



# the Source

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Sep/Oct 2019 #BuildingBusinessConnections

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### A message from your Chief Executive



This could well be the last Source of the pre-Brexit era – though we have of course learnt not to assume anything! Whatever happens, we are ready to help you get to grips with new challenges and opportunities.

Our Bank of England breakfast briefing on 10 September at Grant Thornton will kick things off. Florence Hubert from the Bank will provide authoritative insight into where the economy is now and where it might be going after Brexit.

In the post-Brexit era (perhaps), members can enjoy breakfast with HSBC's Head of Economics, Mark Berrisford-Smith, at the Hilton Gatwick on 11th November. Any of you who have heard Mark speak know that he will bring his individual style of humour and insight into whatever happens on 31st October.

Adam Jackson, Grant Thornton's Director of Brexit Advisory Services, will join us for our educational seminar at Stanhill Court on 29th November. Adam will bring you up to speed on the latest developments, look ahead at what might happen next and what all this will mean for your business. Adam tells me that he does not have a crystal ball so will not be preparing his presentation just yet!

Businesses must of course also look ahead way beyond the next few months. In the last Source, I was pleased to announce our new partnership with the Roffey Park Institute. The gdb / Roffey Park "Future of Work" Seminars will explore the driving technological transformation and social change businesses face.

The first half-day seminar, at Roffey Park on 1st November, is really taking shape. Following a keynote address by Dr Robert Coles, CEO of Roffey Park Institute, there will be four practical breakout sessions aimed at helping you build your personal and organisational resilience.

I hope you are able to take full advantage of these opportunities - look out for further details in the events section of our website.

### Chairman's Column

At gdb, our mission is to help you grow & evolve as a business. As an organisation, we are owned and run by our members, for our members.

Working with the CEO and gdb staff to do this, the Executive reflects the mix of businesses by size, location and sector.

We develop & implement the business plan, approve & manage the budget, horizon scan to consider local, regional & wider issues that will affect our organisation. Ultimately, the Executive understands, represents & delivers the needs of gdb members.

The Executive is in two parts, firstly the Steering Group made up of:

- Chairman - Anya Ledwith, Eshcon
- Treasurer - Matthew Tyson, Richard Place Dobson
- Director - David Montgomery, Kingston Smith LLP
- Director - Andrew Hookway, Extech Cloud
- along with Jeff, gdb CEO.

In addition to the Steering Group, the wider Executive is made up of voted in & co-opted members and this year's team are:

- Jack Bedell-Pearce, 4D Data Centres

- Simon Bland, Reigate and Banstead BC
- Emma Cleary, Flexibility Matters
- Lisa Downs, LJD Law
- Julie Kapsalis, Chichester College Group
- Dee Mathieson, Elekta
- Brett North, Thakeham Group
- Richard Pollins, DMH Stallard
- Simon Pringle, Red River Software
- Dan Sibley, Natwest
- Dominic Tucker, Norwegian
- Peter Zielke, Courtyard by Marriott

The Executive meets every 2 months before the Members' Meeting (which unfortunately means we miss the Learning Seminar!). Do try to catch up with us sometime – good two-way communications is important.

I'm very grateful to the Executive who give up their time to contribute to the success of gdb.

Our next Executive Away Day is in October – these are always interesting, useful, challenging & enjoyable sessions. Helping up develop the right processes to help you grow & evolve as a business.



**Anya Ledwith**  
Eshcon Ltd

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

## The Gatwick Diamond Business and Roffey Park Institute Future of Work Forum



At this event you will be able to explore some key themes and develop your skills with practical sessions aimed at helping you build your personal and organisational resilience.

8 am - Arrival, registration and breakfast.

8:30 am - Start – Keynote Dr Robert Coles, CEO Roffey Park Institute.

9:30 – Four practical breakout sessions

12:30 - Finish

**Clear Leadership:** a collaborative approach to leadership - highly practical, energising session that will develop your ability to build collaborative working relationships within your network and organisation.

**Facilitating – not just for facilitators -** Being able to facilitate groups is a key skill in organisational life. Facilitation can be used across organisations from leading meetings and groups discussion. Helping you to resolve issues or gaining buy-in.

**Building individual and organisation resilience -** Resilience is as relevant now as it has ever been as we juggle the competing demands of constant change at work and home. The session will help you understand resilience and give tools and techniques to manage this in times of change.

**Confidence and Influence –** Helping you develop confidence and influence using performance techniques. This session will help you build your influence and personal impact at work.

About Roffey Park Institute:

Roffey Park is an international leadership



**Location:** Roffey Park Institute, Horsham, RH12 4TB

**1st November:** from 8 am – breakfast provided.

We stand on the edge of extreme change and in times of change organisations must adapt and innovate. Gatwick Diamond and Roffey Park Institute are joining together to create a series of events looking at the driving technological transformation and social change businesses now face. The rise of the gig economy and AI is now driving the transformation of how and who does the work. What can we learn from the past evolutions of work? What are the opportunities for people in the age of AI and algorithms? What steps can be taken to sustainably future proof your organisation?

institute based in the UK, Ireland & Singapore. We deliver high impact professional development, organisational development programmes in leadership and management. We offer qualifications from Diploma to Masters and conduct international research both for our clients and fulfil our research agenda. As a charity, we are committed to education for leaders, managers and organisations that enables sustained performance whilst enhancing the welfare of all people in the workplace. This is the Roffey Park Difference.

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

## Introducing Katie

Since starting as the new Business Administration Apprentice for gdb in July 2019, I have loved being part of such a great team. I enjoyed meeting some of the gdb members at the gdb Charity Challenge 2019 and of course at our many networking meetings, and I am excited for the future events that gdb have planned!

My role involves supporting the smooth running of the office and assisting with the delivery of the membership programme alongside the Membership Executive.

Some of my tasks include making outgoing calls to gdb members and non-members, keeping the database up to date, and working alongside the Events Executive with social media plans.

I am eager to bring the skills I have to the team and am ready for the challenge of learning new skills and new processes. I am really looking forward to meeting and working with all the gdb members over the coming months.





### Richard Place Dobson is prepared for a first aid emergency with McCrudden Training

Crawley-based Richard Place Dobson, chartered accountants and business advisors, take caring for clients seriously and is training staff in first aid. In fact, they were one of the first West Sussex businesses to take up fellow gdb member McCrudden Training's new first aid training offer.

HR Director Darren Harding says: "We strive to care for clients, beyond their financial health. Making sure we have first aid trained staff on site isn't just a regulatory matter for us. We want staff to feel confident that in an emergency, they could help. The new West Sussex open emergency first aid at work course offered by McCrudden Training was a convenient and cost-effective way for staff to gain the knowledge and confidence to look after a colleague or client in an emergency. I would recommend the course to other employers."

Long-established in East Sussex, the fully accredited open access first aid courses are now being offered to West Sussex employers, through a partnership with Mid-Sussex Council of Voluntary Service.

"Not only is the course compliant with health and safety regulations for low-risk workplaces, it also gives people the confidence to act if someone needs their help," says Nicky McCrudden, McCrudden Training's managing director. "And what's more because of our partnership with the local voluntary sector, when people book onto our first aid courses they are helping to provide low cost training to small, local charities."

The course covers:

- managing an emergency
- basic life support
- unconsciousness
- serious bleeding.



Everyone successfully completing the course receives a certificate valid for three years. Course dates are scheduled for September and November 2019, with more planned for 2020.

To book first aid training contact McCrudden Training on 01293 230236 or via the website [www.mccrudden-training.co.uk](http://www.mccrudden-training.co.uk), or to find out more about Richard Place Dobson's services call 01293 521191.

### Storm12 helps Thakeham Group build



Thakeham Group is launching Woodgate at Pease Pottage - and thanks to a handy bit of gdb networking, Storm12 have become one of their creative partners for the project.

Working closely with them, we designed digital and print advertising, as well as signage surrounding the development. We also helped to develop Woodgate's name, connecting the heritage of the area with the lifestyle new homeowners will be part of. Another major aspect of our contribution towards the project

was building the Woodgate and Alphium websites. For Woodgate, we designed and built a website that fits with the Thakeham ethos and the target audience, whilst the Alphium site beautifully presents the new brand's offering in a minimalistic style. It all looks rather great, if we do say so ourselves.

Matt Saunders, our Managing Director, said that it is "a great privilege to be involved with the destination project, and Storm12 are looking forward to seeing Woodgate prosper and bloom."

Emily McGowan, Thakeham's Development Marketing Manager, noted that it is "a fantastic opportunity to work with fellow gdb members on this exciting project. We are all so excited to see one of Thakeham's largest developments to date exceed all expectations and become the ideal destination to live in this area."

Have you got any design, web and/or video needs that you need help with? Give us a call on 01444 401275 or email us at [hello@storm12.co.uk](mailto:hello@storm12.co.uk).

## gdb members helping the homeless

Crawley Open House enjoy great support from gdb members, and we are so grateful for their help and partnership as we endeavour to offer respite and resettlement options to those who find themselves homeless locally. Recent activity has included...

- Richard Place Dobson raised £3,221 for Open House in the past 12 months when we were delighted to be their charity of the year.
- ILG took over the kitchen for a lunchtime and bought and served a fantastic lunch for our clients (and staff!) We are also working with them on getting some of our clients back to work, which is brilliant
- Gatwick Hilton arranged a large collection of food from their staff and those at their partner hotel The Arora in Crawley.
- The staff at PVL paid for a large food donation as we were running low on items to put in food parcels. There is still no 'official' food bank in Crawley and we, alongside another couple of charities, fill this gap as best we can.

How could your Company help?? Contact Ian Wilkins at Crawley Open House on 07973 367356, [ian.wilkins@crawleyopenhouse.co.uk](mailto:ian.wilkins@crawleyopenhouse.co.uk) or via [www.crawleyopenhouse.co.uk](http://www.crawleyopenhouse.co.uk)



## gdb members celebrate a summer of fundraising



Chailey Heritage Foundation headed to the grounds of fellow gdb members, Borde Hill Garden in 2019 for not one but two successful fundraising events this summer.

On Sunday 2nd June, the charity that supports children and young adults with complex disabilities and health needs, hosted their second annual Focus 10k run. Almost 600 runners registered for the cross-country challenge, which included a children's Mini Mile, 5k and 10k course

through the parkland at Borde Hill in Haywards Heath.

Sally-Anne Murray, Development Director from Chailey Heritage Foundation said: "We're thrilled so many people joined us for the Focus 10K at such a great venue. We were delighted to have raised over £12,000, which will help us fund a new accessible minibus. The minibus will be hugely beneficial – from enabling young people to travel to disability-inclusive sports

tournaments to taking those who live with us on outings at weekends."

Chailey Heritage Foundation was also pleased to be the exclusive charity partner for this year's inaugural Sussex Gin Fest which was hosted by E3 at Borde Hill on 13th July. The event saw nearly 3,000 people attend, with £1,200 raised from donations, a raffle and a very popular gin tombola!

Karen Manton-Cook, Executive Manager from Borde Hill Garden said: "We were absolutely delighted that Borde Hill was chosen as the venue for both the Focus 10k and inaugural Sussex Gin Fest. A collaborative working style, encompassing Chailey Heritage Foundation and the team at E3 Events, ensured the success of these events benefiting Chailey Heritage Foundation's fundraising initiatives, supporting young people with complex needs".

To find out more about working in partnership with Chailey Heritage Foundation and the charity's events calendar, contact Jenna Durdle on 01825 724444 or email [jdurdle@chf.org.uk](mailto:jdurdle@chf.org.uk) [www.chf.org.uk](http://www.chf.org.uk)



## Making good use of available grants



Adur and Worthing Councils in partnership with Adur and Worthing Business Partnership have recently released information about the current round of funding available in the form of 'Small Business Growth Grants' of up to £2500 for 50% match funded projects.

One idea of a suitable project would be to use the funding to achieve ISO certification to grow

and enhance the credibility of your business.

A Quality Management System (QMS) is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.

Benefits of ISO 9001 accreditation from a UKAS certified body include:

- Better internal management
- Increase in efficiency
- Less waste
- Improved customer satisfaction

The Information Security Management System (ISMS) is a systematic approach to managing sensitive company information so that it remains secure. It includes people, processes and IT systems by applying a risk management process.

Benefits of ISO 27001 accreditation from a UKAS certified body include:

- Increased reliability and security of systems
- Protection of information from unauthorised access
- Improved customer confidence

At Chapter Three Consulting we are certified lead auditors and have worked hard to simplify the process of achieving certification. We have successfully applied for a number of grants previously and are therefore well placed to assist you.

For more information please contact us on: 0330 004 0020 or email at [info@c3c.co.uk](mailto:info@c3c.co.uk) [www.c3c.co.uk](http://www.c3c.co.uk)

## Is the Prompt Payment Code beginning to bite?

Introduced more than a decade ago, how effectively has the Prompt Payment Code tackled the culture of late payment of commercial debts amongst large businesses? Often criticised for its 'lack of teeth', recent developments suggest that there may be changes afoot; good news for SMEs in particular.

Research by the Federation of Small Businesses (2017) identified that the UK's poor payment culture was costing the economy some £2.5billion each year and had forced over 50,000 small companies out of business, causing stress, depression and other mental health issues amongst a significant number of SME owner-managers.

Signatories to the Code, run by Chartered Institute of Credit Management (CICM) on behalf of the government, promise to pay 95 per cent of their invoices within 60 days. However, it has too often been ignored.

Carillion, for example, not only ignored its obligations under the Code, it inserted a 120-day payment term into supplier contracts; it collapsed owing some £2bn to its suppliers,



many of whom were small building, electrical and engineering firms.

Recently the CICM has taken a tougher approach by naming and shaming a number of large businesses – including household names - which have failed to adhere to the Code. These businesses were suspended from the Code as a result. However the negative publicity appears to have had the desired effect, with the CICM reporting that almost all of the non-compliant companies had since put plans in place to meet the 60-day payment deadline going forward.

Clearly more needs to be done to end the UK's late payment culture, and to

make large businesses, in particular, more accountable for the treatment of their supply chains. Reports suggest that the Small Business Commissioner, Paul Uppal, favours a more radical approach which may involve him taking over the running of the Code and being given the power to fine offending companies.

Coupled with other measures to make large companies more accountable, will a prompt payment culture finally emerge?

Kelly Mills, Partner and Head of Debt & Leasehold Recovery  
03333 231580  
[www.dmhstallard.com](http://www.dmhstallard.com)

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

## Welcome to a smarter cloud solution: Public vs Private Clouds



Public clouds are safer, more advanced and savvy IT investments, but few understand the difference.

A private cloud is essentially a series of remotely held servers which a company will use, and its IT services provider owns. Extech Cloud built its private cloud solution in 2011 and continues running them today.

The public cloud is virtually the same idea, in that they are still servers, but owned and managed by much larger corporations (such as Microsoft). These technology firms have aggressively invested in removing any concerns and driving

technological advancement in the public cloud, and now the technology of public cloud has far surpassed any private cloud solution.

Public cloud solutions are continuously advancing, which users benefit from instantly. Even the National Cyber Security Centre (part of GCHQ) are using the public cloud.

Generally speaking, there is one reason why a firm may choose to remain on a private cloud system, and that is a technical reason. If a firm is using an old legacy application which doesn't fit with the public cloud model, then a firm may wish to continue using a private cloud, though this is uncommon.

Firms which do not use public cloud solutions will not benefit from economies of scale or continuous innovation that the public

cloud can offer and should consider the sustainability of this approach.

By contrast, the public cloud offers everything the private cloud does, plus more, without the downsides and with a favourable pricing model, typically at 20% - 50% better value with a new pricing model, based on real-time usage, rather than up-front capital costs.

However, the real power of the public cloud is its intelligence, agility and ability to power-up IT departments and supercharge their capability by using technology to meet business objectives and transform firms into smarter organisations.

Contact Details:  
Extech Cloud  
01444 443200  
hello@extech.co.uk

## Why hiring a parent makes good business sense!

If you need an expert in negotiation or a multi-tasker with excellent time-management, then hiring a parent - accomplished and practiced in these very areas could be the best decision you've ever made.

At Flexibility Matters, we meet many professionals with skills derived, not only from their careers and professions but also from parenting, that can be hugely beneficial to any type of business. Being able to stay calm, with a measured sense of perspective is one example. Here are our top five to not miss out on:

**Masters at getting stuff done:** The requirements of a parent are vast, resulting in a laser focus on output rather than hours, as well as the ability to multi-task like a ninja.

**Natural leaders:** Major contributors to the knowledge, skills and abilities of their children, parents are required to exercise unwavering focus and determined consistency. Within a business team this commitment applied to a project or business case, can be the key to its success.

**Sharp and accomplished project managers:** The ability to coordinate home and school duties, all whilst functioning amidst constant distractions, means being able to plan and prioritise is essential.

**Flexible and able to change direction with ease:** Faced with many new challenges, changing gear is natural for parents who find what they need to know when they need to know it.



**Excellent negotiators:** Parents are well versed at looking at a situation from all angles in order to settle on the ideal scenario that benefits everyone at home, which excellently translates into the workplace.

Dedicated to flexible recruiting, at Flexibility Matters we help local businesses reap the rewards of a flexible workforce. Contact Emma and the team on 0781 0541 599 or email: [emma@flexmatters.co.uk](mailto:emma@flexmatters.co.uk). [www.flexibilitymatters.co.uk](http://www.flexibilitymatters.co.uk)

## Commercial NDAs – no longer fit for purpose?

Non-Disclosure Agreements (NDAs) have had a bad press recently because of their questionable use by powerful individuals (such as Harvey Weinstein) to prevent the disclosure of alleged unlawful behaviour.

On a more mundane level, NDAs are regularly used at the early stages of most corporate and commercial transactions as the parties look to share confidential information. It is important for each party to know that information shared will only be used for the agreed purpose, such as determining whether to buy a target company, and not used for anything else or shared with other parties.

The form of a commercial NDA has become fairly well established but recent changes to the data protection regime and the increased emphasis on the new rules brought in under the GDPR has meant that most of the NDAs that we are seeing do not protect the parties in the way they should.

It is highly likely that, as part of the information sharing exercise that follows the signature of an NDA, the parties will share personal data. This could be employee information, customer details or shareholder information. It is vital that the NDA deals with the arrangements for the processing of such data and sets out which

parties will be data processors, and which will be data controllers.

The disclosing parties also need to consider whether any personal data is going to be transferred out of the EEA, for example if the buyer is in the USA, and make sure that additional protections are included.

If you are considering entering into an NDA on any matter please feel free to contact Andrew Hoad of PDT Solicitors LLP on 01403 831233 or [ahoad@pdt.co.uk](mailto:ahoad@pdt.co.uk) to discuss whether the NDA needs updating to incorporate the relevant GDPR protections. [www.pdt.co.uk](http://www.pdt.co.uk)

## How to avoid the 3 most common R&D claim mistakes



You don't make over 200 claims a year and save your clients almost £10million in tax without learning a thing or two about R&D tax relief claims and some of the common mistakes.

R&D tax reliefs are part of the government's strategy to incentivise innovative companies and the biggest mistake is not exploring

these generous reliefs, assuming you don't qualify because you are not the stereotypical "men in white coats" type of business.

But what about those making claims? Well many are still not maximising these claims with the same old mistakes...

### It's innovative but not my R&D

A company has been asked to work on something really innovative and boy was it a challenge, sounds like R&D right? Well not in their mind because it was part of a bigger project for a large client and therefore not their R&D. This often occurs in the manufacturing industry but in reality, there is still an opportunity to make either an R&D Expenditure Credit (RDEC) claim for R&D subcontracted to an SME or an SME claim where knowledge and processes are transferrable to future work.

### Small changes can bring big results

Many companies develop an innovative product, make one or two R&D claims

and everyone lives happily ever after, but everyone loves a sequel. Even if companies are not developing new products or processes, if they are continuing to enhance or improve existing products or processes there will likely be scope for ongoing claims.

### Indirect staffing costs

Companies making R&D claims quickly recognise direct qualifying R&D, for example lab technicians, software developers, precision engineers, etc, however many are not aware of indirect qualifying R&D. This could include support, finance, admin and management staff. It is fully accepted by HMRC who appreciate R&D is a broad process with those indirectly involved playing their part.

If you want to avoid the above and other common mistakes or require any assistance with your R&D claims please contact us on 01372 360130 or at [alalsing@menzies.co.uk](mailto:alalsing@menzies.co.uk)

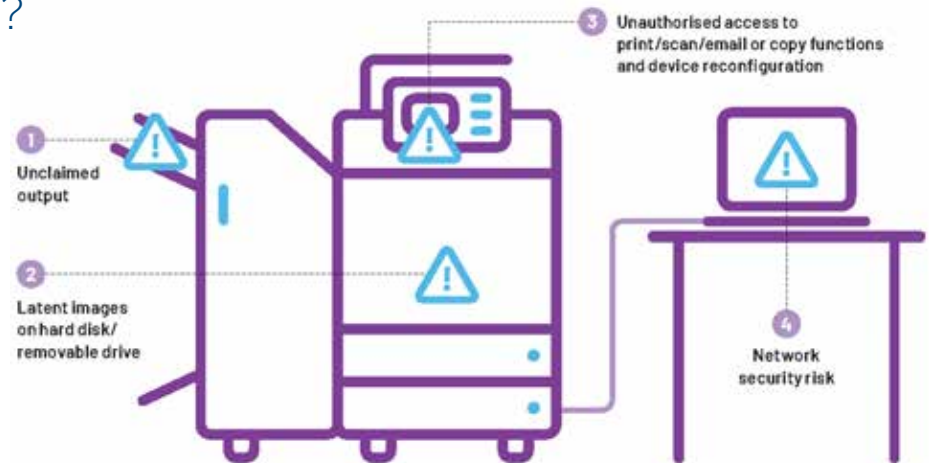
## How safe is your printer?

With security concerns surrounding so many technologies, it is easy to overlook printers as a potential source of data breaches. Yet analysis firm IDC found that more than half of those surveyed had experienced at least one printer-related breach in the previous year. What's more, the survey suggests that many organisations could do a better job of keeping printer security on their radar.

Networked printers can be a gateway into a business's entire system. Printers receive process, store and print extensive sensitive data, from intellectual property to personally identifiable information. Accordingly, they present an excellent opportunity for attackers to commit data breaches, achieve financial gain or bring about reputational damage.

Certain threats to confidentiality are strictly local; for example, someone stealing an unattended printout or gaining access to a printer's storage media to harvest sensitive data. But some threats can be remote as well.

Many attackers use malware, printer attack tools or other methods to compromise printers through network connections. Once a hacker succeeds, that breach can be leveraged for many purposes. The most



common aims are gaining unauthorized access to any information being sent to that printer, and using the printer as a starting point to infiltrate other district systems.

Given these risks, businesses should take stock of printer-related concerns and develop a realistic plan to address them.

Contact Barry Hunt for a free review of your printer security settings.

[bhunt@principal.co.uk](mailto:bhunt@principal.co.uk) 07813 781546

**Networking Works**

Talk to us on  
**01293 440088**



## Customer engagement 101 - to event, or not event...

In today's continuously changing world, there is no "normal".

Businesses need to use multiple channels and approaches to deliver their objectives. Adaptability and flexibility are key when unpicking complex messages to create meaningful conversations with customers.

Events can be invigorating and inspirational, but also time consuming and costly - if not planned properly, businesses simply won't see their eagerly anticipated value or impact.

A good strategic events and communications agency will help cut through the noise and pinpoint the value to be gained from events, whether that's sponsorship, a stand, a speaking slot or simply going as a delegate and networking the life out of it! Or... hosting your own events. Bringing their own experience and

expertise, working with you to understand what makes your sector tick and helping to tell your story engagingly in crowded marketplaces is a good agency's art.

Engaging stakeholders through events is popular in many sectors, particularly health and tech where showcasing new innovations is big business. From matching up health innovators and tech companies who are interested in accessing the NHS, to building and designing Apps that increase engagement, or national and international Expo's promoting the very best across the sector and VIP stakeholder receptions to ensure productive conversations are had.

Events offer a multitude of opportunities including workshops, advice sessions and networking. Using technology well at events is increasingly important and we're exploring partnerships with a local AR and AI company to add another dimension to our work.



At Strawberry.London our ability to navigate the complex and growing landscape of our clients and use of technology is what sets us apart. We're still fond of a few traditional things though - a cuppa and a natter! We'd love to hear your story, so drop by The Beehive in City Place. [www.strawberry.london](http://www.strawberry.london)

## Why work experience is the right choice for your business



Richard  
Place  
Dobson

Chartered Accountants and Business Advisors Richard Place Dobson (RPD), regularly works with local schools to offer pupils work experience at the firm. There are many benefits to both the business and pupil that it is definitely worth considering.

It gives the pupil a chance to bring the working world to life and relate their studies to a career they're interested in. It gives them a chance to dip their toe into a specific industry to help determine if it's for them whilst giving them the opportunity to learn

new skills and improve their employability.

As a business, it can raise your profile and you could benefit from new perspectives and fresh ideas as well as potentially meeting your next employee.

RPD's Managing Director Matthew Tyson was offered the opportunity to do work experience as the firm were so impressed with him when he contacted them for careers advice. Matthew completed work experience whilst studying at university and once he graduated, he was offered a permanent position.

Matthew said: "I loved my time here during work experience and have continued my

career here ever since! We're pleased to offer students this opportunity and there's so much they can learn from us."

RPD recently received this lovely feedback from a placement: "My friend's son found the experience informative and enjoyable and it gave him a very positive insight into being an accountant. He said how professionally his week had been arranged, how welcome he was made to feel, and he really felt he was able to contribute to the practice, with the work he completed."

To discuss work experience opportunities at RPD, please email [info@placedobson.co.uk](mailto:info@placedobson.co.uk) or call 01293 521191.

## Communicating with people with disabilities

It's human nature for us to want to label things, to classify and categorise. Which is why, when (and if) we use words to describe others, it is very important we use the right language.

We at Bascule Disability Training regularly recite the following statistic- '67% of the British public feel 'uncomfortable' and 'awkward' talking to disabled people' (Scope 2014). This demonstrates that many people are unsure of what 'language' to use and for whatever reason are not generally aware of how to communicate, so refrain from doing so.

So- how can these people better communicate with people with disabilities? Well, the obvious

first step would be to avoid labels and try learning a person's name! After all, the same report revealed that 33% of people that 'felt awkward communicating' said that getting to know someone who has a disability or getting advice from people with disabilities would make them feel more confident when meeting someone with a disability.

Obviously, many words and phrases should definitely be avoided, and these vary and change so, what may have been considered acceptable five years ago, may not be appropriate today.

Also, what might work for one person certainly may not for another and everyone

has the right to have a preferred language in terms of how they are referred to.

The best approach (if you are a business) is to ensure your staff are disability awareness trained. However, simply using sentences that frame the subject in a first-person context are most respectful - (a person with disabilities, a person that uses a wheelchair-). Although, if you are ever in any doubt most people will appreciate your efforts not to offend and will explain to you their preferred use of language.

Chris Jay, Director of Bascule Disability Training

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

## Burgess Hill-Based Business Bio-Productions Shared Some Puppy Love with Forest View Care Home

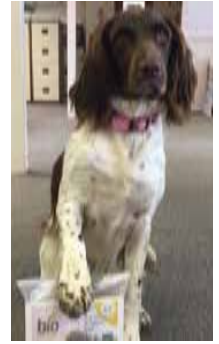
The environmentally-friendly cleaning products manufacturer lent a helping hand at the care home's annual summer fete, which raises funds for residents and day centre users.

Bio-Productions donated raffle prizes, baked cakes and provided six cleaning kits, which were specially customised for the event. The team were joined at the event by Account Assistant, Rebecca Banks' pooch, Miah, a three-year-old Springer spaniel, who accompanies her to work every day. Rebecca used to work at Forest View, so Miah is a favourite with the residents.

Rebecca said, "We do all of our 'own label' printing in-house, so we thought, given the residents affection for Miah, it would be fun to print photos of her on the cleaning kits. I've only been working at Bio-Productions for three months, but the company really supported the fundraising efforts - it was lovely to see the whole team get involved."

The event turned out to be a huge success for Forest View, which is owned by Shaw Healthcare. More than £1000 was raised on the day and will now be spent on providing trips and activities to Forest View residents and day centre visitors.

"We love supporting local causes like these." says Angela Gill, Managing Director. "There's a lot in the news at the moment about keeping our older generations engaged with their local communities, so we really wanted to help Forest View achieve that in Burgess Hill. Many of our team live in the town and we really enjoy our community."  
[www.bio-productions.com](http://www.bio-productions.com)



## KPMG Wheely Big Cycle

During a very hot two weeks in June and July, 400 colleagues from across KPMG's offices, as well as clients, alumni, family and friends, covered 2,000 miles in the saddle as they took part in KPMG's Wheely Big Cycle in aid of the NSPCC.

The South route, seven days in total and starting in Plymouth, stopped at their Gatwick office on 1st July to be met by colleagues with a much-needed breakfast and supportive cheers, as they passed through on their way to the day's final stop in Reading, before circumnavigating the M25 to reach their final destination.

Whilst a tough challenge, the feedback from the Wheely Big Cyclists has been overwhelmingly positive and the experience very rewarding. One KPMG colleague commented:



"This is the best event I have been involved with in my 31 years at KPMG, and the networking you do with your colleagues on the ride is fantastic."

So far, a staggering £155,000 has been raised for the NSPCC to support both the NSPCC's Childline service and 'Speak out. Stay safe' programme, which visits primary schools all around the UK to speak to children about how to keep safe from abuse.

If you are feeling inspired and would like further information about setting up a company team-building challenge in aid of the NSPCC, or would be interested in taking part in an existing event such as the Virgin Money London Marathon, Tough Mudder, Prudential Ride London or the Three Peaks Challenge, please contact kate.hershkowitz@nspcc.org.uk or call our South East Office on 01634 564689.  
[www.nspcc.org.uk](http://www.nspcc.org.uk)

## The difference Innowalk would make to Chailey Heritage Foundation



Following the recent loan of a specialist piece of exercise equipment, Chailey Heritage Foundation is on the lookout for support so that they can purchase their own.

The Sussex-based charity that provides care and education to children and young adults with complex disabilities is aiming to buy their very own Innowalk. Similar in appearance to a cross trainer, it is adaptable for a range of heights, and the person using it doesn't need to self-propel, meaning that even those with the most complex disabilities can use it. Some of the benefits include:

- Increasing the heart rate
- Strengthening muscles and bones
- Improving digestion and bladder control
- Improving concentration
- Better sleeping patterns.

During the time the charity had an Innowalk on

loan, they were able to see what an incredible difference it can make to the lives of children and young adults who they support. 17-year-old Mikey, who has relied on using a wheelchair for the last seven years, was among those who were able to give it a try. In seeing how he got on, his mum said, "It's the first time that he has experienced moving his arms and legs in a natural walking pattern since he lost mobility. Mikey has always loved to be active and this is giving him a way to move as nothing else can do. I really do think given its adaptability that it is a "must" for Chailey."

Innowalks cost approximately £40,000, so they still have a long way to go before they can purchase their own. If you'd like to help, get in touch with Jenna Durdle, the charity's Fundraising Manager: [jdurdle@chf.org.uk](mailto:jdurdle@chf.org.uk) or call 01825 852 724. For more information about the charity, visit [www.chf.org.uk](http://www.chf.org.uk)



## Thakeham Managers Sent Back to School



Five Thakeham managers have spent a week back at school, helping children with career guidance.

Thakeham managers took over teaching at the Royal Alexandra and Albert School (RAAS) in Reigate, Surrey. The classes explored the world of work with Year 10.

During the week, Thakeham staff revealed more about their own areas of expertise including CV's and interviews, design and

engineering, advertising and marketing, Leadership and Entrepreneurship.

Since January 2019, schools are now required by the government to work towards the Gatsby Benchmarks and meet them in full by the end of 2020. There are eight separate careers criteria and only 1.5 percent of schools and colleges meet all of them.

Liane Richardson director for Thakeham revealed it wasn't only the students who

were enriched by the experience, she said: "What an incredible week! The response from the students was amazing! Everyone was engaged and made us feel very welcome.

"As a home developer, we already contribute to the community through our support for grassroots sport, regional events and environmental initiatives. But this was the first time we had worked with a school to develop an area of their curriculum.

"It was a wonderful team building exercise for the staff who contributed too. It took us out of our comfort zone. We improved our presentation skills; ability to think on our feet; plus the confidence to motivate and develop others."

Scott Randolph, Careers Lead at the School said: "We are grateful to Thakeham for the time and energy they gave us. With Thakeham's help, we are in the small percentage of schools in the country which meet all of the criteria for careers education and have scored 100% in the Gatsby Benchmarks." [www.thakeham.com](http://www.thakeham.com)

## Major Bike Ride Sponsor Visits Chosen Charity to See Valuable Services First Hand

Sussex IFA, Mike Oliver, principal of Mike Oliver Associates in Haywards Heath, took up the mantle of new chairman for the Greater Haywards Heath Bike Ride earlier this year. In his newly appointed role he visited the Bike Ride's chosen charity, the Dame Vera Lynn Children's Charity (DVLCC).

DVLCC supports under fives with cerebral palsy and other motor learning impairments to realise their full potential. The charity was created to give very special children a place where they can learn and thrive in a warm, supportive setting that understands their unique journey. Through its early intervention service and support network, the charity works alongside families to give their very young children the best possible start in life.

Pilar Cloud, Executive Manager, DVLCC, said, "We would like to thank the 2019 Greater Haywards Heath Bike Ride organisers for choosing Dame Vera Lynn Children's Charity as this year's charity beneficiary. This is our first opportunity to be involved with this outstanding event, and we are really looking forward to working with the organisers and cheering on all the participants this October as they cycle their chosen distance."



During his visit, Mike was given a comprehensive tour of the centre and its facilities and met some of the children the charity supports along with their parents. Mike said, "What an incredible visit to this worthwhile charity. As a father myself, I can wholly relate to the wonderful work carried out here and how the staff and facilities can fundamentally change the lives of their

children. It's a great pleasure to be supporting this amazing organisation through the Greater Haywards Heath Bike Ride."

The Greater Haywards Heath Bike Ride is now in its ninth year and will take place on Sunday 13th October. [www.dvlcc.org.uk](http://www.dvlcc.org.uk) [www.maifa.co.uk](http://www.maifa.co.uk)



# Charity Challenge 2019!

On 5th July 2019, 10 highly-committed teams got together to compete in the gdb Charity Challenge 2019 at the excellent Bowles Outdoor Centre near Tunbridge Wells.

For some the "Leap of Faith" was the highlight – for others, it was the stuff of nightmares. This test involved the nimbler (and braver) members of the competing teams launching themselves into mid-air from the top of a telegraph pole hoping to break their fall by grasping a trapeze swing. Thanks to the professionalism of the Bowles team no competitors were harmed, but this should not be attempted at home! Nine of the teams were fielded by gdb member businesses motivated by the opportunity for team building, whilst at the same time raising funds for our local charities. The 10th team comprised mostly hand-picked representatives from the charities themselves, generously sponsored by PVL Ltd

The Competing Teams: Chestnut Tree House, Driver Hire Gatwick, Richard Place Dobson, DMH Stallard LLP, Charity Diamonds - Sponsored by PVL, Varian, Wildwood PR Ltd, Kingston Smith LLP, Gatwick Express & The Winners, 4D Data Centres.

Love Water ensured everyone stayed well-hydrated by supplying their excellent Blenheim Palace water. Our food sponsors, Paella Fella, provided a feast to round off the day making all the effort worthwhile

This year we introduced a trophy for the winning team sponsored by 4D Data Centres. By pure coincidence, 4D were the overall winners as they were in 2018!

PVL sponsored the trophy for "Most Enthusiastic Team member". This prestigious award went to Amber Lilly of the Chestnut Tree House Children's Hospice team.

"Nick was happy to supply the service and product free of charge, as the date was free in the Love Water event schedule. Nick attended the event himself and was Delivery Man, Installation Rep, and Front Man for



Chestnut Tree House



Driver Hire Gatwick



Richard Place Dobson



DMH Stallard LLP



Charity Diamonds - Sponsored by PVL UK



Varian



Wildwood PR Ltd



Kingston Smith LLP



Gatwick Express

Love Water on the day! Nick mentioned "It was a great day, and brilliant to see how the Blenheim Palace Natural Mineral Water was appreciated by all" - Love Water

Lorraine Nugent of Wildwood PR commented, "The team thoroughly enjoyed all the activities during the event, with the 'spiders web' challenge being deemed Wildwood's favourite activity of the day. Much fun and laughter were had whilst completing this challenge, that involved lifting and carrying each team member through either very high or very small spider web type holes!" - Wildwood PR

"The gdb Charity Day was a huge amount of fun and so well organized; two members of WorkAid staff took part in the Charity Diamonds team and it's safe to say they certainly reached new heights! The event was a great opportunity for WorkAid to meet businesses who are part of the wider gdb membership outside of the traditional

networking meetings and as a result we have been able to open up the discussion about how employees with learning disabilities or autism spectrum conditions can be welcomed into the workplace with support-even opening up a link for potential paid and voluntary work for our client base too!" - Aldingbourne Work Aid

"Great fun – and huge thanks to all business partners who rose to the various challenges (some far more challenging than they could ever have imagined!). This support for gdb Charities group is really appreciated, thank you." - Golden Lion Children's Trust

"The Charity Challenge this year was such a great day and so very well organized by all involved. This was a great chance to fundraise whilst meeting new people and making new contacts. So many memorable moments have come from the day including some absolutely priceless action shots. We will be coming back again next year and







hopefully taking that trophy home with us!!" - Chestnut Tree House Children's Hospice

"This was our second time doing the gdb Charity Challenge 2019. The format of this year's challenge was refreshingly different from 2018, with more emphasis on dexterity, skill and teamwork – as opposed to the 'bungee run' and 'sumo fights' which rewarded size and strength over brains and strategy. The whole day was brilliant fun, and we look forward to coming back next year!" - CEO of 4D Data Centres, Jack Bedell Pearce.

"Taking part in the Challenge was fantastic as it was a great way to network with other organizations and team build with colleagues, whilst raising money for 20 local charities. It was a pleasure to be involved and we were lucky enough to see our charity partner of the year for 2019-20 – Action Medical Research participating too. It was a very worthwhile and enjoyable day" - DMH Stallard

"I had a fantastic time at the gdb Charity Challenge. Met some great contacts and saw a lot of familiar faces. The event ran really smoothly and was really well organized by the gdb team (I wouldn't of expected anything else). I didn't even know about the venue so that was a little bonus and to top it all off was the amazing food from Paella Fella." - The Creative Group

"It was a real pleasure to step in and support the wonderful charity that is Chestnut Tree House at the recent gdb charity challenge. We climbed, sledged, and archery'd our way to a result we were all happy with. Thanks to Bowles outdoor centre for hosting, and to Paella Fella for re-fueling us hungry athletes." - The Video Content Creators

"From the moment we arrived we felt the warmth, not just from the baking sun, but from all the other teams and the events coordinators. We were just two lowly representatives from the world of R&D, and we were made part of the charity team contingent, who made us feel very welcome and the camaraderie was there from the beginning. In terms of the challenges, I personally gained the most from the leap of faith. The paella was really good, and we kept hydrated throughout the day the whole experience was positive and I would absolutely love to do it again. (oh, and I won a bottle of prosecco during the raffle which I donated to my colleague and his wife for funding the trip.)" R&D Tax

"What a great day. A terrific blend of fun, application and thought power! While being so much fun it also helps support the wonderful charities in our group that always need more engagement. Thanks to Bowles for brilliantly hosting and also to the gdb family for their tireless work in making the event such a success" - Richard Place Dobson

"I am really proud of Paella Fella being part of the Challenge and assisting the gdb and its members get maximum enjoyment from the day whilst raising funds for good causes. Keep up the great work – we look forward to working with the gdb and its members on the gdb Charity Challenge" - Paella Fella

"The Bowles Centre is an amazing facility, offering things I never thought I'd try – dry-slope sledging, archery, climbing up a very tall pole, trying to form a human square with closed eyes. Our team members were mostly new to each other, and the activities were brilliant for problem-solving, effective communications etc. We definitely didn't

come out on top (the Bowles facilitators were very generous with their encouraging words.), but we very much enjoyed ourselves and I would happily take part again." - NSPCC

"A huge thank you from Chailey Heritage Foundation to everyone who supported the Charity Challenge at Bowles in July. Whether you took part on the day or bought raffle tickets, you helped many charities, and we were pleased to have received over £150. All the donations we received will help us kick-start fundraising for a specialist piece of exercise equipment for people with disabilities called an Innwalk" - Chailey Heritage Foundation

It was our pleasure to sponsor the gdb Charity Challenge 2019. It was another well-organised gdb event and our congratulations go to all the teams that took part and especially to Amber for her well-deserved individual Award. This is a date for the diary that really shouldn't be missed. The team building experience alone is exceptional – all achieved with the added important benefit of supporting local charities with their vital work. – PVL

We absolutely loved our time at the charity event. It was perfectly organised, and the challenges offered absolutely everything! One minute we were in stitches through laughter, the next we were sprinting up a dry slope, then we had to use our brains too all whilst we were fed and watered before and after the event. It was a fantastic afternoon, in a great location and enhanced our team morale. It also offered the right level of competitiveness which made it even more interesting! We cannot wait for next year already! Thank you so much for putting this together, an excellent day overall! – Driver Hire



**gdb Charity Challenge 2019 Winners  
4D Data Centres!**

## Welland Medical Welcomes Inspirational Visitor



Staff at Welland Medical, a Manor Royal based manufacturer of innovative stoma care solutions, who are dedicated to working with ostomates and

healthcare professionals to improve the quality of life for patients worldwide, were delighted to welcome Ingrid Anette Hoff Melkersen to their headquarters for an inspirational talk on living with a stoma.

Diagnosed at the age of 16 with Crohn's disease, a chronic condition that causes

inflammation of the digestive system or gut, Ingrid had an ileostomy formed in 2004 and has endured over 30 surgeries and endless months in hospital over the years. Dedicated to breaking down the barriers and taboos associated with having a stoma, Ingrid travelled from her hometown in Norway to meet with the team at Welland Medical to share her story.

Renowned in Norway for her work as a model, blogger and public speaker, Ingrid spoke with staff from across the company to share how the stoma care products that they all play a part in the design, development and manufacture of have helped play a pivotal role in enhancing her life as an ostomate.

During her visit, Ingrid also enjoyed a tour of Welland Medical's manufacturing facilities where she was able to witness the complexity and detail that goes into making the ostomy products that she uses.

Chris Primett, Managing Director at Welland Medical, commented: "I would like to extend a very warm thank you to Ingrid for making the journey to visit us. Ostomates are at the heart of everything that we do and having the opportunity to listen to Ingrid's story provided everyone here with a valuable insight into how important our continued hard work and dedication to bringing to market life changing solutions for ostomates around the world really is." [www.wellandmedical.com](http://www.wellandmedical.com)

## Menzies Aviation chooses Avtura D-Ice™ System to manage European Deicing Operations

Menzies Aviation, the global aviation logistics specialist, has contracted Gatwick based company Avtura Limited to use its pioneering D-ICE™ de-icing management solution across all European deicing operations.

The system will be deployed across 23 Menzies stations from the beginning of the 2019/2020 winter season and will be installed in 100 deicing rigs. The new technology is expected to boost deicing operational efficiency, benefiting airline on-time performance in adverse weather conditions.

Menzies Aviation will be deploying 2 key elements of the D-ICE™ System:

- D-ICE™ Rig Manager: A mobile solution for rig crew, central administration &

operations to electronically manage the request, delivery and completion of all de-icing operations in real-time.

- D-ICE™ Fluid Manager: A mobile solution which electronically monitors, manages and re-orders deicing fluid stock levels at each airport location, giving supervisors at a local, regional and group level real-time decision-making capabilities around deicing fluid provision and delivery.

The contract means that Menzies will become the biggest single user of the system in Europe.

Giles Wilson, Chief Executive Officer, Menzies Aviation said: "Avtura is a results-focused solutions provider who solve real business problems. The software is completely intuitive, easy to use and guides each user through

the same safe and repeatable process. It also collects invaluable information which as a business, we have previously not been able to record. The application also provides us with an additional level of safety management, providing guidance to ensure that correct processes are used during each operation."

Christopher Meeking, CEO of Avtura Limited said: "With greater competition amongst ground handlers and increased costs, managing the de-icing process efficiently and effectively is critical. Every minute counts; every minute costs. We are very excited to be working with such a dynamic and forward-thinking ground handler as Menzies Aviation and to further developing our relationship in the long term." [www.avtura.com](http://www.avtura.com)

## Caridon Property launches new housing development in Three Bridges, Crawley



**CARIDON**

PROPERTY

Caridon Property has recently completed a new housing project, Sutherland Quarters, in Three Bridges. This is a significant new investment in Crawley and a major contribution to the town's ongoing regeneration. A separate initiative, the Crawley Growth Programme, aims to support increases in new homes, business investment and employment growth and is a strong indication of the positive direction in which the town is heading. Sutherland Quarters is one example of the resurgence of Crawley and stands to benefit from, and contribute to, the exciting urban renewal that is taking place.

The development is a collection of modern

studios, one bedroom and two bedroom apartments. Our construction contractor, the EMD Group, created Sutherland Quarters by splitting a large office building in two parts and then constructing a new façade. The original metallic structure was very solid, so it was kept. Metallic structures typically have a lower impact on the environment and are versatile when it comes to substantial changes, such as an expansion project like Sutherland Quarters which incorporates free parking, high speed broadband and smart heating systems.

As Gatwick Airport continues to grow, it is expected that more businesses will require

accommodation for their employees in close proximity to the airport, and Sutherland Quarters is proud to contribute not just to the continued growth of Three Bridges, but also the larger area.

Caridon Group was founded in 2009, as a family-run business with the aim of creating value in the property sector whilst making a difference in development, by helping to ease the housing crisis with bespoke, inexpensive, modern accommodation. [www.caridonproperty.co.uk](http://www.caridonproperty.co.uk)



## DMH Stallard leads on £24m pharma acquisition



Top 100 law firm DMH Stallard has completed the sale of Durbin PLC (UK) and Durbin Inc (US) to healthcare services company Uniphar.

Durbin is a worldwide sourcing and distribution pharmaceutical platform with business in the UK and the US, supplying more than 160 countries. Dublin-based Pharma business Uniphar offers global markets a highly developed e-commerce platform and patient management system.

Financing became conditional on a public float by Uniphar in Ireland, which successfully raised €135 million, allowing the Durbin sale to complete on 31st July 2019.

The £24 million deal will see the founder of Durbin, Leslie Morgan, take up a non-executive role.

Jonathan Grant, Partner at DMH Stallard, led the team advising Durbin. He said: "Uniphar has been a sourcing partner for Durbin since 2011. The clear synergies between Durbin and Uniphar made this a

compelling deal for both businesses." "I was delighted to work with Leslie and his family and assist in closing the deal as smoothly as possible."

Capnua and William Fry led for Uniphar, with DMH Stallard handling legal and all deal negotiations for Durbin. Durbin decided not to appoint corporate finance advisers, having agreed deal terms with Uniphar directly.

For more information or advice on any corporate matter, contact Jonathan Grant on 03333 231580 [www.dmhstallard.com](http://www.dmhstallard.com)

## Merry Christmas from the Gatwick Hotels Association

Christmas ? Really? Well, yes! Whilst many other industries are still discussing and executing final plans for Q3 FY 2019, the talk in many kitchens, booking offices and in hotel management meetings is about Brussels Sprouts, Turkey and Parsnips ... oh yes, and party crackers!

The festive season is of course also a time for work colleagues to get together. Whether it is a relaxed lunch or a livelier evening function to celebrate the year's achievements, bringing the team together has become an eagerly anticipated tradition.

There are many advantages to holding your event at a hotel: you often have more dates to choose from, a wider variety of beverage offerings and great entertainment thrown in! You can also book overnight

accommodation (just in case...) Most hotels offer discounted rates at party nights.

The 20+ member hotels of the Gatwick Hotels Association are about to issue their full list of dates and themes for Christmas functions. Our website [gatwick-hotels-association.com](http://gatwick-hotels-association.com) summarises the options and does give you useful links to our member hotels' offerings.

A few tips from the Hotel Manager's office:

1. Book early. The most popular dates can be fully booked in no-time. Consider late November or very early December! Also your colleagues' diaries often get filled up from the middle of December with family & friends' events.
2. Consider a day mid-week for your event. Prices on Thursdays can often be significantly lower than Friday or Saturday.



3. Make sure you get all the information you need. Team members in the hotel booking offices are well informed to ensure that your lunch, dinner, party night, team-outing or Christmas Afternoon Tea will be a very special event!

Chris Schoeman - General Manager Gatwick Worth Holiday Inn & Deputy Chairman Gatwick Hotels Association. [www.higatwickworth.co.uk](http://www.higatwickworth.co.uk)

## Top tier team get up close and personal with workings of green manufacturer



Burgess Hill Mayor, Cllr Roger Cartwright, Leader Cllr Robert Egglestone and Deputy Leader Cllr Joe Foster recently paid a visit to Bio-Productions, manufacturers of environmentally-friendly cleaning products.

Accompanied by the company's MD, Angela Gill, the special visitors were given a tour of the company's HQ on the Victoria Business

Park, where they had the chance to see the factory's production line first-hand.

Angela said: "It was a pleasure to showcase our company to the Council's top representatives. We are proud of our team here in Burgess Hill from where we manufacture and export our biological solutions globally. Our aim is to encourage local businesses,

This innovative company, with faultless business acumen and community-based ethics plays an important role in the business community. The team has recently won two awards at the BHBiz Awards and were also shortlisted for two awards at the Gatwick Diamond Business Awards earlier this year. With philanthropy running through its production line, Bio-Productions are often at the heart of charity fundraising too. The organisation's

environmental ethos underpins everything, from product conception and testing to staff welfare, emotional and physical and its values revolve around quality, integrity, authenticity, genuine customer service and approachability.

Cllr Robert Eggleston, Leader of the Town Council said, "Burgess Hill is fortunate to have such an innovative company like Bio Productions providing and marketing leading, environmentally friendly products around the world. The company has made us think hard about how we can use public procurement to bring more environmentally friendly products into facilities and to a wider audience. We understand that the company wants to expand and, as town councillors, we want to use what influence we can to help them realise their ambitions for their business." [www.bio-productions.com](http://www.bio-productions.com)

## Scaramanga: the agency with attitude. GRRRR!



On 1st August 2019, Scaramanga Marketing merged with Thoughtful Web to create a new agency.

The name of the new business is Scaramanga Agency Limited, led by Claire Scaramanga and Simon Leadbetter. Scaramanga now has two offices, one in Caterham, Surrey and the other in Kings Hill, Kent.

The merger made a huge amount of sense. Bringing together Thoughtful's expertise in branding, graphic design and

website development with Scaramanga's marketing and advertising services means that Scaramanga Agency can offer clients everything they could ever need, all in one place. The Scaramanga Agency team is made up of marketers, designers, content wizards, social media gurus and experienced web developers – delivering marketing solutions that do more than just look pretty.

Scaramanga Agency not only has a new name, but also a completely new look. The aim was to develop a brand that was vibrant, modern and exciting, with an undercurrent of fun and attitude, as summed up in GRRRR!

Simon and Claire have known each other for almost 20 years and have been working closely together on many client projects since Simon formed Thoughtful in 2011. Both companies were of very similar size and shared the same goals, approach to client service and, perhaps most importantly, ethos and ethics.

Established in 2000, Scaramanga has the track record and know-how to transform performance for organisations, so that they can build brand awareness, launch new products and services, enter new markets and grow sales and profitability to reach their full potential. Please call us on 020 3371 3295 or visit our website, [www.scaramanga.agency](http://www.scaramanga.agency)

## Martin Searle Solicitors launches campaign to prevent Sexual Harassment in the workplace

Martin Searle Solicitors are launching a campaign this November to help prevent sexual harassment in the workplace.

A 2016 study carried out by the Trades Union Congress (TUC) found that over half of women had been sexually harassed at work, but 79% of women felt they were not able to report these incidents to their employers.

A quarter of victims felt that they would not be taken seriously when reporting incidents of sexual harassment, and 15% thought that doing so would have a negative impact on their career prospects.

Fiona Martin, Director and Head of Employment Law, said "It is important that employers encourage employees and workers to come forward, whilst discouraging this type of behaviour. Speaking out about sexual harassment

is difficult with much at stake for the complainant, including reputation, career prospects and the fear of dismissal. A thorough investigation is crucial as those accused must also be in a position to know the detail of the allegations in order to be able to defend themselves."

The campaign coincides with the ESRC Festival of Social Sciences and University of Sussex panel discussion #MeToo: A journey towards a harassment-free workplace, on Friday 8th November, where Fiona Martin will speak alongside representatives from groups including Survivors Network, Sussex Police, The Fawcett Society and Brighton & Hove City Council on the impact of #MeToo and what steps can be taken to achieve a harassment-free workplace.

Throughout November, on Tuesdays and Thursdays between 4pm to 6pm, Martin Searle Solicitors' Employment Law team



will provide free legal advice that will help employees understand their rights around sexual harassment and provide advice to employers on creating a working environment where all employees feel safe and are supported by their employer.

If you require advice about ensuring equality in your workplace, or your right to take action against sexual harassment, please contact our specialist Employment Law team today on 01273 609911, or at [info@ms-solicitors.co.uk](mailto:info@ms-solicitors.co.uk). [www.ms-solicitors.co.uk](http://www.ms-solicitors.co.uk)

## VAT Reverse Charge for the Construction Industry

If you operate in the construction sector, the VAT rules change from 1st October 2019. To counter fraud in the construction sector, 'reverse charge' provisions are being introduced for supplies between contractors of construction services liable to VAT at either the standard or the reduced rate.

For the most part, VAT registered contractors charging other contractors for construction services will no longer be required to add VAT to their invoices. Instead they will notify their contractor customer that it is the contractor customer who is liable to account for the VAT on the supply received.

Contractors working for other contractors will therefore no longer receive the VAT on the services they supply but will still be paying VAT to suppliers of plant and materials. If all your customers are other construction businesses, it may mean that you become a regular VAT refund case as you will not be collecting and having to pay over the sales VAT yourself. This may adversely impact your cashflow as you will no longer be able to 'hold' this money until your normal VAT payment date.

Needless to say, there is more to it than this in particular circumstances.

The questions we are starting to help

businesses with, and that you should be asking your own business are:

1. What adjustments do I need to make to my software/bookkeeping to ensure I get my invoices and VAT returns correct?
2. How will this impact my cashflow?
3. Do I need to be explaining this to my subcontractors?

In the weeks running up to 1st October, Richard Place Dobson will be running a workshop to help construction businesses. Alternatively, contact Matthew Tyson, Managing Director on [matthew@placedobson.co.uk](mailto:matthew@placedobson.co.uk).



## A first for vegans at Sofitel London Gatwick

Vegan diners visiting Sofitel London Gatwick, the only premium hotel linked directly to the airport's North Terminal, will no longer have to hunt through a menu to find appropriate dishes.

In response to customer feedback, the hotel's chefs have created a stand-alone vegan menu for its relaxed Urban Café, situated in the heart of the hotel's atrium.

With three sharing tapas and eight main courses, including a tongue-tingling Bombay Dhal, a succulent 'No Beef' Burger and pasta favourites, the vegan menu sits alongside the café's already extensive choice of dishes from around the world and has been months in the planning. The Sofitel chefs have researched and trialed dishes using some of the new vegan ingredients available in the UK, such as tempeh - a traditional Indonesian soy product - and coconut 'cheese', combining them with seasonal vegetables and familiar staples.

Instrumental in advising the team has been staff chef Adam Payne who is a vegetarian. During the trial process, he introduced the chefs to vegan ingredients which he uses



at home, challenging them to spot the difference against familiar products.

"Sometimes even my meat-loving colleagues couldn't tell the difference," he says. "I eat out a lot as part of my research as a chef, and invariably choose vegan rather than vegetarian options, but it is so disappointing to pick up a menu and spot just two choices. A

lot of restaurants still haven't caught up with the huge growth in veganism."

The Urban Café is open for lunch and dinner, seven days a week, and is situated near Sofitel London Gatwick's two AA-rosette restaurant, La Brassiere. There is no need to book for the Urban Café. [www.sofitel.com](http://www.sofitel.com)

## Diverse requirements for events are more prevalent than ever



Worth over £42.3 billion in the UK alone, the events industry is certainly booming yet venue options are still predominately confined to the traditional offering of hotels, conference centres, exhibition halls and purpose-built buildings. However the cry for flexibility in venues from organisers is more prevalent than ever.

The South of England Event Centre, more commonly known by the public as the South of England Showground, in West Sussex, is home to a vast range of highly contrasting events from pop concerts, classic car shows and the famous International Antiques Fair, to

firearms training, the Big Bang educational fair, and the prestigious South of England Show. More and more, organisers are turning to the showground to host their events due to its sheer adaptability and potential for growth.

Located centrally within the Gatwick Diamond, The South of England Event Centre has a versatile infrastructure and wide range of facilities. With just over 50 acres of outdoor space, over 6,000m<sup>2</sup> of indoor space, a further 100 acres of adjoining land and on-site catering services for functions of any size, there aren't many events that the venue can't accommodate.

Iain Nicol, CEO of the The South of England Agricultural Society said:

"Although the South of England Showground is a well-known venue to the public, it is less well known as a venue that is available for hire from businesses, organisations, professional event organisers, and individuals. However, more and more our pure flexibility and diversity of space is putting us on the map."

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



## New corporate finance leadership team appointed at asb law



The Corporate Finance team at asb law is delighted to announce the appointment of Chris Dodd as Legal Director and Head of the Corporate Finance Team.

Chris previously held the role of Legal Director and Company Secretary at one of the UK's largest facilities management companies, OCS Group UK. Whilst there he also sat on the UK executive group, held a Managing Director role in one of the company's most prominent subsidiaries, and led OCS's alliance with like-minded companies in Western Europe. Before working as an in-house lawyer, Chris spent 6 years as a corporate finance solicitor for a regional law firm.

asb law's Corporate Finance team is recognised in the Chambers & Partners legal directory 2019 for the fact that "they get what business is about and what management want" and the breadth of Chris' legal and commercial experience will ensure that the needs of the client, and the protection of their business interests, remain at the forefront of each project. Chris will work closely with newly promoted Partner, Daniel Tozer, who has been with the firm for over 4.5 years. Daniel is considered a trusted adviser and is regarded by clients as an astute, commercially minded lawyer.

Talking about the changes, Chris Dodd said "This is an exciting time for asb law as we evolve our strategy to deliver creative and collaborative legal solutions that exceed client expectations. Daniel and I are looking forward to supporting our highly productive team in delivering the type of high value transactional projects for which asb has a strong reputation."

[www.asb-law.com](http://www.asb-law.com)

## Roffey Park Institute announces the appointment of a new Academic Operations Director

Roffey Park Institute have appointed Dr Angus Cameron as its Academic Operations Director with responsibility for teaching, learning and research activities. With an extensive academic, creative teaching and research career in higher education his primary role will be to create innovative, engaging and challenging programmes relevant to a rapidly changing business environment.

Roffey Park's Chief Executive Officer, Dr Robert Coles, says "Roffey Park Institute exists to be different. Different in our methods and approaches to leadership, management and organisational development; a difference that reflects the rapidly changing world of work. Angus will play a crucial role in leading our faculty and academic operations as

we respond to this changing world with innovation, creativity and leading-edge programming to help today's organisations be fit for tomorrow's opportunities."

"I join Roffey Park Institute at a time of exciting change and development., said Angus Cameron. "I'm looking forward to helping organisations and individuals find new ways to unlock their creative energies and potential. Roffey Park has an enviable track-record for providing innovative and impactful research and learning. I will be working with colleagues to create even more opportunities to grow the confidence, wellbeing, and prosperity of our clients."

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

## New promotions at asb law

South-East based law firm, asb law LLP, is delighted to announce the promotion of two new partners in the Corporate Finance and Family law teams.

The firm has a long-standing history in the Sussex and Kent regions and is widely recognised for its drive to move away from the constraints of a traditional law firm and develop an operating model that better serves the needs of clients. Service quality is an important aspect of that approach and so they are delighted to confirm the promotion of Gail Brooks and Daniel Tozer to the partnership from 1st August. Both individuals play a vital role in ensuring that clients always receive a high standard of service in their specialisms.

Daniel Tozer joined the firm in 2014. He is considered a trusted adviser and regarded by clients as an astute, commercially minded lawyer. Going forward, Daniel will continue to take responsibility for leading the corporate finance team in Kent.

Gail Brooks joined the firm in 2015 and specialises in offering advice on financial and children issues arising as a result of a relationship breakdown. Gail has overall responsibility for service delivery in the family law teams across both offices.

Speaking about the promotions, asb law Managing Partner, Andrew Clinton said: "It's always a pleasure to see the progression of talented individuals and I'm delighted to welcome both Gail and Dan to the partnership. We are seeking to re-orient our business around the needs of our clients. Gail and



Dan, in their own fields, understand why we are making that shift and I have seen first-hand how they apply that thinking to the development of their relationships with clients, referrers and their colleagues."

The firm's continued investment in their client-focused strategy follows the promotion earlier this year of Laura Hogan, who will have overall responsibility for the firm's Client Relationship Management programme. [www.asb-law.com](http://www.asb-law.com)

## Changes a foot at Huntress Crawley

### Huntress

The Crawley team of Huntress Recruitment are this year celebrating 15 years' of being open in the local market, with a number of the team in the branch having been with the business for over 10 years'. Having consistently supported local businesses with the recruitment of support staff, things have changed and developed since they opened in 2004 and with the addition of Huntress Finance and most recently Huntress IT into

the branch, Huntress Recruitment Crawley continues to go from strength to strength.

Nick Walmisley, the most recent addition to the team who heads up the IT desk says " The local market is moving very quickly at this time with good candidates having multiple opportunities across all of our divisions, so clients really need to ensure that they are selling their opportunity to those candidates that they see at interview, whichever way they source them. There has also been a large increase in companies looking for 1st – 3rd line support staff as their businesses grow, and in a

candidate short market place, we are working with these clients to identify elements of their roles that they can be flexible on. By recruiting candidates that are a 70% or 80% fit for their opportunity, they are then able to offer progression in the role which in turn breeds commitment and longevity in their workforce."

The team at Huntress Crawley would like to thank all of their clients and candidates for a very successful 15 years and very much look forward to continuing to support the local community for another 15 ... at least!  
[www.huntress.co.uk](http://www.huntress.co.uk)

## Charity Kangaroos create magical memories with Michelle Heaton in Disneyland Paris

On 7 August 2019, pop star Michelle Heaton joined 21 children from the charity Kangaroos in Disneyland Paris to enjoy their chosen "Memory of a Lifetime". The visit was part of Kangaroos 25th Anniversary celebrations.

Michelle Heaton joined the Kangaroos group in Disneyland Paris where they enjoyed an unforgettable day

Michelle commented 'I was delighted to be invited by Kangaroos to join them on their visit to Disneyland Paris. To spend time with the children, the Disney Volunteers and charity workers that endeavoured to make this experience memorable, was humbling and I was honoured to be involved'.

The children aged from 9 to 18; all have a learning disability and some have additional complex medical needs. For many of the children it was their longest trip away from home without their parents or carers.

Kangaroos provides support and fun activities for young people with a learning disability, many of whom have very limited opportunities to enjoy a social life and make friends. To celebrate its' 25th Anniversary, Kangaroos enabled all of its 200+ members to go on a very special trip that they would remember for the rest of their lives. "Over the years many of our young persons have said they would like to go to Disneyland, but we never thought it would



happen. The Disneyland team have been just wonderful, and so generous, in helping us realise this dream" said Jenni Herrett, the founder of Kangaroos who still works to raise funds for the charity.

[www.kangaroos.org.uk](http://www.kangaroos.org.uk)

## McCrudden Training shortlisted for two prestigious awards



Sussex-based McCrudden Training has been shortlisted for two prestigious national awards.

Headed by managing director Nicky McCrudden, the creative learning and development company is on the shortlist for 'Consultancy of the Year' for Personnel Today's 2019 awards celebrating the best in HR, and the 'Best Partnership' of the TJ (Training Journal) 2019 awards to recognise the best in learning and development (LD) practice.

Both entries relate to the company's innovative, successful and ongoing leadership development programme 'Lead by Example' for West London NHS Trust (WLNHS).

"Everyone here and our partners at WLNHS are thrilled to have been shortlisted for these awards by the leading HR and LD publications," says Nicky whose core philosophy is to make great learning great fun.

She adds: "Getting through to the finals reflects our passion for innovative learning that delivers measurable results in close partnership with our clients and WLNHS's commitment to being an exemplary employer for the benefit of their staff and patients."

Personnel Today editor Rob Moss says: "It's an exciting cohort of organisations in 2019. The competition in each category has been

intense. Congratulations to everybody who made this year's shortlist."

The TJ awards recognise 'the ingenuity, creativity, passion and hard work of learning and development professionals from around the world'.

Award winners will be announced at glittering ceremonies by Personnel Today at London's Grosvenor House Hotel on 19 November and by the TJ at the Pavilion at the Tower of London on the 3 December.

If you'd like to discuss how McCrudden Training could help to develop your staff, their solutions specialists offer a free, no-obligation phone consultation to help you identify your organisations learning needs.  
[www.mccrudden-training.co.uk](http://www.mccrudden-training.co.uk)  
01293 230236



## Heron strikes gold with constructionline

Horsham based Heron Painters & Decorators Limited are pleased to announce that the Company has attained Gold status with ConstructionLine, one of the UK's leading commercially recognised pre-qualification registers for the Construction Industry.

Director Yolanda Noye said, "we are now recognised as a company who has met the rigorous criteria required to qualify for ConstructionLine Gold, which included an enhanced pre-qualification process that goes beyond PAS91, something that construction buyers often require and look for in supplier selection. Our achievement confirms the company's commitment to upholding the very highest standards of legislative compliance required across Health and Safety, Environmental Management, Equalities and Diversity, and Quality Management".

Yolanda and husband Nathan have over 30 years' experience in the industry establishing Heron as a company its clients and suppliers can trust. They are experts in full-package Commercial Decoration Contract Works and specialise in the highly regulated application



of Intumescent Paint products and the installation of certified Passive Fire Protection solutions. With a fleet of Access Equipment available for hire to their customers, who range from SMEs to construction giants, as well as Gatwick and Heathrow Airports - Heron truly do offer multiple services under one roof.

The Company also recently passed Gatwick Airport's Compliance Audit, a necessary step

in retaining an Airside Operators Licence, which reinforces their position as a reliable and credible Airport contractor. Their 'proactive attitude' and 'robust and excellent' preparation for the audit was commended by Gatwick AirDAT executives.

E: [info@heroncontractors.co.uk](mailto:info@heroncontractors.co.uk)  
 T: 01403 264424  
 W: [www.heroncontractors.co.uk](http://www.heroncontractors.co.uk)

## MHA Carpenter Box Coming Home to Brighton...after 95 Years!



Leading Sussex-based chartered accountants MHA Carpenter Box is going back to the future, re-establishing an office in Brighton which originally saw the partnership come together in 1923/24.

That was the year that Robert Carpenter, who practised from Midland Bank Chambers in Brighton, went into partnership with Harold Box to form Carpenter Box and Co. Fast forward 95 years and the firm they created is back in the city, focused on providing Brighton's growth sectors, including creative and media, construction and real estate, with

advisory, investment and tax expertise.

The new office, in Ship Street, will be led by Creative and New Media expert Sam Uwins, MHA Carpenter Box's youngest-ever partner.

He said: "Brighton and Hove is such a dynamic city, full of entrepreneurs and exciting businesses with huge potential – and we are delighted to be coming 'home' to support them. We already work with many companies and individuals in the city but having an office here will make it easier to help them meet today's challenges and grab tomorrow's opportunities, and to grow our

customer base through our sector expertise."

This latest development reflects the rapid growth of MHA Carpenter Box over recent years, which has seen the opening of a highly successful Gatwick office in addition to its Worthing base – and a rise in headcount to 16 partners and 170 staff.

The Brighton office was officially opened at a special reception attended by around 100 people including clients and leading business figures from Brighton and Hove. [www.carpenterbox.com](http://www.carpenterbox.com)



## #SpeakBetterEnglish staff training



We all know that communication is a very essential and important part of life in any case and for businesses the investment a company spends on staff communication training, will easily show in quality and ROI, minimising miscommunication.

Sussi Lassen is the founder and owner of Improve Your English International LLP and a CPD accredited Language Coach, who has taught English to business professionals and students since 1998.

**Flexible fast-paced straight to the point**  
Sussi is very proud of delivering courses to

our local Premier League Football club for the seventh year running with excellent results for foreign players, as for top professional's focus – precision – know-how - quality - pace and results are keys to success.

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specialists, who believe that, given the right conditions, everyone is capable of learning a language. We understand, what it feels like, to lack confidence when learning a language and our team of teachers consists of both native and non-native English teachers, who can help people gain the confidence and become a Ninja at pronunciation. Our courses are flexible, and we understand the importance of learning what is important for your specific job-role – you just have to let us know.

To find out more please visit:  
[www.iye.international](http://www.iye.international) or call Sussi Lassen  
01273 933616

## New Quarry Building officially open



The Duke of Richmond, Patron of the Aldingbourne Trust, declared the Trust's Quarry Building officially open at a celebration and ceremony at the Aldingbourne Country Centre on Thursday 27th June.

The Duke said "The Quarry Building is the culmination of 10 years of designing, securing support, funding and construction. It offers a new vision for social care – where local businesses, the community and people who have learning disabilities and/or autism can learn, work and prosper. It's a model which is attracting international attention. The impressive building is a new West Sussex gem which I would encourage everyone to visit".

Thanks were also due to the Coast to Capital Local Economic Partnership. Tony Middleton, Chief Operating Officer, said "We are delighted to support the Aldingbourne Trust, the whole complex here is truly inspiring."

Two of the Centre's members, Sean Simmons and James Weller, spoke about how much they enjoy being involved with all the opportunities on offer at the Centre.

James said "The new building means a lot to me, it's a place to chat to the public, a place to work, have fun and learn new skills. I always enjoy going out to collect wood with the Wood Recycling team".

The new Quarry Building showcases how the Trust has developed over the years and how we have thought about sustaining our future, along with the environmental impact throughout the planning and design of the new building - by installing solar panels to generate electricity onto the national grid, using a biomass boiler to heat the building and harvesting rainwater to flush the toilets. The Trust will continue to find new and inventive ways to make the Country Centre more sustainable as well as supporting individuals to lead meaningful lives.

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



#### ActionCOACH Brighton

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01323411044  
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#### RandDTax

<http://www.randdtax.co.uk>  
01903256777  
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[www.runwaytraining.co.uk](http://www.runwaytraining.co.uk)  
01732402402  
Training / Education

#### Sussex Wildlife Trust

[www.sussexwildlifetrust.org.uk](http://www.sussexwildlifetrust.org.uk)  
01273 497522  
Charity

#### Wakehurst

<https://www.kew.org/wakehurst>  
01444894024  
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<http://www.westwaysvending.co.uk>  
01323 843767  
Office Services

#### Wisit

<https://www.wisit.com/>  
07770898686  
IT Services / IT Support

## Referral thanks

- Sonny Cutting from Network Xpress for Eden Utilities
- Creative Pod for Vulcan Ellis
- Lee Thomas from Crescat Digital for Wisit
- Mark Vaesen from Tomango for FD Centre

#### Booking Information

We now use [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.

## Previous Meetings & Events:

The past two month's meetings were:

#### July:

##### gdb Charity Challenge 2019

[bowles.rocks/learning-and-development](http://bowles.rocks/learning-and-development)

##### gdb Elevenes & Networking at

**Chestnut Tree House Children's Hospice**  
[www.chestnut-tree-house.org.uk](http://www.chestnut-tree-house.org.uk)

##### gdb Summer BBQ & Networking at

**Crowne Plaza Felbridge Hotel**  
[www.cpfelbridgehotel.co.uk](http://www.cpfelbridgehotel.co.uk)

##### gdb July Members Meeting at the

**University of Sussex**  
[www.sussex.ac.uk](http://www.sussex.ac.uk)

#### August:

##### gdb Express Lunch at Holiday Inn

**London Gatwick Airport**  
[www.higatwickairporthotel.co.uk](http://www.higatwickairporthotel.co.uk)

##### gdb Afternoon Tea Break at Porsche

**Centre Mid Sussex**  
[www.porsche.co.uk/midsussex](http://www.porsche.co.uk/midsussex)

##### gdb Networking at Ease at the Brighton

**Harbour Hotel**  
[www.harbourhotels.co.uk/brighton](http://www.harbourhotels.co.uk/brighton)

##### gdb August Educational Seminar & Members

**Meeting at the Arora Gatwick Hotel**  
<http://www.arorahotels.com>

## Forthcoming events

4th September 2019

### Light Lunch & Tour

South Lodge Hotel  
£25+VAT for gdb members  
£35+VAT for non-members

10th September 2019

### Bank of England Business Briefing

Hosted by Grant Thornton  
Free for members only

10th September 2019

### Corporate Showcase

Wakehurst  
Free for members only

17th September 2019

### 'What's the Point???'

Basepoint Business Centres Crawley  
Free for new members and non-members

20th September 2019

### Networking at Ease

Sofitel Hotel London Gatwick  
£35+VAT for gdb members  
£45+VAT for non-members

27th September 2019

### September Members Meeting

Hartsfield Manor  
11am Educational Seminar (please book Separately)  
12pm Registration & coffee  
12.30pm Members Meeting  
1pm Lunch and networking  
2.30pm Close  
Free for members only  
£25 plus VAT guest fee  
October

8th October 2019

### gdb Pastries and Networking

The Hawth  
Free for members only

18th October 2019

### Express Lunch

Courtyard by Marriott Hotel  
£22+VAT for members  
£32+VAT for non-members

25th October 2019

### October's Members Meeting

Ardingly Projects  
11am Educational Seminar (please book Separately)  
12pm Registration & coffee  
12.30pm Members Meeting  
1pm Lunch and networking  
2.30pm Close  
Free for members only  
£25 plus VAT guest fee

30th October 2019

### Stadium Tour & Lunch

Sodexo Prestige + Brighton & Hove Albion FC  
£35+VAT for gdb members  
£45+VAT for non-members

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Stay up to date on the Chief Exec follow him on Twitter  
[twitter.com/gdbizjeff1](https://twitter.com/gdbizjeff1)

To learn more about gdb membership follow us on Twitter  
[twitter.com/gdbmembership](https://twitter.com/gdbmembership)

## Seminars

27th September 2019

### Cyber Awareness

Presenters:

**Andy Rawlinson, Police Cyber Prevent Officer & Cyber Security Officer for the South East Regional Organised Crime Unit**

He seconded to the ROCU from Sussex Police, having spent 11 years there on response, neighbourhood, proactive and intelligence teams, covering most of West Sussex division at one time or another. Andy worked in web and e-commerce development before joining the Police which naturally lent itself to the new roles of Cyber Prevent and Cyber Protect work for the region. Andy is trained in Information Assurance and Governance as well as in providing comprehensive Cyber Security advice around defending organisations and being resilient.

Venue: Hartsfield Manor, Sandy Lane, Betchworth, RH3 7AA

25th October 2019

### Improving the Customer Experience

Presenters:

**Stephen Maccallaugh, Head of Gatwick Express**  
**Sally Alington, Founder & CEO of Ethos Farm**

Venue: Ardingly College, 1 College Road, Haywards Heath, RH17 6SQ

Stay up to date!

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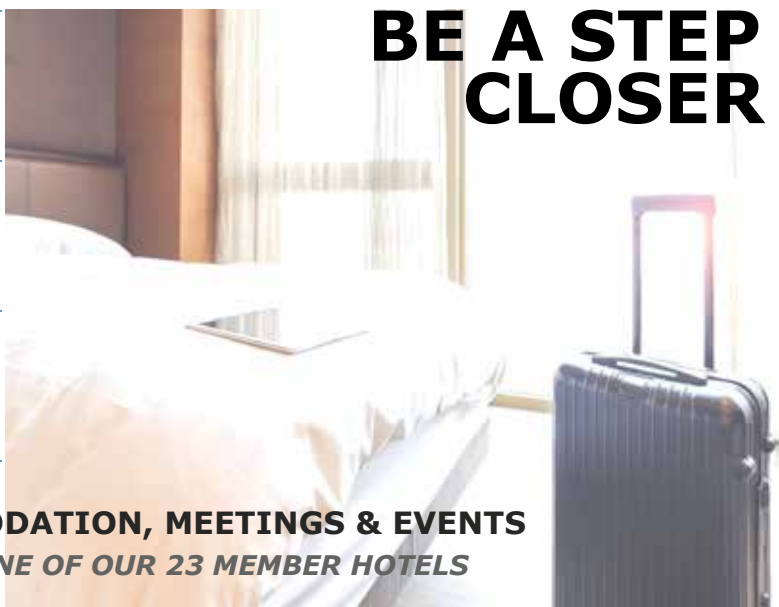
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