



the Source

Nov/Dec 2018 #GettingBusinessDone

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A message from your Chief Executive



After my first month at gdb what are my early impressions?

First, is the enthusiasm and engagement of our members. There is a real "buzz" at our networking events. For old hands networking may come easy but, if you are

new to it, stepping into a room of a hundred or so people where you seem to be the only one who doesn't know everyone else can be very daunting.

So, I've been impressed by how quickly new or inexperienced members are made welcome – our excellent team of Ambassadors play a big role in this, but they are not alone in spotting a need and stepping in. We sometimes use the word "community" to describe our membership and team. I think this is spot on.

The second big impression is how lucky we are to be doing business in such a great part of the country. Whoever first coined the term "Gatwick Diamond" got it just right. We have our challenges of course, but also enormous advantages in terms of the business environment, location and people.

Third, is just how much is going on!

Any highlights just one big event below – our flag-ship Gatwick Diamond Business Awards which will build up to the main event on the 21st of March – see page 4.

Then, on the 17th January, we have the gdb Speakers Conference for which we have lined

up a great set of speakers and an excellent venue in South Lodge, Horsham – see page 5.

Over the coming weeks, we will also be responding in detail to the Gatwick Airport Draft Master Plan 2018 which includes the exciting prospect of bringing the existing standby runway into routine use for departing flights. We have welcomed this option which could bring an additional 12,000 jobs and net economic benefit of £1.7bn by 2028, with all development contained within the current Airport boundary.

Finally, I must thank the gdb team, Executive Council and members for the support they have given me to settle into my new role.

I look forward to working with you.

Chairman's Column

After a short stint as interim Chief Executive, I now return to my normal duties as gdb Chairman again. It's been a time of change though we have great opportunities ahead of us.

I am very pleased to welcome Jeff Alexander as our new Chief Executive. I will be working with Jeff and the Executive Council to finalise our business strategy for the next 4 years. The focus will be building upon our already successful events and learning programmes, to widen our engagement with medium and larger businesses, and raising the profile of the Gatwick Diamond region.

I encourage you to get to meet our Executive members - well connected, knowledgeable and covering a variety of sectors, they'll make a great addition to your network!

Now, it's time for you to get involved. We've launched the Gatwick Diamond Business Awards and we'd love to see your entry.

This year we have 15 categories, anything from Manufacturing, International or Responsible Business of the Year.

I think the Awards are a true reflection of the

value of gdb to the business community:

- Promotes understanding – judges and entrants can learn from each other, what are the important issues to them, the region and the economy.
- Brings you together – it's a good exercise to get staff involved, review your successes, write your application and put together the evidence (which you can use in marketing materials).
- Highlights your business – raise your profile and shout about your achievements. There are great PR opportunities throughout the awards process and of course at the ceremony, in front of nearly 600 business people.

Get started on your entry now (closing date 23rd November). The more time you put into it, the better - it'll help put the sizzle into your story!

So, do make the most of this excellent opportunity.

And hopefully soon you'll be calling yourself an Award Winning Business and be the toast of the Gatwick Diamond!



Anya Ledwith
Eshcon Ltd

anya.ledwith@eshcon.co.uk
www.eshcon.co.uk/gdb



Celebrating Business Excellence

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

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

For more information and to download an entry form, visit:

WWW.GATWICKDIAMONDBUSINESSAWARDS.COM

 @gdbizawards

Open For Entries

The closing date for **Gatwick Diamond Business Awards 2019** entries is the **23rd November**.

Enter your company now.

We are delighted to be announcing the eleventh Gatwick Diamond Business Awards.

Once again we have brought together a fantastic group of sponsors and judges to help us find and celebrate the very best businesses across the Gatwick Diamond.

The Gatwick Diamond Business Awards celebrate people and businesses who have shown innovation and inspiration in their work and have demonstrated a real commitment to the region.

Any business that is located in or trades in the Gatwick Diamond region can enter – you do not need to be a member of any particular organisation and it is free to enter.

The Awards have become one of the most prestigious business occasions – celebrating the best of the best across the Gatwick Diamond.

Headline Sponsors

Gatwick Airport Ltd, NatWest, Thakeham Group, Extech Cloud

Pre-Dinner Reception:

BGF

Award Categories & Sponsors

Business of the Year (Over £1m Turnover) – NatWest

Small Business of the Year (Under £1m Turnover) – SHW

Business Person of the Year – KPMG LLP



Responsible Business of the Year –

University of Sussex Business School

International Business of the Year - Gatwick Diamond Initiative

The Award for Customer Delight – DMH Stallard

The Award for Developing People for Business Success – Crawley College

The Award for Innovation & Technology – asb Law LLP

Employer of the Year – Search Consultancy

Supply Chain Excellence – University of Brighton

New Business of the Year – Basepoint Business Centres

Apprentice of the Year – Reigate & Banstead Borough Council

The Award for the Place to Meet – CEC Direct

Manufacturing Business of the Year – Kreston Reeves

Professional Services of the Year – Crawley Borough Council

Partners

Design Partner – Storm12 Ltd

Venue Partner – Copthorne & Millennium Hotels

Staging Design & AV Technology Partner – Avensys

Media Partner – Platinum Publishing Group

Dates for your diary:

23rd November – Closing Date for entries

December 2018 – January 2019 – Judging Period

14th February 2019 – Finalists Announcement

21st March 2019 – The Gatwick Diamond Business Awards 2019

18th April 2019 – Sponsors & Winners Celebration Breakfast

To find out more about the Gatwick Diamond Business Awards and to be involved, visit www.gatwickdiamondbusinessawards.com or follow the awards on twitter @gdbizawards

Positive Comedy Training - Networking Works



Gerry Thompson from Positive Comedy and Lucy Grier of Investec Wealth met at one of the gdb networking events. Gerry explained to Lucy his role in training people for public

speaking events. They developed a way of working together with the aim of helping Investec Wealth & Investment's Independent Financial Advisers build their business. Combining in house public speaking courses

with presenting on the topic of social media, they were able to demonstrate how advisers can connect with professionals such as Solicitors and Accountants.

The first workshop took place at the beginning of October, with positive feedback received from participants. Gerry offered insight in how to engage an audience, the vital skills required when presenting and how humour can play its part. They plan to run more of these courses for Financial Advisers in the near future. Gerry commented: "I really appreciated the opportunity to run presentation skills training for these Independent Financial

Advisers, brokered by Lucy at Investec Wealth and Investment. The IFAs were very open to suggestions and applied these in practice presentations, using video footage for additional feedback. I look forward to extending these sessions in the future."

Lucy added: "Gerry was a pleasure to work with, very knowledgeable and flexible. He gave great tips and hints on keeping the audience interested, how and when to use humour, keeping the audience engaged and how to read them. We look forward to working with Gerry again."

www.positivecomedy.com / www.investec.com



gdb Speakers Conference 2019

RE-ENERGISE!

You – Your Team – Your Business

Thursday 17th January 2019

South Lodge Hotel

Join fellow business owners, directors & managers for the prestigious gdb Speakers Conference and a morning filled with infectious motivation.

Be captivated by the inspiration and insight of our outstanding speakers.

Over a buffet lunch network & discuss your business issues with others, then take away the positive & powerful messages from the event, to inspire you, your team and your business.

Tickets, including breakfast & buffet lunch:
EARLY BIRD (before 30th November 2018) - £75 +vat
Standard Ticket Price (after 30th November 2018) - £95 +vat

Book now at www.eventbrite.co.uk - search for gdb Speakers Conference 2019

Sponsored by:



BUSINESS
SCHOOL



More buses for Gatwick, Crawley and Horsham: Metrobus September service changes

As part of our twice-yearly service review, Routes 4 and 5 will be extended to Gatwick Airport South Terminal via London Road and Lowfield Heath. These changes will create a new link from Pound Hill and Langley Green to Betts Way, Lowfield Heath and Gatwick South Terminal. The route extension means the service to the Betts Way and Lowfield Heath areas will double.

Routes 4 and 5 will operate up to every 15 minutes and serve Pound Hill, Langley Green and County Oak Retail Park, although this route is not 24 hours. This is in addition to the Route 3, which is an hourly service Gatwick but only passes along the main roads.

Metrobus will extend its evening bus services from Gatwick to Horsham, which also takes in Manor Royal Business District, from September 2018.

Extra services on Route 200 will mean buses run hourly during the late evening and

overnight from Gatwick to Horsham. The last 200 bus currently arrives at Horsham at 7.12pm and resumes at 3.54am.

Route 200 serves Gatwick Road and Manor Royal before it heads out to Bewbush and then on to Horsham. Once in Horsham it serves several key points, including: Horsham town centre, Horsham Station, Horsham Hospital, North Heath, Holbrook and Roffey.

The frequency of evening and late night bus services on the Fastway 100 route will be doubled so there will now be a bus every half an hour up until midnight, then hourly until 4am. Fastway 100 will be rerouted to serve the Crawley Business Quarter instead of Faraday Road.

The bus will no longer stop in Maidenbower village centre due to parking issues but will continue to serve the Maidenbower loop. The nearest stop is Maidenbower Place.

Metrobus' Managing Director Martin Harris said: "Gatwick is a major economic powerhouse for West Sussex but also for the UK in general. We want to ensure visitors and commuters have a reliable and convenient bus service without the stress of having to drive or park.

"These new services increase bus frequency and link up new areas and should make travelling by bus to and from Gatwick, Crawley and Horsham even easier."

There will be other, minor changes to Routes 3, 272, 400, 420, 460 to improve reliability.

For more information please visit www.metrobus.co.uk/service-change/

Five key considerations for video production

Video is incredibly valuable today. Everyone and their mums are using them, from anything between social media content or for marketing material. However, if you're keen to create more professional videos, then these five considerations are key.

1. The lens

You'll need to start by choosing which lens works best for your planned video and then decide on the focal length. This could be anything between a creative wide angle to a compressing portrait lens.

2. The right lighting

As with photos, lighting can make or break video production. Even if you're producing on a much smaller scale than a professional outfit, you still

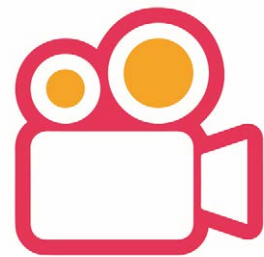
need to make sure you've got good light - this doesn't have to be expensive and there are plenty of options, from fluorescent light to LED panels.

3. Framing the shots

The way you compose your video will be linked to the lens that you choose to a certain extent. There are also some standard options for composition, depending what's in the shot. However, you still have space to make each shot your own, so this is worth planning.

4. Sound planning

The soundtrack to any video is just as important as to what is on the screen. It's crucial to make sure the two go together and to ensure that the music or sound effects that you use enhance the message on screen.



5. Structured creativity

Is there such a thing? Well, I'm afraid you can't wing it with videos. So, make sure you take the time to plan your video production before you begin to ensure it's as professional as it possibly can be.

Need some more pointers? Just give us a call at 01444 40 12 75 or an email at hello@storm12.co.uk

Don't forget to use your guests passes at our next Members Meeting

Follow @gdbevents for the best networking in the diamond

The JCB Group

Eurovans, SEAT and ŠKODA - your local Volkswagen Commercial Vehicles, SEAT and ŠKODA dealership in Crawley.

Forming part of The JCB Group, we have some serious bulk-buying power behind us, which we pass on to our customers, helping them save money on their motoring costs.

We feature a great range of finance options for businesses, so you won't need to worry about how to balance your cashflow. Choose from the broad range of cars and vans on offer at our comfortable showrooms, which

allow you the space and time you need to make the best decision regarding your vehicle. We know how important efficiency and emissions are to your business too, so ask our team for details on any of our models.

All our servicing and aftercare services are available to all our clients. From MOTs to manufacturer-standard paintwork repairs, our experienced team will help you find a solution to your business needs.

If either a ŠKODA or SEAT car whets your appetite, Russell Horscroft is available via

07712 523278 or email russell.horscroft@thejcbgroup.co.uk, while Alan Grahame is your contact for all things relating to Volkswagen Commercial Vehicles. He can be reached via 07721 249845 or alan.grahame@thejcbgroup.co.uk

Alternatively you can visit us in person at one of our dealerships to discuss what we offer. We look forward to helping your business grow.

For more information please visit www.thejcbgroup.co.uk

GDPR – Was it all just Hype?

Many of us remember the anti-climax following 1st January 2000 and the Millennium Bug hype, and there is a danger we could fall into the same trap with the GDPR deadline. Whatever your compliance process was in the run up to the 25/05/18, and it could have ranged from days, weeks or months of intense activity ensuring you met the regulations, to the alarming 'head in the sand' approach; you may be left wondering "was it worth the effort"?

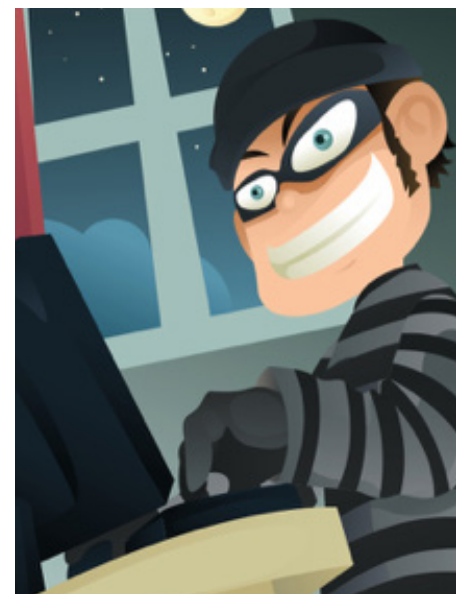
I speak to clients who ask this question and my answers are always the same. "Yes", if you adopted the thorough approach and "Doh"! if you took the head in sand approach.

GDPR is about ensuring you have the processes and skills to safeguard against a potential breach and how you would respond in the event of one happening to your company.

Most importantly, you now need to ensure you continue to comply with all those actions you committed to. Ongoing staff awareness, security policy updates, new supplier processor agreements etc. Increasingly frequently breaches to large organisations like British Airways, Carphone Warehouse and Facebook are reported, but thousands are happening to companies like yours across the UK.

A vital exercise you should now consider is what measures you need to put in place to continue to demonstrate how you are meeting your GDPR responsibilities. Just saying you train your staff in cyber awareness or have a clear desk policy is not proof of ongoing compliance.

The important question to ask yourself is "Do I think cyber security attacks and data breaches all stopped on the 26th May"? I suspect you already know the answer to that.



For more information please contact Tim Felix at Shovelstrode Consulting Ltd on 07740 046181 or Tim@ShovelstrodeConsulting.com

Dr Elaine Hickmott has been on an e-learning adventure



Over the years I've met and worked with many talented people at different stages of their careers. What often unites them is their challenge to recognise their value and the impact they've made and can make.

This comes even more sharply in to focus with people at the beginning of their careers which set me thinking. Without a sense of your own value how can you find and create career

opportunities; how can you confidently engage with employers?

The digital world is full of information; the real world has many people providing career support. Despite this I knew something was missing and an idea began to evolve.

Thinking about my own varied career, reflecting on what I've learnt from others, considering my business aspirations, I knew an online career development course was the way forward.

Designing and delivering learning experiences. No problem. Speaking at events. Okey-dokey. Creating an online course and producing talking-head video lectures. That was a new combination for

me. Not one to side-step a challenge, I set about turning my ideas into reality.

Innovating Your Career is now live. A practical guide to kick-starting your career adventure; designed for those at the beginning of their careers.

It's been an amazing experience and my adventure with the course is just beginning. Plus I've caught the video / e-learning bug and can already feel my creative juices a-bubbling!

Dr Elaine Hickmott
Talent Development Specialist
elainehickmott.com

Peace of Mind at Work – as simple as ABC

As a business your most precious asset is your staff. Nobody thinks twice about having a printer or air conditioner serviced, so how much more important is it to ensure that your employees are equipped to perform at optimum levels?

ABC Worksafe is a fully accredited training company dedicated to improving wellbeing and safety in the workplace through a comprehensive portfolio of specialised, relevant and entertaining training days. We offer first aid, health and safety and fire risk courses as well as mental health awareness and first aid professional training.

At any given time, according to the mental health charity Mind, at least one in six workers is experiencing common mental health problems, including anxiety and depression. Compared to 2017, 750,000 more working days in June and July 2018 were lost due to mental health-related causes.

According to Deloitte in 2017, mental health issues cost £1,500 - £2500 for every employee in the UK economy and this is escalating every year. Good mental health is the foundation on which we can develop the extra business membranes that enable our companies to spread their wings. Wellbeing in the workplace is no longer a luxury, it's a necessity.

Research and good old-fashioned common sense tells us that companies with high levels of good mental health are more successful. ABC Worksafe has dedicated itself to work at the forefront of this campaign and is running two Mental Health First Aid courses accredited by MHFA England.

Both one day and two day courses are designed for businesses who want staff members to recognise the signs of someone suffering from Mental Ill Health such as stress, anxiety and depression. Both are fully certificated and will count towards CPD.

At a time when achieving maximum performance as companies is crucial to success in an ever-changing economic, political and human resources climate, it is more important than ever to protect your company's most precious asset – you and your staff.



To that end, please contact ABC Workplace Founder and Client Services Director Paul Lane to book your training or to start a conversation:

Phone: 01903 911 943 / Mobile: 07876 684204.
Email: paul@abcworksafe.co.uk
www.abcworksafe.co.uk

Businesses urged to have their say on the future of our water

Businesses are being asked for their views on how to make the very most of water in the Greater Brighton region, an area already officially classed as 'water stressed'.

Population growth, new housing and climate change are among a range of challenges that need to be addressed to make sure there is still enough water for all in the future, as well as prevent flooding and protect and improve the environment.

The Greater Brighton region, an economic and inward investment area covering a triangle from Crawley in the north, to Seaford in the east and Worthing in the west, has established an Infrastructure Panel to look at sustainable water and energy for the future.

As part of its work to deliver a dedicated Greater Brighton water plan, the Panel has launched an online survey to capture the business community's feedback on this key strategic issue. The research will also include the opportunity for companies to volunteer to take part in a more in-depth discussion.

Among the questions to be asked will be the following:

- How important is water to your business, both now and in the future?
- How would your business be affected by a lack of water supply, lack of wastewater disposal capacity, flooding and bills becoming more expensive?

- How important a factor is water to your business, compared to issues like energy, telecommunications, transport and recruitment?

The answers from the survey will feed into the Panel's discussions, with a report back to the main board of the Greater Brighton region on recommended next steps due next year.

Representatives from companies such as Ricardo and IBM, the Universities of Sussex and Brighton, local authorities and bodies like the Environment Agency, South East Water and UK Power Networks have joined the Greater Brighton Panel under the chairmanship of Southern Water Chief Executive, Ian McAulay.

Ian said: "We need to make sure we build a resilient future for water and energy to allow us to continue grow the economy locally. To do that, it is vital we start to plan around some of the issues which will arise and that is why it is important to have businesses and the wider public engaged in this issue.

"Answers from local firms, of all sizes, will give us a richer picture of where our priorities should be. So I would urge everyone to spend a just few minutes to give us their views."

- Ian McAulay is available for interview on the work of the Panel.

- The Greater Brighton Economic Board is made up of Brighton & Hove City Council; Adur District Council; Worthing Borough Council; Lewes District Council; Mid-Sussex District Council; Crawley Borough Council; University of Sussex; University of Brighton; Greater Brighton MET (further education representative); Coast to Capital Local Enterprise Partnership; Brighton & Hove Economic Partnership; Adur & Worthing Business Partnership; Coastal West Sussex Partnership; Gatwick Airport; and South Downs National Park Authority.

- Working in partnership, the Greater Brighton City Region has brought significant benefits to the partner Local Authorities and agencies. Together the partnership has secured more than £150m of Growth Deal funding held by the Coast to Capital Local Enterprise Partnership.

- With the addition of Crawley Borough Council, the City Region is now home to more than 920,000 people and 40,000 businesses.

- For more information or requests for interviews, please contact news@greaterbrighton.com.

www.southernwater.co.uk

Bhavna's Buzz: Latest News in Employment & HR



Bhavna Patel of PDT Solicitors keeps you up to date with the latest pay gap and data privacy developments.

Pay Gaps: It's More Than Gender

Organisations with 250+ employees already publish annual data comparing men and women's average pay. Further developments are on the horizon:

Area	Key changes	When?
Executive pay reports	UK quoted companies with +250 employees must publish executive pay reports.	1 January 2019: The Companies (Miscellaneous Reporting) Regulations 2018 comes into force. The first reports are expected in 2020.
Gender pay gap	Calls to extend reporting obligations to organisations with 50+ employees. Published: the Government Equalities Office guide for employers to reduce the gender pay gap, identifying 6 key effective actions.	Proposal. Available online.
Disability & ethnicity pay gaps	The Equality and Human Rights Commission wants mandatory reporting on disability and ethnicity pay gaps by all employers with +250 staff. Published: EHRC report with good practice actions.	Proposal: calls to be in place by 2020. Available online.

We have seen many businesses struggling with existing reporting requirements. Obligations are only increasing. Get ahead of the game - review your recruitment and pay practices now and see if you need to make changes. I'm happy to provide an audit: contact me to discuss.

Data Privacy

Complaints to the Information Commissioner's Office about potential data breaches have risen by 160% since GDPR came into effect. There were 6,281 complaints between 25 May and 3 July 2018. This is staggering.

ICO is continuing to impose large fines: Equifax Ltd has been issued a £500k fine (the maximum possible at the time) for a 2017 cyber breach. Several failures were identified.

Your organisation must have a sound data privacy framework including practices etc. in place. Clients have found our Employment Data Privacy toolkit extremely useful. Further details are on our website.

To discuss any HR or employment issue please feel free to contact Bhavna Patel on 01403 831265 or bpatel@pdt.co.uk.

Flexible working – why isn't change happening?

Why aren't more people adopting flexible working since 2014 legislation came in to help them do just that? Well, this is a no brainer for us. Employers simply aren't making it easy for employees to work in the way they want to.

As a well-established flexible recruitment agency, we know that companies might talk about offering flexibility, but the reality isn't always the case. It seems that while flexibility is the buzz word internally, we're not acting on it externally by recruiting flexibly. So, what's going on?

Myth 1 – flexibility is hard to implement

It takes time to consider how a full-time role might be worked more flexibly – say by turning it into a job share for example. A good manager needs to work out how the job description might alter and how it could affect their other employees.

But it doesn't take forever.

Granted, time and thought is required. But what's a little time now that could pay dividends for the overall company or organisation later? And the trade-off is well worth it in terms of boosting workplace happiness, improving diversity and talent retention as well as reducing staff turnover and absenteeism. The benefits go on...

Myth 2 – flexibility impacts the wider business

Here at Ten2Two, we offer employers advice on how to plan job shares or to help employees work flexibly so it doesn't impact the wider business. If anything, flexible workers tend to be more productive and put in discretionary effort on a far greater scale.

In terms of flexible recruitment, we aren't seeing any more job adverts offering flexibility at the outset. If you'd like to work with us to help implement best practice around remote working or flexible working, please contact Emma@Ten2Two.org today.

Ten2Two Sussex

01273 842288

07810 541599

emma@ten2two.org

www.ten2two.org/location/sussex

What is in a name? Extech rebrands to Extech Cloud



To reflect the next stage of their journey, Extech is rebranding to Extech Cloud. The new name highlights both the sweeping changes in the technology and IT environments, and also the changes that are being seen

within the organisation.

The future of IT, technology and Extech Cloud, is cloud technology itself together with an increased emphasis on cybersecurity. Today's business landscape sees a huge and rapid shift to cloud technology, a movement which Extech

Cloud have been part of for several years.

New cloud technology also offers enhanced cybersecurity with sophisticated cloud-based applications using innovative technology, such as artificial intelligence, which is designed specifically for cloud-based organisations. The new direction signifies a radical change in technology, operational efficiency and digital transformation for businesses both large and small.

"Having worked in IT for 30 years, this is one of the most exciting times that I can remember. Extech Cloud signifies the changes in the technological landscape and how we are empowering businesses to move from traditional ways of working, to the modern workplace. IT is no longer a function

of the IT department, but a company-wide digitisation to a new way of working."

Andrew Hookway, Managing Director

Extech Cloud has been a leader of IT innovation since 2011. The rebrand to Extech Cloud recognises the commitment to helping its clients keep at the forefront of IT change giving them a competitive edge.

The future of humanising cloud technology with Extech Cloud is here.

For more information on how you can begin your organisation's digital transformation and journey to the cloud, speak to Andrew Hookway ahookway@extech.co.uk or visit www.extechcloud.com

H R Denne Ltd - Innovation is the key to business development

The 'Web Wardrobe' uniform app was developed in 2016 to enable contract customers to access, order and arrange returns for staff uniforms on any mobile device; Android technology, Desktop PC's or Apple Macs.

The 'shop' enables staff to log in and manage their uniform allowances, taking away unnecessary additional administration tasks within HR and procurement departments. The 'app' follows a very familiar process; secure log in with password, shopping cart selection and check out, with email receipt acknowledgement.

All colours and layouts are customised to suit specific customers branding guidelines. The

on line ordering option can also be linked to a customers own intranet site, to enable staff to 'remain' logged in to order their uniform.

Since it's launch to an initial 4000 employees of Northern Rail, we now have almost 14,000 of our customers employees using this service to place their uniform orders.

Sarah Weston, Sales Manager at H R Denne "Managing staff uniform has never been so easy. We are very much aware that many people consider uniforms to be a 'headache' but it doesn't need to be if you have the right team looking after it. Our new 'Web Wardrobe' app has made a huge difference to



the quality of our operation and the service we are able to offer to our customers."

H R Denne Ltd Unit E Gatwick Gate, Charlwood Road, Lowfield Heath, RH11 0PS
Tel: 01293 514 723
Email: sarah.weston@hrdenne.com
www.hrdenne.com

Celebrating the launch of the Pastry Club for HR and L&D Professionals

McCrudden Training is delighted to announce its sponsorship of the new Pastry Club. Starting on 12th November at Crown Plaza Hotel, Gatwick this free of charge peer support forum is going to provide 'Coffee, conversation and connection for L&D and HR professionals.'

This first meeting will feature Kelly Kyle, Learning and Talent Development Consultant, from the Civil Aviation Authority. Kelly will be leading a discussion about the realities of helping a workforce adapt to remote working.

"Other than a couple of national conferences there is relatively little for HR and L&D professionals whose focus is usually internal

to a business. I talk to so many different businesses, many of whom are facing very similar challenges. The Pastry Club gives those in charge of developing workforces the opportunity to save time by sharing great ideas" says Nicky McCrudden, MD of McCrudden Training.

The Pastry Club is a quarterly network exclusively for senior Learning and Development Managers, and HR Directors from medium to large businesses to discuss 'hot topics' and share best practice, over coffee and pastries. Each meeting addresses both HR and L&D topics, either through a spot light discussion or a facilitated debate on key challenges facing the professions. Members have the opportunity to introduce



A peer-to-peer forum for senior HR & LD professionals

initiatives they are working on to share learning and use the collective wisdom help to overcome challenges.

Because the network is funded via sponsorship, there is no cost to professionals attending. Anyone interested in Pastry Club membership should contact hello@mccrudden-training.co.uk for more information, or visit www.mccrudden-training.co.uk

Smeg UK Awards Contract to Appliance Delivery Specialist, Yusen Logistics

Award winning appliance manufacturer Smeg UK has awarded Yusen Logistics UK the nationwide retail and trade distribution for their complete product range in a strategic move to support their growth plans.

Smeg UK, renowned for their iconic Italian designs, has partnered with domestic appliance specialist Yusen Logistics (www.yusen-logistics.com) to further enhance their supply chain offering. Yusen Logistics has designed a tailored solution specifically catered for the appliance industry, offering greater reliability and regularity of delivery, with a focus on minimising touch points and delivering a high quality service.

The entire Smeg range, from small & major domestic appliances to commercial and medical units, is handled through Yusen Logistics' dedicated appliance crossdocking facility; where collections from Smeg UK's warehouse are consolidated and optimised for fast onwards delivery across the UK and Ireland. This is coupled with Yusen Logistics' industry leading KPIs, that drive exceptional levels of service throughout the operation to deliver to the high standards Smeg UK's customers expect. The announcement comes at a time when Smeg has also restructured its



Portsmouth based warehousing operation, bringing it back in-house.

Mike Giddings, Managing Director for Smeg UK, commented: "This is an important step for us as we look to enhance and expand our service offering. Yusen Logistics has a proven track record for delivering premium brands at premium service levels in the appliance industry, and we have already seen improvement in the operation which we look forward to continuing."

Nick Rees, Commercial Director for Yusen Logistics UK, further added: "We're excited

to be representing such an industry leading brand. Smeg UK is known for their iconic style and premium brands, and it's great to be able to support them to ensure the delivery of their products reflects this."

Selected for their high levels of expertise and experience, Yusen Logistics now adds Smeg UK to their impressive portfolio of other industry leading brands, providing a bespoke service tailored to their customers' needs.

www.yusen-logistics.com

ICA Digital ("ICA") joins forces with Automated Systems Group Ltd ("ASL")



ICA Digital, based near Gatwick, has now become part of the Automated Systems Ltd (ASL) Group of companies. Established 25 years ago, ICA is a strong and successful MPS reseller, providing high quality document and print management

solutions to over 800 organisations across Sussex, Surrey and the South East.

Commenting on ASL's 9th acquisition in 9 years, Mark Garius, Managing Director of ASL, said: "ICA is a very strong business that has built a loyal customer base in the south of England and they will add strength and depth to our coverage in those areas. We have made this acquisition as part of our on-going plans for growth and expansion, and we chose ICA carefully because of their fit with ASL – particularly their high standards and commitment to customer service. We are retaining their office based near Gatwick and all the staff as we recognise that their strong presence in the area needs to be maintained

and grown. In addition, their Managing Director, Simon Whapshott, will join the Board of ASL to further strengthen our capability to grow. As ASL are looking at further acquisition opportunities as part of our plan to grow significantly over the coming years."

Bob Price ICA's commercial Director along with all the existing ICA's staff will join the ASL team, taking the company's total turnover to over £24m, headcount to over 110 employees, and they will continue their excellent MPS service, supported by ASL's additional capabilities. These includes a breadth of managed office solutions including telephony/unified communications, security solutions, IT/software support and supplies. ICA will also benefit from access to ASL's market-leading IT infrastructure and pricing that ensures our continued delivery of the highest levels of products & service to our existing and potential new customers at the very best value on the market.

ASL was founded in 1991 and is one of the largest independent reprographics print solution suppliers in the UK. ASL services over 6000 customers across the UK, with offices in Cambridge, Great Yarmouth, Milton Keynes,

Cannock, Bromsgrove, Central London, Basildon, Manchester and now Gatwick.

For more information about ASL, go to www.asl-group.co.uk

Should your organisation like to review your current agreements, dated equipment, or you just want to reduce costs and improve your existing equipment and service support reliability/quality, if so then please do not hesitate to get in touch as we will be more than happy to offer trusted friendly advice and assist you wherever possible. (Of course all gdb members will receive additional discounts).

Membership Works
Talk to us on
01293 440088

Make this year a Creative Christmas with Cracker Appeal!



Christmas may come but once a year, but when it does it's a big deal and an even bigger deal to organise it effectively, successfully and in a timely manner. When it comes to entertainment, the 'C' word is undoubtedly Creativity in an age where surprise and delight is a valuable commodity.

Lea Graham Entertainment sees requests for festive activities that span traditional and new, curious and crazy, but they all have one thing in common, a desire for creativity and consumer demand for quality and professionalism. It helps that this well established agency has been providing entertainment since 1990 so are perfectly placed to find the ideal match between performer, client and venue.

Mix up your Christmas party this year and substitute carol singers for a piper or bring back the magic of the season with a seasoned magician. Make the most of the fervour for fragrance with a seasonal perfume party or a crazy caricaturist to put a smile on everyone's face, in an exaggerated way. Or, why not go for a cabaret act that arrives disguised as a team of tradesmen only to reveal their singing

aspirations combined with witty banter and charismatic appeal!

A dedicated agency knows its artists personally so that you can relax and enjoy the party. Whether you are looking for a harpist, jazz trio, string quartet, musical cabaret, singer waiter, close-up magician, rock band, big band or anything else – you call the tune and the agency will play it!

Deborah Hammond - Lea Graham Entertainment

Further information:
Lea Graham Associates
Telephone: 01444 235475
Mobile: 07885 373394
Email: info@leagraham.com
Website: www.leagraham.com

Rebranding a group of companies

Any corporate rebrand is a significant project, but when you are briefed to develop a "family" of brands for a group of three companies, it's a whole different ball game!

The group companies are all clients of Scaramanga Marketing's and have been for some years. They have grown their business (possibly with a little assistance from our marketing campaigns!) and are successfully challenging to be market leader in their fields.

However, they felt that the current brands did not have the right degree of impact, nor did they all look part of the same "family", which was somewhat impeding cross-selling opportunities.

Their brief to marketing agency Scaramanga was to develop a brand – logo, visual identity, typeface etc – to create unique identities for each company as well as the "family" connection to be clearly part of the same group.

We had previously worked with all three companies to identify brand values, messaging, positioning and tone of voice when developing their marketing strategy, so the new branding was built on those solid foundations.

As well as the new brand (and having the new logos trademarked), we have developed two new websites, new brochures and leaflets, exhibition stand material, merchandise, eBooks, social media assets, advertisements, newsletter templates and corporate stationery.



It has been a large project, but a great result and our clients are delighted!

www.scaramanga.marketing

Borde Hill celebrates it's 125th anniversary

Borde Hill is celebrating it's 125th anniversary this year with a series of events to honour the links the garden has with the great plant hunters of the early 1900's. The Roadshow's visit is particularly pertinent as the exhibitors offer rare and unusual plants, which would appeal to the Edwardian collectors such as Colonel Stephenson R Clarke who bought Borde Hill 125 years ago this summer and sponsored famous plant hunters including EH Wilson and George Forrest.

The Plants Fair Roadshow is made up of nurseries who still seek out 'extra' ordinary and unusual plants and keep them going by hand propagation. It is their knowledge,

experience and the same level of enthusiasm as those plant hunters of yesteryear, which has helped conserve so many of these plants which could have been lost today without their involvement.

2018 has proved to be the biggest year yet for the Plant Fairs Roadshow with successful shows at Arundel Castle, the Sussex Prairie Gardens, Hall Place and Layer Marney Tower to date this year.

Members of the Plant Fairs Roadshow include multiple Chelsea winners and Exhibitors: RHS stalwart Rosy Hardy's 'Hardy's Plants', Pineview Plants, Blue Leaf

Plants, Pheonix Plants, Charles Hurst Farm, Forgetmenot Plants, Jo Grows, Southon Plants and many more.

Colin Moat, Chair and events coordinator says: "The history and legacy of the plant hunters is intriguing and stimulating to the exhibitors and to visitors alike. I think that if the Colonel were alive today, he would be very interested to talk with these nurseries. We are pleased to be able to help the garden celebrate it's 125th milestone and hope that the mouth-watering selection of plants on sale will do justice to the garden's legacy."

www.bordehill.co.uk

Vail Williams expands in Surrey



Award winning property adviser Vail Williams LLP is expanding its operations to create a new Surrey regional office.

The specialist property agent is set to open a regional office at One Crown Square in Woking in November 2018.

The Surrey office will be the company's sixth specialist region joining the others covering London, Gatwick, Thames Valley, Solent and Birmingham. Whilst Vail Williams already has strong established working relationships with a large number of clients within the Surrey region, the new office will focus on expanding their reach even further.

Following Vail Williams' recent merger with Solent-based property agent Hughes Ellard, the expansion within Surrey signals a new era of growth for the firm with plans

to expand the existing team through both internal relocations and new recruitment.

Kevin Cook, Partner & Executive Board member at Vail Williams, said: "It is an exciting time at Vail Williams as we put into action our ambitious plans to grow our business in line with our business plan. Expanding our presence and reach in this important region will allow us to build upon the foundations and success we have achieved over the last 30 years.

"We are already working with an increasing number of clients within the Surrey region, and this move was a logical step to increase our presence and service offer to benefit our clients.

"The new office is larger and more suited to our growth plans, which includes a recruitment drive to enable us to build upon the full-service property expertise we offer to clients.

Simon Perkins, CEO of McKay Securities PLC which owns and manages One Crown Square, said: "Vail Williams is one of the highest regarded property advisors in the South East. Their move to One Crown Square is therefore a particularly welcome endorsement of the substantial improvements we have made to the building and recognition of the pride we take in the direct management of our buildings as a locally based landlord.

"One Crown Square now provides the best value, high quality workspace in central Woking on flexible terms for local and regional businesses, and we look forward to working with Vail Williams as their new office goes from strength to strength."

For more information about Vail Williams LLP, please visit www.vailwilliams.com or follow us on Twitter at @vailwilliams.

Helping UK food and drink manufacturers expand into Singapore



Ten UK food and drink manufacturers have taken part in a trade mission to Singapore where they had the chance to meet with some of the country's largest supermarket chains, leading buyers and distributors.

The mission was organised by Santander, in conjunction with United Overseas Bank, British Chamber of Commerce Singapore

and the Department of International Trade. The week-long mission sought to build relationships and create opportunities in an economy that imported \$6.2 billion worth of consumer-orientated food in 2017.

The firms were able to take advantage of the Food & Hotel Asia Tradeshow, one of the largest in the region, where visits were arranged with a range of local buyers and distributors. Meetings were also set up with Cold Storage and NTUC FairPrice, two of Singapore's largest supermarkets, and smaller luxury food chains including Culina Quality Food & Beverage, Euraco Finefood and Associate & United Distributors.

The companies that attended the trip included Burt's Snacks, Crème d'Or, Taylors of Harrogate and Tiptree.

This trade mission is part of our drive to

help the UK food and drink industry invest for growth and expand – in both the UK and abroad. The sector is one of the UK's most successful and fast-growing markets and Santander is well positioned to help firms capitalise on this momentum. We regularly get UK firms out to markets to meet buyers and network with key stakeholders through trade missions. Previous missions include Chile, Argentina, the US, Spain and the United Arab Emirates.

To find out more about how we could help your business prosper internationally speak to your local Santander Business contact; Craig Carter
07703 376186
craig.carter@santander.co.uk

www.santander.co.uk

Compliance and why it matters for SMEs

Running a business is sometimes fun, often rewarding and always complicated!

Legislation is ever changing, and ignorance of the law is seldom an excuse that holds much sway.

As business owners, we have seen the legislation that impacts our business increase exponentially over the years.

The buck stops with us but we are not always given the advice we need from the experts we employ.

At Chapter Three Consulting, we have made compliance our mission and we get excited about the things most people wouldn't look at twice – here are some areas we have recently assisted clients with:

GDPR – Enough has been written about this in the recent past, nothing more to say than don't stop complying, it needs to be built into the culture of your business.

PCI – DSS (Payment Card Industry Data Security Standard) – These standards are

technical and operational requirements, set by the PCI Security Standards Council they are enforceable and apply to anyone who takes card payments.

Health and Safety at Work Act 1974 – There are a wide range of duties placed on employers who must protect the health, safety and welfare at work of all employees as well as others inside the premises including temporary and casual workers, clients, visitors and the general public.

Right to Work – All employers have a legal obligation to check that prospective employees have a Right to Work in the UK before they start work. Every prospective employee must be checked regardless of nationality, length of contract or the position held – Failure to comply could make the employer liable for a civil penalty of up to £20000 per illegal worker, and in some cases imprisonment for up to 5 years.

Right to Rent – Landlords must check that a tenant or lodger has the Right to Rent a residential property as their main home in England. Before the start of any new tenancy,

a landlord or letting agent must check all tenants aged 18 or over to ensure they have the Right to Rent.

PPL/PRS - If you play music at work, there is a good chance you will come under the jurisdiction of PPL/PRS who, under The Copyright, Designs and Patents Act 1988, collect fees for both performers and composers of music. If you play music in your business, you will usually need to get a licence or face legal action.

The Company, Limited Liability Partnership and Business (Names and Trading Disclosures) Regulations 2005 – Does your website and business documentation meet the requirements of this legislation? Ask your web designer if they are aware of this and whether they have made you compliant?

We have supported clients in all of the areas listed above and also work with Licensed Premises which brings a whole new chapter of compliance that we will cover next time...

Please visit www.c3c.co.uk

First Law International secures Irwin Mitchell as main UK member

Law firm Irwin Mitchell has announced that it is to become the main UK member of First Law International (FLI).

Established in 2001, FLI is based in Brussels and is a global network of over 80 independent national law firms, representing over 14,000 lawyers.

Irwin Mitchell has joined the network as part of its international growth strategy which involves establishing and consolidating a network of closely aligned law firms across the globe. Joining FLI will facilitate inward introduction of English legal work to Irwin Mitchell and it will also ensure it has a credible source of high quality law firms in most jurisdictions to which it can introduce clients requiring legal support outside the UK.

As part of the relationship, Irwin Mitchell Corporate partner and Head of International, Bryan Bletso, together with IP and Media partner Georgie Collins, will join a FLI delegation to the ACC Annual Conference in Austin, Texas on the 21 October 2018. The convention is the largest gathering of international General Counsels in the world. In addition, FLI will also unveil its newest IT innovations that will provide clients with a smoother and faster experience in dealing

with multi-jurisdictional projects online from their mobile devices.

Victoria Brackett, Chief Executive of Irwin Mitchell's Business Legal Services division, said: "We have been hugely impressed with FLI and I am confident the organization will play a big role in helping us meet our international growth aspirations. This is a key area for the firm and we are extremely excited to be joining one of the world's most credible networks.

"FLI will not only help increase the amount of incoming work we generate from overseas, it will also offer a wide spread of jurisdictional coverage with firms of a size capable of supporting most queries that our client base could require."

Orlando Casares, principal of First Law International, added: "We're delighted to welcome Irwin Mitchell to FLI. The UK is a key territory for our member firms and their clients and I believe with Brexit on the horizon, it is vital that we have a highly credible, top tier law firm in place which can provide the necessary support and guidance."

The FLI network is one of the largest in the world and has been ranked by Chambers



& Partners as an Elite legal network for five years in a row now. The network was also recently Highly Commended by The Lawyer at its 2018 European Awards.

Irwin Mitchell is currently the one main UK member of The Bridge Group, a strong network of 12 US law firms. It is also a founder and board member of Avrio Advocati, a network of around 40 primarily European firms. Irwin Mitchell will continue its membership of both these groups in the future.

www.irwinmitchell.com



RPD's fun-filled charity fundraising events continue

Richard Place Dobson (RPD), Crawley based Chartered Accountants and Business Advisors, has been busy fundraising for Crawley Open House with a triathlon and quiz night in the past few months.

Matthew Tyson, Director at RPD, took part in the Crawley Sprint Triathlon which included a 600m swim, a 22k cycle and a 6k run. Matthew completed the event in an impressive one hour and 44 minutes and decided to use the event as another way to fundraise vital funds for the charity.

RPD also hosted its annual, and very popular, quiz night. The quiz night raised an impressive £846 with donations still coming in via RPD's Just Giving page.

Crawley Open House is a local hostel which has helped keep thousands of homeless people off the town's streets since its opening in 1996. The charity provides a hostel and drop-in day centre, and access to its advice and local assistance network, health team, outreach workers, and resettlement team. The charity also runs classes such as literacy, exercises classes, art, cooking, and games.

RPD's fundraising events come at a vital time for the charity as it was recently announced that it could be forced to close if it were to lose its £250,000 funding contract from West Sussex County Council.

The announcement sparked immediate support from Peter Lamb, leader of Crawley Borough Council, who launched a petition against the decision. In its first day alone,

it gained over 2,700 signatures and now currently has almost 10,300 signatures.

Matthew Tyson said: "Crawley Open House is an important community charity and we are pleased to be fundraising for them, especially during this time of uncertainty. The quiz night was great fun for our clients and associates and even our staff members who entered teams!"

"We are currently planning more fun ways to help support the charity and there is still time to donate via our Just Giving page."

If you would like to support RPD's fundraising for Crawley Open House, you can donate at www.justgiving.com/fundraising/RPDCrawleyOpenHouse.

St Catherine's Hospice to provide new carer service in Horsham

St Catherine's Hospice is thrilled to share that the League of Friends of Horsham Hospital has entered into a joint programme with them by funding the development of a new carers' support service in and around Horsham.

As part of their ambition to make sure nobody faces death and loss alone, the local hospice is on hand to offer support to family and friends of local terminally ill people. The organisation knows that caring for someone at the end of their life is challenging and they're there to offer advice to minimise the impact on carers' own health and wellbeing, so that they're best able to provide care to their loved ones.

Recognising this, the League of Friends has committed recurring funds to St Catherine's to develop a multi-year carers' service. Their

investment will draw on the expertise of hospice teams and volunteers, and allow St Catherine's to complete research with a range of local carers. This will allow them to find out what support local carers most need and work to deliver this. The service will start in 2019 after the local research has been completed.

Dr Judy McMahon, Chairperson of League of Friends said, "We're thrilled to be partnering with St Catherine's on this exciting new service. It's great to know it will help support carers in our local community at a time it's most needed."

Giles Tomsett, Chief Executive at St Catherine's, said, "It's our ultimate ambition to make sure that nobody in our community has to face death and loss alone. Working with the League of Friends will take us one step closer



to this. We're looking forward to providing more targeted support to carers in and around Horsham and meeting a currently unmet need. We're also really grateful for the League of Friends generosity in funding the development of this vital, new service."

If you are a carer and are interested in helping develop this new service, please contact Joanna Tuck, Information and Resources Co-Ordinator at St Catherine's on 01293 447354 www.stch.org.uk

Emma Cleary Director of Ten2Two Sussex Summit's Mount Toubkal for St Peter & St James Hospice, Wivelsfield Green

Through my work at Ten2Two I come into contact with many amazing companies, many of whom became involved in my recent challenge to climb Mount Toubkal in the High Atlas mountains. The challenge was part of a team gathered in support of St Peter and St James Hospice.

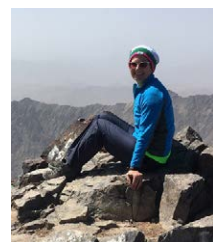
I have been involved with the Hospice for over 8 years now, originally running fundraising events through my children's school and then as a volunteer in the Fundraising team.

The team is wonderful, but constantly under pressure to keep up the huge targets and generate the funds required to run the Hospice from day to day. With virtually no government funding it costs a whopping 5K per day to run the Hospice facility!

The trek was a three day challenge starting at relatively low altitude and reaching the summit of over 4,000 m. It was a magnificent, tough, exhausting, exhilarating, terrifying and LONG challenge! But, it was one of life's

very memorable experiences.

The Hospice team of nine all made it to the top, which was a fantastic achievement as we were all different ages, fitness and the altitude made it pretty tough going. But we did it and as a team we raised over 25K and the contributions are still coming in. Thank you all for your support. www.ten2two.org



New Director of Estate Planning Appointed at MHA Carpenter Box

To lead and support its new Estate Planning Service offering, MHA Carpenter Box has appointed Phil Atherton to the new position of Director of Estate Planning in the firm's Tax Services Group.

Starting December, the Sussex and Gatwick-based firm of chartered accountants, tax and business advisers will be delivering a series of Estate Planning seminars which will offer tax, wealth management and legal advice from regulated professionals.

Phil has vast experience in tax and estate planning spanning 37 years and is the ideal candidate to push forward the new initiative for MHA Carpenter Box. He started in practice and worked in London for almost 20 years, finally working for the London office of one of the 'top six' accountancy practices. He then moved south and in more

recent years, ran his own Tax and Estate Planning practice with 14 employees.

Phil will be based at MHA Carpenter Box's Worthing office and his new role will involve meeting with families and individuals to discuss estate planning and how they can best protect their wealth and assets for their loved ones. This could include reviewing Wills, Trusts, Inheritance Tax profiling and Powers of Attorney, amongst a whole range of other considerations.

Phil commented: "I was particularly attracted to MHA Carpenter Box as it has a very good reputation in the industry and a wide range of quality clients. I am looking forward to supporting the firm on its continuing strategy of providing a one stop wealth management service helping new and existing clients to take control of their own financial affairs."



www.carpenterbox.com

Irwin Mitchell Boosts Restructuring & Insolvency Team In Gatwick



The Gatwick office of national law firm, Irwin Mitchell, has appointed Rebecca Walker as a senior associate within its Restructuring & Insolvency team.

Rebecca, who moves to Irwin Mitchell from Stevens & Bolton, is a specialist in non-contentious corporate insolvencies, secured lending and enforcement of security, and distressed business and asset sales. She also has particular experience in solvent group reorganisations, including solvent liquidations.

During her 12-year career, Rebecca has worked at City law firm, SJ Berwin, and also completed secondments at a hedge fund and a German law firm. She has authored a number of articles

in national industry publications and spoken at seminars on restructuring and insolvency issues.

Commenting on her arrival, Andrew Walker, partner at Irwin Mitchell in Gatwick and National Head of Irwin Mitchell's Restructuring & Insolvency Team, said:

"Rebecca has a wealth of experience and a superb track record for delivering first class advice to clients. We are delighted to welcome Rebecca to Irwin Mitchell and I have no doubt that she'll be a great asset to our business team in Gatwick and our national Restructuring & Insolvency department."

www.irwinmitchell.com

The closing date for Gatwick
Diamond Business Awards 2019
entries is the 23rd November

Profile on Yasmin Keen, Sofitel London Gatwick's new General Manager



Yasmin Keen, Sofitel London Gatwick's new General Manager, is fully aware that she and her team have just five to six hours to make an impression on their guests and ensure their stay is a memorable one.

With many travellers checking in late at night and leaving to catch early flights, those few hours in between are crucial in ensuring guests will return, she says.

With that in mind, within the few short weeks of her appointment as GM, Yasmin has introduced Welcome Ambassadors – members of staff to meet and greet people in the hotel reception area, using iPads so they can quickly find out and meet guests' needs for the next few hours.

"So many guests phone up on the day to make a booking for that night, which means we must get to know them quickly, so we can make a good impression. My vision is to

take the hotel to the next level of customer service so that guests have a memorable stay rather than simply a hotel stay."

Yasmin's previous roles include the position of Operations Manager and Director of Sales and Marketing at Pullman London St Pancras, where she helped drive the repositioning of the former Novotel hotel into the first Pullman hotel in the UK. She was also the General Manager at the Queens Hotel Cheltenham, where she repositioned the hotel to become a flagship MGallery by Sofitel property for AccorHotels worldwide.

Of her new role at Sofitel London Gatwick, based at the North Terminal, Yasmin says: "I am amazed how calm it feels in the hotel lobby with the atrium, natural light and water feature, yet there is the buzz of the airport just on the doorstep."
www.sofitel.com

Hi Tom!

Tom is the newest member of the Storm12 team, undertaking the role of Developer, having just left college with business, media and computer science under his belt.

As this is his first proper job (other than supplying the local area with much needed pizza), he's already on the way to building up experience in bespoke web builds, but has a real passion for programming and is ready to inject some of his mad YOOT skills into the Web team.

That's not to say he's new at computing - he's already built a social network with one of his friends, so watch out Zuckerberg.



Outside of work Tom may be spotted at a Spurs away day or at the Amex watching the mighty Seagulls - with a pint of lager in each hand.
www.storm12.co.uk

New Architectural Apprentice at WS Planning & Architecture



Max Rayner joined the Practice in September 2018 as one of only 6 people in the UK undergoing the new Architectural Assistant Apprenticeship. Max will be working with us 80% of the week and for the remainder he will be studying at London South Bank University and undertaking other "off the job" training.

WS Planning & Architecture were delighted to be approached by such a proactive and mature school leaver and were keen to provide the opportunity for Max to unlock his potential, following this innovative new pathway and pursue his career aspirations by offering him an Apprenticeship. The Practice are planning to set up an Architectural Apprentice Placement on a yearly basis.

Lee Barker, Architectural Director at WS Planning & Architecture, said: "We are thrilled to be at the forefront of this new route into the profession. Max impressed us with his attitude and we are delighted to be able to support him."

Professor Lilly Kudic, Head of Architecture, School of The Built Environment and Architecture at London South Bank University said: "We're delighted that WS Planning & Architecture are supporting the architectural assistant apprenticeship so positively, and very pleased to warmly welcome Max Rayner to London South Bank University as part of the first cohort of undergraduate apprentices in the UK. Both WS and Max have taken genuine initiative in participating in this exciting venture to bring practices and schools of architecture closer together and enable those wanting to study architecture to benefit from workplace-based learning - and freedom from the debt which inhibits many students from entering programmes in architecture. We feel confident the partnership between Max, his practice, and LSBU will provide a great combination to develop his learning and wish Max every success with his professional career."
www.wspa.co.uk

Cleankill toasts success at 2018 Croydon business awards

Cleankill Pest Control was named Croydon's 'Best Employer' at the 2018 Croydon Business Excellence Awards. In addition, the company was also Commended in the category for 'Best SME'

Commenting on the award, Managing Director Paul Bates said: "We are extremely pleased to have been recognised as a great employer. When Cleankill was setup it was with an ethos of being a good, proactive place to work that provides excellent customer service. To have this acknowledged at the Croydon Business Excellence Awards means a lot to us.

"Investing in our business and our staff is a central part of our business plan. We believe you can only provide first-class service if your staff are highly trained, are treated well, and are remunerated properly. Winning this award in the same year we received the Investors in People Gold Standard, shows that this approach to running a business is working."

The Croydon Business Excellence Awards recognises success among Croydon's businesses community, with the winners

being announced at a glittering awards ceremony at the Grand Sapphire The evening, hosted by TV presenter Michael Underwood, included a charity auction in aid of Croydon Commitment and the Mayor of Croydon's chosen charity, Cancer Research UK.

The award continues a successful few years at national and regional business awards. In 2016, Cleankill was named 'Best Business for Staff Training and Development' and 'Best Green Business' at the same awards; in 2017, 'Green Business of the Year' at the Gatwick Diamond Business Awards, 'Provider of the Year' at the ARMA Ace Awards, 'Best Customer Service' at the Lewes District Business Awards, and Technical Manager, Chris Davis, was recognized for his 'Outstanding Commitment and Performance in Training and Development' at the British Pest Management Awards. In 2018, Cleankill has already been named Responsible Business of the Year at the Gatwick Diamond Business Awards.

Cleankill Pest Control operates from bases in Croydon and Seaford, and has been providing pest control services to London and the South



East since 1995. It was founded with a desire to create a company that placed customer service, respect for the environment, care for the community and staff development on an equal footing with profitability.

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



Bluedotaug secures Innovate UK grant funding

After a nail biting wait Bluedotaug is celebrating the success of their application for grant funding from the

first Open Competition with Innovate UK, the UK's innovation agency.

CTO, Sean Burton, says "We need to make technology simple and by visualising complex sustainability data in immersive technology we're creating a new way to address the challenges we face locally and globally. Our initial focus is noise impacts and through our platform we're enabling non-technical

people to connect with information that is often provided in dense reports. We're simplifying data without dumbing it down."

The process required applicants to relate their proposal to the Innovate UK Horizons Toolkit which presents a range of megatrends, issues, risks and opportunities. Bluedotaug is designed from the ground up to tackle sustainability issues which enabled CEO, Sandra Norval, to pick out key aspects to demonstrate how the platform will contribute to key government strategic aims. She says "Responsibility is written into our ethos, it's in our name, our vision and our values, so it was natural for us to connect with the direction the government is taking. Our inspiration came

from Carl Sagan's address in which he refers to our planet as a pale blue dot and the need to take better care of our home and everything living on it. The platform we're building contributes to that and we've been talking to organisations keen to see it in action."

The project is designed to build over six months with rigorous testing with acousticians to ensure the integrity of data is maintained to make it the 'go to' platform for the construction, infrastructure, planning and transport sectors.

You can find out more at www.bluedotaug.com, by following @Bluedotaug on Twitter or get in touch by email on hello@bluedotaug.com

Kingston Smith wins at British Accountancy Awards

Kingston Smith is delighted to have won the award for Large Firm Innovation of the Year at the British Accountancy Awards. The firm was presented with the prestigious award at a glittering ceremony at the Grosvenor Hotel, London, on 26 September.

The top 20 multi-disciplinary firm beat competition from Deloitte, Grant Thornton, Mazars, Moore Stephens and Price Bailey in the category, which includes firms with a turnover of over £25 million. The Innovation

category recognises firms that demonstrate excellence in their innovative approach to strategy and client service provision.

The judges singled out Kingston Smith for the award in recognition of the firm's unique, bespoke data analytics solution, which was created in-house to offer clients greater control and clarity over their businesses through real-time advisory.

Kingston Smith partner David Montgomery

said: "We're absolutely thrilled to win this fantastic award! It recognises the market-leading service we can offer clients, by analysing upcoming business opportunities and challenges instantly, based on real-time business data. We are delighted that this award celebrates the team's incredibly hard work and dedication in creating this bespoke software that is accessible and affordable for small businesses as well as large."

www.kingstonsmith.co.uk

Creative Funding Solutions



Manor Royal based, gdb members Creative Funding Solutions were the main show sponsors at the 2018 Recovery Tow, which took place at the end of last month at the Telford International Centre.

Creative specialise in business funding and the products they offer blend very well with the needs of this industry, specifically to fund new purchases, release equity from existing balance sheets, support cash flow or assist with business expansion.

Creative also took the opportunity to also offer help and support on the subject of the

Ultra-Low Emission Zone (ULEZ) due to come into effect on 8th April 2019 as many companies in this sector will be acutely effected by this legislation.

Creative have also made the industry charity 'Recovery Industry Support Charity' (RISC) their main fundraising project going forward and have fully got behind the recovery road operatives campaign of Slow Down Move Over (SMDO) to try to raise awareness of the safety of operatives whilst attending a roadside incident.

Mike Lowe, MD of Creative Funding Solutions said, 'We are absolutely delighted with the

response we have had following our decision to be the main show sponsor, we were made to feel so welcome at the show and the Gala dinner and have already started to help support businesses within this sector. We already had existing customers within this industry and we knew our products were a good fit but to now have had that affirmation we are thrilled'

Mike Lowe, MD
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info@creativefs.co.uk

www.businessfundingsolutions.co.uk

Grant Thornton win 2018 Santander Crawlathon

11 teams competed in the recent 2018 Santander Crawlathon, raising a final figure of over £6,000 for Age UK & Barnardo's. The challenge was to swim 1.2 miles, run 13 miles and cycle 28 miles, and the winning team from Grant Thornton completed this in 3 hours 21 minutes.

Team Captain, Daniel Wheatcroft commented "This was an amazing team effort across all the sports. We all thoroughly enjoyed the event and the team are looking forward to returning next year to defend their title. A massive thank you to David Pearce from Santander for organising another successful event".

Organiser David Pearce from Santander commented, "Congratulations to Grant Thornton for taking this years' title and to Irwin Mitchell for Most Improved team, a great effort from both teams. A special mention to Stevens & Bolton who were only an agonising 10 seconds behind the winning time, amateur crawlers turned seasoned



The Grant Thornton team, from left: Jonathan Cocker, Rachel Parker, Katherine Potter, Bernie Bear, Martin Verrall, Barry Doggett, Graham West, Lucy Beaumont, Daniel Wheatcroft.

professionals! Lastly, I wanted to recognise Team Vail Williams, they don't have the largest pool of staff to pick their team from but they battled through and put in a great

effort so a big shout out to Max, Sophie, Lloyd, Sus, Callum & Greg for embodying what the Crawlathon is all about." www.grantthornton.co.uk

'Platinum' Accountancy Firm recruits 11 new trainees over the last 12 months



MHA Carpenter Box has appointed 11 new trainees over the past year to join their Audit and Business Services teams in both their Worthing and Gatwick offices. They will be joining either the firm's Platinum Accredited programme on the road to the Association of Chartered Certified Accountants (ACCA) qualification or studying for the Institute of Chartered Accountants (ACA) qualification.

The Audit team in Worthing welcomes Emma Sparrow from the University of Sussex, Will Sixsmith from Aberystwyth University and

Rachel Cook from the University of Wales Trinity Saint David. Dean Downes-Avery, Tabitha Nicholls and Michael Davis all from Worthing College, Daniel White from The Littlehampton Academy Sixth Form and Chloe Rempel from Chichester College have all joined the Worthing Business Services team.

In Gatwick, the Business Services team has welcomed Ben Roberts from Lancaster University, whilst the Audit team has been joined by Thagendra Bura from the University of Kent and Jack Gamon who was an estate agent for two years prior to joining MHA Carpenter Box.

MHA Carpenter Box Managing Partner, Alan Edwards, welcomed the new trainees on board, commenting: "Training the next generation of accountants, tax and business advisers is a responsibility we take very seriously and we have always invested heavily in emerging talent.

"We aim to give our students the best possible start to their careers which has been underlined by our accreditation as a Platinum employer, ACCA's highest global standard of excellence.

"I wish all our new trainees every success in their accountancy careers over the coming years."

The new trainees will undertake a comprehensive in-house training programme at MHA Carpenter Box working with a team of qualified and experienced accountants, business advisers and auditors – many of whom started their careers at MHA Carpenter Box as trainees themselves! They will also benefit from knowledge sharing across MHA, the firm's national association and Baker Tilly International, its global network.
www.carpenterbox.com

New Director joins Kreston Reeves as firm's growth continues

Accountants, business and financial advisers Kreston Reeves have announced the appointment of Colin Laidlaw as Director of VAT and Duty who joined the firm from RSM UK.

Colin is based in the South East and will work across the firm's Sussex, Kent and London offices. Colin has considerable experience having previously worked in a number of the top professional firms and HM Customs & Excise (as it was previously known).

Colin's work in VAT for over 30 years means he has a wide breadth of knowledge of the tax from owner managed businesses to multinational

companies to not-for-profit organisations.

Colin's role at Kreston Reeves will be a specialist advisory role providing VAT and other indirect tax advice to clients, ranging from compliance and appeal matters, to advisory projects with complex technical, structuring and planning aspects. Colin and his team will also advise on other indirect taxes including Customs Duty.

Rupert Moyle, Partner and Head of VAT and Duty comments: "We are delighted to welcome Colin to the team. His appointment enhances our ability to offer the specialist service our

clients need. The horizon for VAT looks really interesting for our clients if you think about the potential changes and thus issues that may arise with Brexit, Making Tax Digital and last year's Office of Tax Simplification recommendations. Colin has a wealth of knowledge and experience, and the ability to explain VAT simply."

Colin Laidlaw comments: "I'm very pleased to have joined Kreston Reeves and look forward to working with our clients. VAT can be a very complex area and it is important that clients have access to specialist, tailored and commercial advice."
www.krestonreeves.com

Royal opening University of Chichester's Tech Park

Their Royal Highnesses The Duke and Duchess of Sussex have officially opened the University of Chichester's Tech Park, based at its Bognor Regis campus.

The £35million Tech Park is home to the University's new departments in Engineering and Creative Digital Technologies, combining purpose-built laboratories and equipment with an innovative approach to learning which takes on board input from the commercial sector.

The Royal couple toured the development's new facilities during the visit, including its live animation studio which was designed by Head of 3D Animation Max Tyrie, a BAFTA award-winning animator who worked on the

Amazing Spiderman film franchise.

Students and staff then presented a live-action stress-testing experiment, in the engineering labs, using state-of-the-art Mecmesin tensile test equipment, which is one of only two in use in Europe - the other is in Zurich - and is manufactured by a company in Horsham.

The tour finished in the Sound Stage: a 300 square-metre space which is one of only three in the south capable of accommodating a professional orchestra. Here The Duke and Duchess oversaw creative and digital technology students as they filmed a live-rehearsal of the University orchestra – and were invited to use recording equipment.



University Vice-Chancellor Professor Jane Longmore said: "It was a great honour to welcome Their Royal Highnesses to officially open our Tech Park. They were completely engaged with our students, staff, and facilities and we believe that they left us with an excellent impression of our organisation."

For details and photos of the Royal visit go to www.chi.ac.uk.

The Creative Group's sponsorship brokerage arm secures deal with 1st Central in sponsoring Salford City's charity Foundation 92

ECHO (the sponsorship brokerage arm of The Creative Group) are delighted to announce that they have been able to help organise the successful two-year sponsorship deal between 1st Central and Salford City's charity Foundation 92.

Foundation 92, launched by Salford City owners Ryan Giggs, Paul Scholes, Phil Neville, Nicky Butt, and Gary Neville is focused on providing support to those with disabilities, experiencing homelessness and those at risk of committing offences, through sport.

1st Central's sponsorship will help to aid the foundation's charitable work, and will also provide 1st Central's Salford office with the chance to get involved in a number of local projects, as part of the deal.

With special thanks to the ECHO team, the sponsorship deal marks months of hard work on both sides, which recognises the desire to help the local community through the power of sport and football to overcome mental health, disability, and homelessness.

At the launch of Foundation 92 during Salford's end of season dinner, Yvonne Harrison, Chair of Foundation 92, said: "Tonight the past 12 months of work comes to life! We have a unique opportunity with the help of Salford City FC, our Sponsor 1st Central ... to create something very special and I'm delighted to be part of that."



Matt Turner, CEO, said: "We've had a long-standing relationship with 1st Central, and have secured successful deals for them in the past. This is why we knew Salford City's Foundation 92 would be the ideal opportunity to support their Manchester Head Office."

Get in touch to see what ECHO can do for your business at hello@weareecho.co.uk and follow us on Twitter and LinkedIn.

Yusen Logistics UK expand e-commerce operations

Dedicated e-fulfilment centres have further expanded Yusen Logistics' service offering for the e-commerce sector.

The sites are strategically located close to all major parcel delivery hubs to provide nationwide next day service with late cut-off times. Revolutionary technology has optimised the pick route and process based on basket size, product dimension and product weight. This has led to significant reductions in picking time and parcel packaging. The in-house software, which is unique to Yusen Logistics, is part of a comprehensive and system driven solution for omni-channel operations that includes kitting, returns, testing and packaging.

"Customers are driving the need for retailers to adapt their current supply chain operations to provide a more streamlined approach that delivers the same high level of service, quality and reliability across

all channels. We've applied our expertise in this area to re-engineer a customer's e-commerce solution and, within 6 months, we've already seen volumes increase by over 80%", commented Benjamin Bird, General Manager of Solution Design for Yusen Logistics. He further added: "For this operation, the volume growth was achieved by improving the current service levels. This resulted in increased repeat custom and higher end customer conversion rates. Through Yusen Logistics' solution, orders online are now available for next day delivery to home addresses or to department stores for end-user collection. Whilst KPIs ensure a high level of service is consistently achieved across all channels."

Yusen Logistics are now focused on further improving the e-commerce solution by completely minimising carrier loss – which is currently one of the best in the industry at just 0.4%.



For further information, or to schedule an interview, please contact Ellena Austin:

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- Jim Bolt from Nettl of Crawley for David Ross Digital
- Carol Whitney from The Old Ship Hotel for Thoughtitude
- Susan Fleet from Lea Graham Associates Ltd for Bio Productions Ltd
- Platinum Business Magazine for referring Nixplay Signage

Seminars

30th November 2018

The Secrets of Winning Awards – at Hartsfield Manor

Presenter: Donna O'Toole, CEO - August - The Awards Consultancy

Do you know that winning an award can double your business profits?

Find out which awards you could win and identify exactly what you need to do to win the most prestigious business award in the world as Donna reveals the trade secrets to winning awards.

Three main reasons to attend:

- Grow your business results
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- Recognise and reward your employee

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Forthcoming events

7th November 2018

Networking at Ease

Ashdown Park Hotel & Country Club,
Forest Row
12pm – 2.30pm
£35+VAT for gdb members
£45+VAT for non-members

16th November 2018

'How to Win Awards' Seminar

Reigate and Banstead Borough Council,
Reigate
9.30am - 11am
Free for members and non-members

30th November 2018

November Members Meeting

Hartsfield Manor, Betchworth
11am Educational Seminar - The
Secrets of Winning Awards (please book
Separately)
12pm Registration
12.30pm Members Meeting
1pm Lunch and networking
2.30pm Close
Free for members only
£25 +VAT guest fee.

6th December 2018

Christmas Flight & Networking Lunch

British Airways i360, Brighton
12pm – 2.30pm
£35+VAT for members
£45+VAT for non-members

Booking Information

We now use 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.

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Previous Meetings & Events:

The past two month's meetings were:

gdb Afternoon Tea – Hosted by Ockenden Manor
www.hshotels.co.uk/ockenden-manor

gdb Elevenes & Networking Hosted by Harwoods Jaguar Crawley
www.harwoods.uk.com

gdb Networking at Ease Hosted by Denbies Wine Estate
www.denbies.co.uk

gdb 'What's the Point???' at Basepoint Business Centre Crawley
www.basepoint.co.uk

gdb September Members Meeting Hosted by Crowne Plaza Felbridge Gatwick
www.cpfelbridgehotel.co.uk

The Gatwick Diamond Business Awards 2019 Launch Breakfast Hosted by Copthorne Hotel London Gatwick
www.millenniumhotels.com

gdb Networking at Ease Hosted by South Lodge Hotel
www.exclusive.co.uk/south-lodge

gdb Pastries & Networking Hosted by Mortgage Advice Bureau Crawley
www.mortgageadvicebureau.com/mortgage-advisers/london-road-crawley

gdb October Entrepreneur Owners Topic Group Hosted by Avensys Ltd
www.avensys.co.uk

gdb Big Breakfast Hosted by Bolney Wine Estate
www.bolneywineestate.com

gdb October Charity Group Meeting at Richard Place Dobson
www.placedobson.co.uk

The Gatwick Diamond Business Awards: How to Win Awards Seminar Hosted by Copthorne Hotel London Gatwick
www.millenniumhotels.com

gdb October Members Meeting at Ardingly Projects
www.ardingly.com/venuehire

Gatwick Diamond Business Awards

Thursday 21st March 2019 at Effingham Park Hotel

£1150+VAT for a table of 10

£125+VAT each individual ticket

Booking forms available at:

www.gatwickdiamondbusinessawards.com/65-the-ceremony

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(Find out more on page 5)

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