he added.

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

## Preview Visual Communications Group appoints two new Business Development Managers.



PVL, Preview and Art D'Signs, who together make up the Preview Visual Communications Group, are pleased to announce the appointment of two Business Development Managers to the group.

Adrian Thompson and Judith Austin's appointments will further strengthen the multi-offerings that the group can provide, particularly to many of the members of the Gatwick Diamond Business community.

Adrian's background incorporates over 25 years' experience in sales management and business development. Adrian has previous experience in delivering operational and profitable business growth for some of the UK's most recognisable brands, across a mixture of International Corporations to Sole Traders.

Judith is a CIM certified Business Leader with an extensive background creating and delivering international sales, marketing strategies and expansion plans. Judith has a wealth of international knowledge and will be focusing on the global outreach of the company's branding and livery knowledge.

The Preview Visual Communications Group is comprised of three companies;

PVL, who supply the livery on the award-winning Gatwick Diamond Business Car and are the industry leading suppliers of high visibility kits to the emergency services in the UK and internationally.

Preview are a website design and support agency, offering custom and template built websites, social media guidance and training for businesses.

Art D'Signs, also based in Burgess Hill, is the signwriting and sign creation division of the group. The group, as a whole, offer a complete branding experience for your business.

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

## Martin Searle Solicitors Grows Their Specialist Employment Law & Community Care Law Teams.

Brighton-based, niche law firm, Martin Searle Solicitors, are delighted to welcome seven new people to their Employment Law, Community Care Law and Support Teams.

Solicitor Andy McKay and Sally Ireland, in-house barrister, join the Community Care Law team to provide Services for Professional Deputies and Attorneys.

Sally, a Cambridge and London School of Economics (LSE) graduate, was called to the Bar in 2002 and is a human rights and public law specialist. She previously practised in Community Care Law at Garden Court Chambers.

Andy also teaches law at the University of Brighton and previously supported elderly and vulnerable clients, working as a benefits and money advice specialist for a local charity.

Solicitors, Nicole Tovey and Christianne Silverwood, join Martin Searle's Employment Law department.



Nicole and Christianne are experienced solicitors and undertake Settlement Agreement work. Nicole previously worked at a commercial law firm in Tunbridge Wells. Christianne is also qualified as an HR practitioner.

New additions to the Support Team include Marketing Assistant, Chloe Murphy, who is a University of Brighton English Literature graduate.

Phillippa Leedham and Ross Spiller join as Team Assistants to provide a friendly and approachable first point of contact for all clients.

Fiona Martin, Marketing Director at Martin Searle Solicitors, says: "This is an exciting time for our firm. We have new opportunities for expansion due to the introduction of the Care Act 2014 and the scrapping of Employment Tribunal Fees. We will continue to grow in the next year to meet client demand for our specialist services."

For more news please visit: <http://www.ms-solicitors.co.uk/news/>

## RPD appoints first female director Karen Corduff



Richard Place Dobson, Crawley based Chartered Accountants and Business Advisors, is pleased to announce the promotion of Karen Corduff, as the Firm's first female Director.

Karen originally started with the Firm in 2011 on a short-term contract as an Accounts and Audit Senior. Her skills and experience were quickly recognised and Karen was soon offered a permanent position as Client Manager. In 2015, Karen's hard work again lead to her being promoted to Senior Manager.

Karen's specialist areas are charities and not-for-profit, audit compliance, and training and development. Her commitment to the Firm and her hardworking nature has meant Karen is an ideal fit for the role and Richard Place Dobson is thrilled to welcome her onto the Board of Directors.

Karen said: "I am delighted to take on this role and am looking forward to the new challenges it will bring. It allows me to realise my long-term career aspirations of growing and developing the audit function, technical expertise within the office and general development of people."

Darren Harding, Director at Richard Place Dobson, said: "In her time at RPD Karen has quickly become a key member of the leadership team and her skills and experience have enhanced the team substantially. It has seemed like a natural progression to Director for Karen and with her personal development goals firmly in line with those of the company we see this as being a great step forward for the continued growth of the business."

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

## Seminars

24th November 2017

### Impacts of a Cyber Attack

**Presenters:**

**Lisa Downs of LJD Law**

**Martin Bannister of KOGO Ltd**

**Eric Webb of Knighthood Commercial Insurance**

Do you know what your obligations are under new data protections laws – namely GDPR - coming into force on 25 May 2018? Would you gamble up to €20m or 4% of your company's global turnover in fines because you failed to comply?

Cybersecurity is one element of the GDPR which you need to comply with. Cyber-attacks happen to businesses, large and small – you just don't hear about the small ones in the press. If your business is affected by a cyber-attack, you could face a fine of up to €10m or 2% of your company's global turnover (whichever is greater). We can help you to prepare for, and mitigate the risks of, a cyber-attack. At this seminar find out how, in practical terms, you can prevent, protect against and recover from a cyber-attack and the damaging impact it has on your businesses' reputation, finances and systems.

To book onto the seminar please visit [www.gatwickdiamondbusiness.com](http://www.gatwickdiamondbusiness.com) and view the Events page.

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www.crawleyopenhouse.co.uk  
01293 447702  
Homelessness Charity

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01273 232273  
Digital Apprenticeships & Digital Skills Trading

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**WPA Healthcare**

www.wpa.org.uk/danielwade  
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**Courtyard by Marriott**

www.courtyardgatwickairport.co.uk  
01293 566300  
Hotel

## Referral thanks

- NatWest for 20six Ltd
- Business Doctors Crawley and Redhill for Ashdown Solutions Limited
- The Careers and Enterprise Company for BetterCloud Services Ltd
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- Business Pulse for Maysante Consultancy Ltd
- Eshcon for MCA Consulting Engineers Ltd
- Shovelstrode Consulting for Vector Resourcing

## Forthcoming events

Tuesday 7th November 2017

### Pastries and Networking

Grant Thornton, Crawley  
8.30am – 10.00am  
Free for members

Wednesday 15th November 2017

### How to Win Awards and Influence People

Crawley College  
9.30am – 11am  
Free for members and non-members

Thursday 16th November 2017

### Networking at Ease

Cottesmore Hotel & Country Club, Crawley  
12pm – 2.30pm  
£35 plus VAT for members  
£45 plus VAT for non-members

Friday 24th November 2017

### November Members Meeting

Hosted by Southcoast Conferences, Brighton  
11.00am Educational Seminar: Impacts of a Cyber Attack  
12.00pm – 2.30pm Members Meeting  
Free for members  
£25 plus VAT for non-members

Thursday 7th December 2017

### Christmas Networking at Ease

Copthorne Hotel, London Gatwick  
12.00pm – 2.30pm  
£35 plus VAT for members  
£45 plus VAT for non-members

Tuesday 19th December 2017

### Mince Pies & Networking

Harwoods Jaguar, Crawley  
11:00am–12.30pm  
Free for members

Thursday 11th January 2018

### gdb Speakers Conference

South Lodge Hotel  
08:30am–2.00pm  
From £95 plus VAT

## Previous Meetings & Events:

### September/October

The past two month's meetings were:

**Pastries and Networking hosted by The Hawth**  
www.parkwoodtheatres.co.uk/The-Hawth

**Flight and Networking Lunch hosted by British Airways i360**  
www.britishairwaysi360.com

**What's The Point? hosted by Basepoint Business Centre**  
www.basepoint.co.uk

**Networking at Ease hosted by Hilton Hotel London Gatwick**  
www3.hilton.com

**Septembers Members Meeting hosted by Canon UK**  
www.canon.co.uk

**Afternoon Cream Tea hosted by Holiday Inn Gatwick Worth**  
www.higatwickworth.co.uk

**GDPR Seminar hosted by Canon UK**  
www.canon.co.uk

**Express Lunch hosted by Crowne Plaza Felbridge Hotel**  
www.cpfelbridgehotel.co.uk

**The Gatwick Diamond Business Awards: How to Win Awards and Influence People hosted by Reigate and Banstead Borough Council**  
www.reigate-banstead.gov.uk

**Octobers Members Meeting hosted by Sandman Signature Hotel**  
www.sandmansignature.co.uk/find-hotels/gatwick/

All of these events were very well attended and presented great opportunities for members and others to gain new contacts.

### Booking Information

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

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

### Bringing Guests

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

## Get in Touch

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

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

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The Source is published by Gatwick Diamond Business

Editor: Jeremy Taylor

Basepoint, Crawley, RH11 7XX

# Creative Pod.

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