



# the Source

Nov/Dec 2019 #BuildingBusinessConnections

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



Design By

**Creative  
Pod.**

### A message from your Chief Executive



On 1st October I was delighted to be a guest of CAE, a gdb member business, at the inauguration of their brand-new pilot and cabin crew training centre on the Manor Royal. It currently has seven state-of-the-art, full-flight simulators rising to thirteen by the end of 2020. We even discovered what the simulators can get up to when all the people have left for the evening – believe it or not, they can dance!

This commitment by CAE, a Canadian owned global company, is a great example of the high-end business investment we need. It illustrates the economic benefit of having a leading international airport at the centre of the Gatwick Diamond.

Our wider Air Transport sector, which reaches well beyond the airport itself, needs to be better understood and celebrated as a national asset. The draft evidence base for the Local Industrial Strategy, on which Coast to Capital, our local enterprise partnership, is currently consulting; shows Air Transport at the top of the list of sectors in which we have particular strengths compared with the national economy.

It is not of course all about major international businesses and leading sectors, important though they are to our economy. One of our economic strengths is our business diversity

– our mix of businesses, size and sector, gives the Gatwick Diamond its vibrancy and resilience. We need businesses of all sizes and we particularly need more businesses with the ambition and capability to grow.

So, I am very pleased to announce that we are introducing a new award category for the Gatwick Diamond Business Awards 2020 – “Award for Growth Business of the Year” sponsored by Red River. This will celebrate businesses that can demonstrate exceptional growth measured against the recognised definition of a scale up businesses.

Full details of the award categories and sponsors are included in this edition of the Source and on our website. Don't miss our closing date for entries – 22nd November 2019. We are also now taking bookings for the big night itself – you'll see that with our theme for the evening and choice of celebrity host we are demonstrating the usual gdb restraint!

### Chairman's Column

The Gatwick Diamond Business Awards are go. The theme this year is Putting on The Biz – to celebrate the Roaring 2020s!

I was very pleased to attend the launch recently and thought I'd share some thoughts on these prestigious awards.

As you may know I am a judge for national business awards, which have a focus on environmental management and business resilience. I enjoy this judging – it's challenging, interesting and rewarding.

Much as I enjoy the prestige of the national schemes, I find the gdb Awards to be much more personal - you get to meet the judges, there's lots of support from the organisers, there's feedback afterwards, the ceremony itself is a closer network so you're likely to see people you know and get introduced to those you don't.

I think the Awards are a true reflection of the value of gdb to the business community:

- Promotes understanding – judges and entrants can learn from each other, what are the important issues to them, the region and the economy.

- Brings you together – it's a good exercise to get staff involved, review your successes, write your application and put together the evidence (which you can use in marketing materials).

- Highlights your business – raise your profile and shout about your achievements. There are great PR opportunities throughout the awards process and of course at the ceremony, in front of 600 business people.

To quote Julie Kapsalis of the Chichester College Group: “It was a fabulous evening, so much fun and professionally run. It is The Must Attend Event of the region's business year.”

For GDBA2020, we have 16 categories, anything from Manufacturing, International, Green and a new category Growth Business of the Year.

What's stopping you? Put the time into your entry now... and hopefully soon you'll be calling yourself an Award-Winning Business and be the toast of the Gatwick Diamond!



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# PUTTING ON THE BIZ



Join us for a night of glitz and glam as we roar into the 20s to celebrate the very best of business.

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



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

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

 @GDBIZAWARDS



# Gatwick Diamond Business Awards 2020

Don't miss out – get your entry to us by November 22nd 2019

**J**oin us as we roar into the 1920s with our twelfth annual Gatwick Diamond Business Awards.

Once again, with the support of our Headline Sponsors, we have brought together a distinguished group of category sponsors and judges to find and celebrate the very best businesses across the Gatwick Diamond.

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

Any business that is located or has business interests in the Gatwick Diamond region can enter – you do not

need to be a member of Gatwick Diamond Business and entry is free.

The Awards are well-established as one of the region's most prestigious business occasions – celebrating the best of the best across the Gatwick Diamond, and attracting over 600 table hosts and guests on the big night.

## Headline Sponsors

Gatwick Airport Ltd, NatWest, Thakeham, Extech Cloud

## Award Categories & Sponsors

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

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

Business Person of the Year – **Richard Place Dobson**

New Business of the Year – **University of Sussex Business School**

International Business of the Year – **Gatwick Diamond Initiative**

The Award for Brighter Thinking – **Menzies**

The Award for Developing People – **Crawley College**

The Award for Innovation & Technology – **University of Sussex**

Employer of the Year – **Search**

Green Business of the Year – **Britaniacrest Recycling Ltd**

Apprentice of the Year – **Reigate & Banstead Borough Council**

Manufacturing Business of the Year – **Kreston Reeves**

Professional Services of the Year – **Crawley Borough Council**

The Award for Community Investment – **Gatwick Airport Limited**

Growth Business of the Year – **Red River**

The Award for the Place to Meet – **Prowse**

## Partners

Design Partner – Storm12 Ltd

Venue Partner – Copthorne & Millennium Hotels

Staging Design & AV Technology Partner – Avensys

Media Partner – Platinum Publishing Group

Pre-Dinner Reception – Norwegian

## Dates for your diary

**November 22nd 2019**

Closing date for entries

**December 2019 – January 2020**

Judging period

**February 13th 2020**

Finalists announcement

**March 19th 2020**

The Gatwick Diamond Business Awards

**April 16th 2020**

Sponsors and Winners Celebration Breakfast



To find out more about the Gatwick Diamond Business Awards and to be involved, visit [www.gatwickdiamondbusinessawards.com](http://www.gatwickdiamondbusinessawards.com) or follow the awards on twitter @gdbizawards

## Improve your recruitment success



Anyone recruiting in the gdb region will know that attracting and recruiting talent with the skills you need is a tricky task in today's buoyant jobs market.

A recent report from KPMG and the Recruitment and Employment Confederation found that "the availability of permanent workers in the south of England continued to contract markedly in September", making it essential to get your approach right.

One way to overcome this challenge is to engage with a recruitment agency, who will manage the recruitment process for you,

making it faster to hire great candidates and with significantly less effort.

But if this isn't an option, how can you improve your recruitment success?

**Improve your job advert:** like any advertising, the better your 'copy', the more effective it will be. Furthermore, each jobsite uses their own 'algorithm' to decide the 'ranking' of your advert - by optimising your advert for each board, you're more likely to attract the right candidate.

**Promote more widely:** there are myriad job boards and some roles are more suited to certain boards than others. Consider using more than one to reach more candidates.

**Review your criteria:** if you are struggling

to find candidates with the right skills or experience, consider reviewing your criteria – it's rare to find the 'perfect' candidate, so consider the essential skills and knowledge they need to get started and look for their potential to develop into the role

At Talent Gateway we recognise there are businesses who may be unable to take advantage of the full service offered by a recruitment agency but could benefit from specialist recruitment knowledge and experience. We have developed a 'Recruitment Lite' package to help improve the speed and effectiveness of your recruitment process. Contact Nici and the Talent Gateway Team on 0203 034 0420 or [info@talentgateway.net](mailto:info@talentgateway.net) or visit [www.talentgateway.net/recruitmentlite](http://www.talentgateway.net/recruitmentlite) for more information.

## Graduate Interns – A Hidden Talent For SMEs

### Interns and SMEs – mutual misunderstanding?

The value of a graduate internship is sometimes misunderstood by both employer and would-be intern, resulting in limited value for both. Some see an intern as a general help for work no-one else wants to do; the employer then sees limited value add, the intern sees a necessary "line in a cv" completed, but otherwise of limited career-building potential.

### Better Internship experiences – a win-win

For the best – often largest – firms, the experience is very different. Of course, for them, it's easier – they're well known, so graduates seek them out, but crucially, they

also know how to deliver mutual value from internships. The company gets a qualified young graduate, eager to impress – at least a valuable work assignment, at best even a tried-and-tested new recruit. The graduate gets a valuable, career-building experience. Key to such internships is a duration of at least XX, often as much as 26, weeks.

### That leads to a big question – how do SMEs and graduates find each other?

### Bringing internship value to Southern SMEs

Recognising this, the Coast-to-Capital Local Enterprise Partnership (LEP), wants graduates to look beyond big cities – especially London – for their career start. It also wants regionally

based SMEs to benefit from graduate talent in a way that's affordable for both. One new programme designed to help is funded jointly by the LEP and European Social Fund and delivered by Twin Employment and Training, an internship specialist and SME. Taking guidance from the LEP on regional sector strengths and needs, a dedicated Employer Engagement team seeks out both SMEs and graduates using well-established "responsible matching" techniques. Caroline Fox, Twin CEO comments "Our own experience shows internships can be a great experience for company and graduate – this programme helps them get together".

Visit [www.twinuk.com](http://www.twinuk.com) or contact 0208 269 5757 for more info.

## Can you use Electronic Signatures?

In its recent report, the Law Commission has found that electronic signatures can be used, in certain circumstances, to sign legal documents. The report focussed on commercial agreements, including deeds, but explicitly excluded use of electronic signatures on wills or documents concerned with land transactions. Electronic signatures have already been accepted in some instances and can include scanned-in "wet ink" signatures, but also a name typed at the bottom of an email or an email signature.

In their report the Law Commission made several recommendations and options for reform to the Government, including:

- setting up working groups to address

practical issues relating to both the e-signing documents and remote witnessing of e-signatures

- reviewing the law as it relates to deeds and if they are fit for purpose in the 21st Century
- that the Government may wish to codify the law to specifically allow for e-signatures

However, there are some instances where digital signatures may not be valid due to execution formalities required for certain documents as a witness may need to be physically present when an individual is signing a deed. It is worth noting that where a commercial contract has to be executed as a deed, a corporate entity may avoid the need for a witness altogether by having the deed

executed by two "authorised signatories" separately (and electronically if they wish).

Overall, the Law Commission has clarified a number of the lingering uncertainties surrounding the use of electronic signatures which has to be welcomed, and which will hopefully lead to a greater acceptance and use of electronic signatures and signing platforms.

Please see our website <https://www.pdt.co.uk/esignatures> for more information on e-signatures. If you have any questions about using electronic signatures in your business, contact our solicitors Noel Ruddy, Ian Lindley or Victoria Jessup today to see how we can help.

## Work safe. It's as easy as ABC.



We all know that workplace health and safety is important, right? But maybe keeping up to date with workforce training and ensuring the correct safety

equipment is in place, isn't always the priority it needs to be.

### So what are the regulations?

The Health and Safety at Work Act 1974 (HASAWA) states that employers must protect the health, safety and welfare at work of all their employees, as well as others on their premises, including temps, casual workers, the

self-employed, clients, visitors and the general public.

### Why is training so important?

Put simply, with the correct training, the risk to injury is reduced and the risk of incurring health and safety breaches and fines are minimised.

Let's look at the statistics (Source HSE: 2017/18):

- 147 workers killed at work (2018/19)
- 555,000 injuries occurred at work according to the Labour Force Survey
- 71,062 injuries to employees reported under RIDDOR
- 30.7 million working days lost due to work-related illness and workplace injury
- £15 billion estimated cost of injuries and ill health from current working conditions.

### Why use ABC Worksafe?

The training we deliver is carried out at our client's premises, ensuring that whatever type of training; be it First Aid, Fire Safety or Health & Safety, it is relevant to that particular workplace. This, we believe, helps employees feel better informed and able to be an active part of keeping their workplace safe and more confident to be able to deal with emergencies or any issues that arise.

### How can we help?

To see how we can help your business with either on site or online courses or safety equipment visit [www.abcworksafe.co.uk](http://www.abcworksafe.co.uk) or to discuss call Paul Lane on 01903 911943 or email [paul@abcworksafe.co.uk](mailto:paul@abcworksafe.co.uk).

## Being aware of what you can't see....

When most people think of disability, the first thing that springs to mind is a wheelchair user. However, only 8% of the UK's 14 million people with disabilities use a wheelchair, and an even smaller percentage of people with disabilities have visible evidence of their impairment, (such as assistance dogs or mobility aids).

This means that the vast majority of disabilities are actually 'hidden' or unable to be visually identified. As a result, some disabilities tend not to receive the recognition more visible disabilities receive and can therefore, often go unacknowledged both in society and the workplace.

### So, why hide?

Many people who have hidden disabilities choose to keep this information to themselves. Some feel that they may face being stigmatised at work, others worry that their colleagues may perceive their disability as a weakness and therefore choose not to disclose.

The fact is, unless you simply choose not to disclose because of your own privacy, then it's likely your employer isn't providing an inclusive environment, where staff are empathetic, understanding and foremost, disability aware.

### Awareness training

Raising awareness encourages people to be confident and comfortable in disclosing and discussing their disabilities, helping colleagues to be more understanding, and people with disabilities to gain the support they need to improve their working lives.



Once an individual feels comfortable with the disclosure of their disability, they can receive the support they may need to function better, as well as the accommodation that might better support their disability, which will inevitably make them a happier more productive member of staff.

Chris Jay, MD of Bascule Disability Training

For more information about creating an environment where people are comfortable disclosing their disability- go to [www.bascule.com](http://www.bascule.com) or call 0330 3800662

## Tips to save you time in Microsoft Word and Google Docs

During my training sessions it is often the little things that make the biggest difference for my clients in their day to day work. Microsoft Word and Google Docs are sometimes tools that we are just left to get on with, but the "quirks" in how these tools sometimes behave can be problematic!

As a creative person, I am naturally more of a have a go and work it out as I go along type. BUT with Word and Docs, this approach can be unsuccessful! Having learnt the hard way, I am now very methodical in my approach. Here are my top tips for successful working:

### Working with bulleted and numbered lists

- When making changes to the format of a list, ensure you highlight the whole list first.

- If formatting is inconsistent, use the Format Painter or Paint Format button.
- Remember that bullets and numbers affect the paragraph as a whole. Make sure you know whether you are working with a line or a paragraph.

### Working with section breaks

- In Word, try using Draft view instead of Print Layout view.
- In Docs, switch the Show Section Breaks option on.
- For Headers and Footers in sections, work from the end of the document back towards the beginning of the document.

### My most used keyboard shortcuts

- Ctrl End – to go to the end of the document.

- Ctrl Home – to go to the beginning of a document.
- Ctrl A – to select the whole document.
- F9 – update a Table of Contents and other fields (Word only)
- In Word, Ctrl Spacebar – clears formatting from text
- In Docs, Ctrl \ - clears formatting from text



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## Targeted Charging Review (TCR)

### What is it?

Each kWh is built up from commodity pricing and third party "non-energy" costs (TPC). OFGEM is reviewing three elements of the TPC charge, currently representing more than 25% of your bill. These three charges are TNUoS (Transmission Charge), DUoS (Distribution Charge) and BSUoS (Balancing Charge).

### Why the anticipated changes?

TPCs are calculated to balance and maintain services, but improved energy management and usage, means that charges are often no longer fairly shared. The calculation of TNUoS and DUoS needs to be updated, as users who can reduce their energy consumption during peak demand, are not being charged fairly. For BSUoS, only larger

generators are currently paying this charge, but with smaller generators now gaining access to the grid, the charging element needs to include them too.

### When are ALL these changes going to start?

It is currently anticipated that these changes, especially around TUoS and DNUoS, could be in place from April 2021. But, OFGEM must complete a number of processes and decisions, so the date is not yet confirmed.

### What's the impact on my business?

While uncertainty on final decisions remain, it's hard to be confident on the eventual outcomes. Suppliers already build an element of risk into their contracts, past Apr 2021, to help protect them as much as possible.

Essentially, any proposed changes, from April 2021, could see TPC costs for larger (HH) sites drop, and for smaller (NHH) sites, increase.

There is a feeling that for many smaller sites, the increase could be quite substantial.

### So what to do?

Businesses are having to decide whether to, take a short-term electricity contract now and wait for the implementation of TCR to be closer to completion, or take a longer deal, to ride out the initial changes? This would incur a supplier risk premium but mean some budget certainty.

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

## Project Management – an essential business skill set

Project Management has been around for several decades, yet many would believe it all started with PRINCE. Wrong! PRNCE2? No. Agile? No! Such are the branches of Project Management – or rather specialisms – that you may think that these actually define what Project Management is. It is a theme that I come across regularly, as these forms of the discipline grab the headlines.

A project could be organising a simple event, like a party, to a complex one; like designing and manufacturing a new car. Projects are bound by time, have specific start and finish dates, and specific budgets. Project Management, then, is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements.

A simple example would be that of building of a new house: There is uncertainty in the supply of materials and labour, and the finer details of the specification may not be clear. Oh, and the new owners want to move in on a specific date! So, we have a mixture of requirements, objectives, work and risk.

In today's technology environment, the Project Management toolset has been evolving rapidly to accommodate different ways of working – like Agile – typically used in software development. Whilst "Projects In A Controlled Environment" or PRINCE2, has been recognised for quite some time as a methodology, for large and complex projects.

Fully fledged Project Managers are now among the better rewarded in industry.

The skillset is so transferable too, whether used to implement change, whether embedded in day to day operations, or simply to manage a home-project!

So, if you have an objective to meet, with an element of uncertainty, research Project Management. You are likely to find at least some of the practice will benefit you, your staff and your business. Don't get hung-up on the specialist approaches, it is the underlying tenet that will provide you the biggest benefit.

Roger Bateman MBCS

Director, Vazon Technology  
IT CONSULTANCY THAT DELIVERS  
[www.vazontech.co.uk](http://www.vazontech.co.uk)

## How good is your communication?



Communication is what makes the world go around and this quote by Tony Robbins sums it up perfectly.

“To effectively communicate, we must realise that we are all different in the way we perceive the world.....and use this understanding as a guide, to our communication with others”

The four Insights colour energies explains this very well:

### Cool Blue

- Prefer documents and reports to contain detailed information with clear outcomes and expectations
- Often like to come back to you after a meeting for further clarification
- Tend to probe for information and will keep going until they understand fully

### Earth Green

- Prefer a slow pace with plenty of quiet time to reflect on issues
- Sometimes prefer the written word so they can go away to read and digest it over time
- Due to their quiet, introverted approach, may sometimes give the impression that they are not actively involved in a communication

### Fiery Red

- Prefer a fast pace and to the point communication. May become impatient with things they don't see as relevant
- Express themselves and their ideas with confidence and vigour

- Like written documents to be brief and concise, not too much detail
- Typically, not good listeners and can be dismissive of others' input

### Sunshine Yellow

- Communicate with enthusiasm and excitement
- Tend to prefer pictures to text, just top line without a lot of detail
- May finish others' sentences and appear impatient
- Prefer to speak than listen and can become easily distracted if not actively involved

By taking a moment to consider the other persons' needs and wants and their preferences, you will be able to make better connections with others and improve the effectiveness of your communications. I'd be happy to discuss your communication style further.

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## How to be a workplace success

So, you have secured the new dream job, congratulations! But what now? How can you excel and stand out in your new role to ensure long term success?

At Harris Lord, we pride ourselves on successfully placing countless candidates in their next career opportunity as well as sourcing outstanding talent for clients. As experts in our field, here are some tips to help you stand out:

### Behave as if you're still being interviewed

All those extra things you do to impress in an interview, keep doing them! Punctuality, dress code, politeness will always go a long way. Once comfortable in your role

### Spot the talent, mimic them.

Is there a workplace Superstar? Take note of what they do and take it on board.

### Create 'Career Capital'

With the crashes of various businesses in recent years, it's a smart move to always



invest in your 'career capital' which business author Laura Vanderkaam, author states as 'the total sum of your experiences, knowledge skills and relationships'. Don't be afraid to learn new skills and build your network.

### Find your 'stand out' quality

Maybe you're an excel whizz, a social media genius or great at organizing staff events. Use whatever skills you have to go the extra mile. This will always build your work profile.

### Never forget why you were hired

We all have days of doubt or feeling uninspired. You were hired for the qualities you showed off in your interview and you still have them! You were hired for a reason.

We do hope this has been a useful read and helps you to become a success story in whatever you do.

Alternatively, if you are a candidate wishing to discuss a new opportunity or a client requiring recruitment expertise, please contact us on 01403 273370

Don't forget to use your **guest vouchers** at our next members meeting



## Streamline your processes and improve operational efficiency

Businesses deal with thousands of documents and data points every day. And tracking all of that can be a challenging process. The biggest challenge most businesses face is how to make the most of their data without becoming overwhelmed.

An automated data capture and automation solution provides the capability to digitise paperwork and streamline the way you work across every element of your organisation. From capturing all the documents that come into your business (paper or digital) to switching to accounts payable automation, you could save significant time, money and admin stress.

How workflow automation can help your business:

- Remove paper processes – Take paper processes out of the equation completely, making it easier to find critical information at the touch of a button.
- Reduce administrative resource - Process data quickly, accurately, and in full compliance with regulations. Reduce key entry on all content, whatever its source.
- Smart document routing - Automated documents arriving in any form can be



checked, verified and posted automatically to inline business systems.

- Fast information retrieval and accurate data validation - Perform lookups and post key information taken from documents to ensure data is correct and any data requiring verification is rejected for validation, ensuring a reduction in errors.
- Improve business efficiency - Accounts payable automation significantly reduces error rates and invoice processing time.
- Smarter workflows - Capture and push data to right areas of the business.

Our mission is to help clients' achieve better value from their office technology and to improve their efficiency, and productivity, by offering paper-less solutions that streamline and automate the workflow of documents.

If you would like to learn more about capture and workflow automation and how it could transform your business, please contact us on 0207 101 0096 or email [contact@itdocumentsolutions.com](mailto:contact@itdocumentsolutions.com)

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

## Avoiding Sexual Harassment Claims After The Office Christmas Party



Christmas parties are a great opportunity for staff to bond and let their hair down. When they go well, they improve employee engagement and most people like to be part of a fun workplace. However, excessive alcohol consumption means that people lose their inhibitions and can lead to serious allegations about unwanted behaviour.

Every year our firm deals with the aftermath of Christmas parties where we see an influx of sexual harassment claims, including serious

allegations of sexual assault involving police intervention. These companies learnt the hard way about the consequences of not regulating their employees' or directors' behaviour.

We encourage employers to take precautions to ensure their Christmas party is a positive experience. These include:

1. Ensuring your organisation has a substance misuse policy which covers both drugs and alcohol.
2. Making sure that your employees are aware of your organisation's sexual harassment policy.
3. Being mindful of accommodating different religious views by discussing this with staff.
4. Considering how much free alcohol you want to provide, and offering soft drinks as alternatives.
5. Providing clear guidance to your employees regarding acceptable behaviour, in and out of the office.

6. Ensuring employees understand the difference between banter and behaviour that could infringe the dignity of another person present.
7. Asking trusted members of staff to monitor and curb the behaviour of attendees.
8. Checking staff can get home safely and arranging taxis if necessary.
9. Knowing when to take action.

Most employers do not realise that the out-of-office Christmas party could result in legal responsibility for their employees' actions. We hope our tips are helpful in preventing negative repercussions in the New Year.

For more information about preventing sexual harassment in the workplace, contact our specialist Employment Law team at Martin Searle Solicitors on 01273 609911, or email [info@ms-solicitors.co.uk](mailto:info@ms-solicitors.co.uk).

[www.ms-solicitors.co.uk](http://www.ms-solicitors.co.uk)

**Membership Works**  
Talk to us on 01293 440088

## How Businesses Can Prepare for Winter

With Autumn impending, it's time to start thinking about how you can get your business prepared for winter.

As those colder days quickly approach, pathways, roads and car parks up and down the country will soon become heavily strewn with leaves and debris. This seasonal shedding can have serious consequences for drainage systems, which if not removed properly could cause blockages and overflows.

Unpredictable winter weather and therefore the potential for flooding should make keeping drains and run-offs free of blockages a priority for businesses.

### Road Sweeping

Sweepers can be used to clear large amounts of debris from various locations, including

private roads, construction sites, runways, car parks, factories, depots and landfill sites.

It isn't only the clearance of leaves and road debris that requires the use of our Scarab Magnum Plus Titanium sweepers, they are also deployed to clear dirt, fuels, litter, oils, water and non-toxic chemicals.

### Gully Cleansing

Even with the best intentions, a gully or drain blockage can catch you off guard. Whether it is silt or debris which needs clearing, we can ensure you of a professional and fast response to get things flowing again.

### Drain Jetting

Having drains and sewage systems including septic tanks, cesspits, sewage treatment plants and pump stations

cleaned out using our van pack jetting units is also beneficial in preventing blockages.

While it's always a good idea to prepare your business for winter, here at CountyClean we know that sometimes waste build-up can be unforeseen. Our team are available 24/7 to help, through many years of experience, we understand that business hours and personal time are valuable.

If you require assistance, please contact our friendly team on 0800 171 2204 or 01323 741818 who will gladly advise on preventative measures.

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

## Airport Parking & Hotels (aph.com) Compares Best Airport Parking Options For Uk Travellers

The award-winning operator and retailer Airport Parking & Hotels (APH) has compared the different types of airport parking services available in the UK to help travellers choose the right airport parking for their needs and get their holiday off to the best possible start.

### Meet and Greet: Best for a VIP start to the holiday

Meet and Greet parking will leave passengers feeling like royalty. Meet & Greet parking is a drive-up and drop-off service where holidaymakers simply drive to the airport terminal and leave their car with the awaiting chauffeur.

### Off-Airport Park & Ride: Best for those on a budget

Off-airport car parks are fully manned sites located outside an airport's perimeter and are well-suited for travellers who want the most cost-effective option. Once arriving at an off-airport site, such as APH's operations at Gatwick, Manchester and Birmingham, drivers simply drive to the car park, drop their car keys off at reception and board a free transfer bus.

### On-Airport Parking: Best for those on a tight schedule and want to self-park

On-airport car parks are located within the airport perimeter, with some located directly next to the terminals. Where they are close

to the terminal, typically the Short or Mid Stay car parks, the check-in desks can be often be reached by foot.

### Airport Hotel & Parking Package: Best for early morning flights

For avoiding unexpected traffic and enjoy a few extra hours of sleep, booking an overnight stay at an airport hotel allows travellers to arrive at the airport on time and worry-free. Booking a airport hotel and parking package can also be surprisingly good value.

For further information on Airport Parking and Hotels (APH) visit [www.aph.com](http://www.aph.com)

## Laughter, Workplace Performance and Wellbeing

According to Albert Bandura, 'self-efficacy is the belief in one's capabilities to organise and execute the courses of action required to manage prospective situations'. More simply, self-efficacy is your belief in your ability to succeed and manage a particular situation and it affects your performance in the workplace. It is an important topic as self-efficacy can have an impact on everything from mental wellbeing, behaviour to motivation and more. Your belief in your own ability to succeed plays a role in you think, how you act, and how you feel about your place at work and beyond. Self-efficacy determines what goals you choose to pursue, how you go about accomplishing those goals and how you

reflect upon your own performance. The good news is that self-efficacy is a skill that you can improve and even in a fun way- using laughter! A US study looked at effects of Laughter Yoga on self-efficacy in the workplace and the results showed significant improvements. Clinical research conducted in Denmark, India and the USA has proved that laughter improves self-efficacy AND lowers the level of stress hormones. Laughter Yoga is a great workplace wellbeing initiative; Google and BBC have organised laughter sessions leaving participants feeling happier and more relaxed. Laughter is a great tool to relieve work stress and years of research has shown that prolonged laughter decreases depression,

lowers blood pressure, boosts endorphins and puts positivity back into the workplace.

What happens in a Laughter Yoga Session? The session consists of group activities to lengthen laughter, with zero yoga bendy positions and zero jokes but lots of healthy breathwork. Lengthened laughter leads to more oxygen uptake which improves efficiency, mental focus and concentration. Furthermore, laughter yoga connects you with colleagues under a non-competitive manner and improves relationships.

[www.wellbeingatwork.global](http://www.wellbeingatwork.global)

## A Strategy For Success - The 10-Point Best Practice Guide To Flexible Working

A series of recent roundtable discussions, involving prominent senior representatives of over 25 Sussex, Surrey and South London based businesses, has resulted in a blueprint to successful implementation of flexible working.

Initiated by Emma Cleary, Flexibility Matters, each discussion group contained varying sized businesses from different industries. All revealed that with the right application, the rewards of a flexible workforce can far outweigh any perceived challenges.

All companies involved offer flexible arrangements already, with part-time, working from home and flexible hours the most widely offered with core hours and job shares the least popular. Comparing this with national statistics sees a similar trend and, with 87% of UK employees either working flexibly already or wanting to, it's clearly essential for ALL businesses to consider recruiting flexibly to retain the best talent.

Discussions recognised the key implementation challenges facing all the companies were:

- Tackling tech, training and communication issues at a team level.
- Enabling the flexible working mindset to filter through multiple levels of management.
- Managing the large variety of work patterns and different needs of regional offices.

To realise the rewards of a flexible workforce, it was established that the following key points need addressing:

- Flexible working options to feature within role advertising to attract the best talent.
- Fostering a results-based culture rather than focusing on time spent at work.
- A cultural core value shift that requires implementation from the very top.

Flexibility Matters Director, Emma Cleary enthuses: "From collating key flexible



working strategy insights from influential heads of Sussex and Surrey based companies, we're now really excited to be able to produce best practice guidelines."

For the '10-point Best Practice Guide', contact Emma and the team at Flexibility Matters on 0781 0541 599. [www.flexibilitymatters.co.uk](http://www.flexibilitymatters.co.uk)

## Marketing in Hard Times

In hard times, the instinct is to cut spending wherever you can. Often at the top of the list is marketing.

But cutting back on your marketing is a big mistake.

An economic downturn can be a great time to increase your marketing spend, because

1. You'll get ahead of competitors, who are cutting back
2. You'll stand out from competitors
3. You'll be more profitable

So, what can you do that's going to have a quick impact, but won't be a big investment?

1. Focus on what makes you different  
Now's the time to focus on what it is you do better than anyone else. Fine-tune your message and find as much of a niche as you dare. Be brave and give people a reason to remember you.
2. Define a better elevator pitch  
Instead of saying "We're a Brand, Web and Digital Marketing agency", try: "You know those businesses that are really good at what they do, but miss out to competitors just because of their image? We make them look better, especially online."

3. Establish brand consistency  
Gather all your current marketing material together. Ditch anything you don't need or



out of date, then look at what's left.

Make sure it's all consistent in style and has the right tone of voice. It doesn't need to be perfect, but it will make a difference.

4. Tweak your website  
Don't attempt a redesign of the website, just make these changes:
  - a) Review and rewrite your home page, putting yourself in your customer's shoes
  - b) Do the same thing for your next 3 most viewed pages
  - c) Make sure all your pages have a clear Call to Action

5. Run a mini digital marketing campaign
  - a) Run a search-based campaign, focusing on a particular search term
  - b) Carry out a targeted LinkedIn campaign with your new pitch message
  - c) Create an email marketing campaign to your existing client base

Don't give up on your marketing when things are hard. It's the perfect time to take advantage!

If you'd like some help putting some of these ideas into place, give us a call on 01273 814019 or email [hello@tomango.co.uk](mailto:hello@tomango.co.uk). [www.tomango.co.uk](http://www.tomango.co.uk)

## A trip to the circus and planting of a tree – all in a day's work for a Duchess!

A return to Chailey Heritage Foundation turned into a trip down memory Lane for HRH The Duchess of Cornwall and her sister, Mrs Annabel Elliot, on 17th October. The Duchess came to open the £3.1 million Dream Centre – a state-of-the-art facility for sport, rebound therapy and the creative arts, designed especially for children and young people with complex physical disabilities.

The Duchess's mother, The Hon Mrs Rosalind Shand, volunteered at Chailey Heritage for 17 years in the 1960s and 70s and was an opportunity to mark her contribution with the planting of a crab apple tree in the grounds.

Chief Executive of Chailey Helen Hewitt said "We are honoured and delighted to welcome the Duchess and her sister to Chailey Heritage. The family's support over 50 years has been invaluable and it was wonderful that we could mark that commitment today with a tree dedicated to the memory of the Duchess's mother."

It was the Duchess's second official visit to Chailey Heritage. During her visit, she told the young people that she was happy to be back at the Charity and congratulated everyone on the completion of the Charity's latest venture. Her Royal Highness took to the stage to meet with the cast of 'Cirque du Chailey' – who gave a special performance including bubbles, confetti and smoke!



Director of Development Sally-Anne Murray said "The Dream Centre will give all the children and young people from Chailey Heritage the chance to fulfil their potential. The immersive experience zone will make almost

anything possible; from visits to the circus to the rainforest. But none of this would have been possible without the support of all our wonderful donors; we are so grateful to them." [www.chf.org.uk](http://www.chf.org.uk)



## Signature Flight and Gatwick Airport treat local children to an exclusive day out

"Growing up with a brother or sister who has a life-shortening condition isn't easy and finding people who understand your situation can be difficult" says Trish Cullingford at Chestnut Tree House. "Activity days for siblings are really important as they allow children to have fun and just be kids, but also meet others in a similar situation."

Businesses support Chestnut Tree House in many ways – fundraising, volunteering, donating, and even arranging special activity days for local children and families. Recently, Signature Flight and Gatwick Airport put together a unique behind-the-scenes tour for some siblings of children cared for by Chestnut Tree House.

Describing the day, Trish said: "We had such a wonderful time. From seeing the Fire Station and aircraft to the police and dog handlers – everyone was so friendly and made it so much fun. Everyone thoroughly enjoyed the

day and we'd like to say a massive thank you to everyone who helped make it happen."

Signature Flight have supported Chestnut Tree House for several years, and love to get involved in initiatives that directly support local children and families. Nina Crock of Signature Flight said: "The Chestnut Tree House sibling day was brilliant fun. The weather was great and all the volunteers at British Airways and Gatwick Airport Fire & Rescue Service were so involved and gave the children a great insight into what happens here at the airport. We all really enjoyed ourselves, and it's so important to us as an organisation to know that we're giving something back."

To find out how you can support local children and families, visit [www.chestnut-tree-house.org.uk](http://www.chestnut-tree-house.org.uk).

## Songs of Yesteryear Hit the High Note for Fundraising



Kiwi musician, Vicki Lee, performed to great acclaim at a trio of concerts this September in support of the Dame Vera Lynn Children's Charity (DVLCC). The concerts took place on both sides of the

channel in the UK and France, which raised more than £1000 for this worthwhile cause.

Fans of popular songs such as I'll Be Seeing You, Auf Wiedersehen Sweetheart, A Nightingale Sang in Berkeley Square, The

White Cliffs of Dover and We'll Meet Again have been thrilled with the shows.

Pilar Cloud, Executive Manager, DVLCC, commented, "We are so grateful to Vicki for choosing to come and share her wonderful voice in a series of fundraising concerts. It was a delight to be in the audience at the beautiful Danny House on Saturday evening, to enjoy Vicki's lovely singing and piano playing as she took us all on musical journey through the life of Dame Vera, our founder and President. Vicki has managed to raise over £1000 through her concerts both here in the UK and in France." She went on to say, "I would also like to thank Susan Fleet, Dame Vera's PA, who organised these concerts

and also performed so beautifully with Vicki! Susan has been working tirelessly behind the scenes over the years to help us."

Vicki Lee from Palmerston North in New Zealand has met Dame Vera on several occasions during visits to the UK and has been delighted to perform her highly popular show in support of the Children's Charity at these concerts.

Vicki's first taste of Dame Vera's music was as a child when her parents, who were fans, played it at home. It wasn't until 2015 that Vicki performed her work for the first time.

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

## Major Bike Ride Sponsor Geared Up for Autumn Event

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. As major sponsors, the team at Mike Oliver Associates were out in force for the eagerly awaited iconic local cycling sportive in its new autumn slot.

The Greater Haywards Heath Bike Ride, now in its ninth year, took place on Sunday 13th October – switched from its previous place in the spring sporting calendar. Once again, this year, the race saw four routes with well-spaced comfort breaks, feed stations and entertainment on The Broadway to welcome home the riders. It's was certainly a challenging ride for serious riders, exhilarating for weekend riders and a great

day out for the whole family. Proceeds for this year amounted to more than £10,000.

For 2019, the Bike Ride's chosen charity was the Dame Vera Lynn Children's Charity (DVLCC), which supports children under five 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.

Principal Mike Oliver said: "This is one of the best charity events in the local area; it's thrilling, rewarding and supports genuinely worthwhile



causes. Competitors and spectators alike really get into the mood and as always there was a fantastic sense of camaraderie throughout."

"As a passionate cyclist myself, the event spans the best of both worlds, offering the opportunity to combine one of my favourite hobbies with fundraising."  
[www.moaifa.co.uk](http://www.moaifa.co.uk)

## Three year old girl from Bletchingley inspires new neonatal intensive care appeal

Surrey and Sussex Healthcare NHS Trust (SASH) is investing over £8 million to build a brand new neonatal intensive care unit at East Surrey Hospital, Redhill in the heart of the Gatwick Diamond.

Almost 4,500 babies are born in the hospital each year, with approximately 500 of them requiring intensive / special care, sometimes for days, weeks, or even months until they are well enough to go home. The new neonatal intensive care unit will transform care for these local babies and their families.

Inspired by Olive (pictured), a local three year old who spent most of the first 110 days of her life in the existing neonatal unit, SASH Charity

is urgently seeking to work with businesses across the Gatwick diamond area to raise the money required to help the hospital go even further for these local families.

The hospital charity is aiming to provide additional top of the range incubators and equipment, and to equip new family rooms which help families have a comfortable space away from the clinical environment.

Olive's mum, Keata Murray, said: "We are so grateful for everything the neonatal unit did for Olive – the staff at East Surrey Hospital were fantastic. Olive was just 975 grams when she was born, and spending so long there showed me just how important it is for parents to be



able to spend time with their babies to help their recovery. It's vital they're able to be as comfortable as possible and we hope this new appeal will make the new unit truly special."

Find out more at [www.olivesappeal.org](http://www.olivesappeal.org), and hear from more families who have kindly shared their stories in support of the appeal.

Alternatively contact us by email at [sash.charity@nhs.net](mailto:sash.charity@nhs.net) or 07966 235171. [www.sashcharity.org](http://www.sashcharity.org)

## Richard Place Dobson's annual quiz night is back!

After the success of their Charity Footgolf tournament in September, which raised £848 for St Barnabas House and saw Homes Partnership take home the winner's trophy, Crawley based accountants Richard Place Dobson are pleased to announce the date of their annual Charity Quiz Night! The event, which is a firm favourite for many local businesses, will be held slightly later than usual on Thursday the 6th February 2020.

The event will be held again at The Hawth in Crawley and this year all profits will go to St Barnabas House, which is a Worthing based Charity working to provide

palliative care to adults with advanced and progressive life-limiting illnesses. They are also the sister hospice to Chestnut Tree House, Sussex's only Children's Hospice.

Last year the event was won by Crawley based solicitors, stevensdrake. We are sure everyone will be keen to see who can take the crown as the champions for 2020.

Matt Tyson, Managing Director at RPD, said: "The quiz night is always a great evening and we always see so many local businesses coming out to support us. We are always trying to beat last year's



results and as ever I am keen to beat our fundraising target!"

If you are interested in attending the Quiz Night, please email [christine@placedobson.co.uk](mailto:christine@placedobson.co.uk). Tickets are priced at £18.50 each or £65 for a team of four and includes a fish and chip supper.

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

## DMH Stallard supports children's charity

Horsham-based children's charity Action Medical Research is delighted to have been chosen as DMH Stallard's new 2019/20 charity partner for Sussex. The award-winning law firm has offices in Brighton, Gatwick, Horsham, London and Guildford and will be carrying out a number of fundraising events throughout the next year.

Action's Head of Community Fundraising and Major Giving David Graham said: "We are absolutely delighted to have DMH Stallard's support here in Sussex.

"The firm has some really exciting plans to help our fight for tiny lives and we can't wait to work together in the year ahead." One of those plans is centred on Action's #GoPurple campaign in November. Throughout the month, Action is encouraging people to participate in 'purple-themed' fundraising activities to help

mark 'World Prematurity Day' and shine a spotlight on premature birth. As part of this, DMH Stallard's website will be going purple from 17 – 24 November with a pop up page providing links to information about the charity and an option to donate funds. There will also be a footer on every webpage to help highlight the cause.

Richard Pollins, Managing Partner at the firm, said: "We chose Action Medical Research because they are a Sussex-based charity and we were impressed with the amazing work they do.

"They have been at the forefront of some of the world's most vital medical research, saving and changing the lives of babies and children.

"We are pleased to be working with them to help raise vital funds for their medical research in the coming year."



You can find out more about Action Medical Research by contacting Paula Ray, Community Fundraising Manager for the South, via email ([paula@action.org.uk](mailto:paula@action.org.uk)) or phone (07901 712510).

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

## Family Support Work gets behind the #YouMadelIt Happen campaign

Family Support Work (FSW), is taking part in #YouMadelItHappen and is getting behind all its supporters past and present, to say a massive thank you and to share what a difference their support has made. The Family Support Work team work tirelessly to support disadvantaged children and families across Sussex through challenging times in their lives.

Martin, the charity's CEO, tells us why this initiative is so important:

1) What do you think about the #YouMadelItHappen initiative, and why do you think it is important to celebrate it?

Campaigns like this give organisations like FSW the opportunity to celebrate the

support we get from our donors, Friends, our volunteers and the public. We are dependent on voluntary income to ensure that we can continue to support our families.

2) What benefit do you think social media has had for Family Support Work?

Social media allows FSW to get its messages out to the public in an economical way and to develop a two-way relationship with our supporters. We have also been very lucky that the following we have developed on social media has been really engaged, with many providing quick responses and assistance when we are in need of specific items to assist our families.

3) What benefits have you seen through the help of volunteers/supporters?

Our volunteers make so much happen - our foodbank is run by volunteers, we have 12 volunteer-led fundraising groups across Sussex who raise 15% of our income, we have volunteers that cook at activities and take some of our families out for day trips. The core work is done by the professional staff, whereas it is the volunteers who really help FSW to add the extra value to our work.

<https://www.familysupportwork.org/> or contact 01273 832963

## Add a new home to your Christmas Wish list this year with Woodgate



Located in the picturesque Mid-Sussex countryside, a new connected community is your place to call home. Local Sussex developer, Thakeham Homes, is renowned for building quality homes in Sussex, Surrey and Hampshire. Woodgate Pease Pottage has been designed with a fusion of traditional and contemporary living in mind, offering a modern village lifestyle that brings people together.

Woodgate offers a tranquil base with excellent connectivity between the city, coast and countryside, whether traveling by road, train or bus. In addition to being nestled at the heart of an area of natural beauty, Woodgate - a thriving community - the place for people who want to be conveniently located, no matter what their lifestyle.

In addition, Woodgate offers homeowners a choice of look and design. Those looking for a classic and traditional feel to their new home need look no further than a Thakeham home, but those searching for a more contemporary and modern appearance should seek out Alphiun; a fresh new approach to developing contemporary, high quality homes.

With sustainable and cost saving energy solutions being high on the agenda for home buyers, all homes at Woodgate have the option of smart connectivity to monitor usage, including voice control for operating the lighting and heating. Plus, the added benefit of all homes being pre-wired for electric vehicles, Woodgate is tailored to suit everyone's requirements now and in the future.

### Show Homes NOW Open

The Woodgate Show Homes are now open so you too can explore your potential forever home. Call 01293 225 615 Visit [MyWoodgate.co.uk](http://MyWoodgate.co.uk)

## Wakehurst hosted an evening of Networking

On 10th September we were delighted to welcome Gatwick Diamond Business to Wakehurst for an evening of networking alongside other associations and corporate clients. We had a great afternoon in the sunshine in the backdrop of our Elizabethan Mansion enjoying Pimm's and afternoon canapes including Victoria sponges and mini scones!

Guests were also lucky enough to enjoy a tour of our world-famous Millennium Seed Bank by one of our senior scientists where we learnt about all the vital work that happens in the building collecting and storing seeds of some

of the worlds most endangered species.

We were delighted that so many people were able to join us. If you were not able to attend, we would be delighted to welcome you to Wakehurst to view our facilities or as a venue for your next event. To make it an extra special deal, we are offering a 50% discount on room hire for any events booked and taking place before the end of 2019.

Our team would be delighted to discuss your event further [wakehursthire@graysonvenues.com](mailto:wakehursthire@graysonvenues.com) or 01444 894024.



[www.kew.org/wakehurst](http://www.kew.org/wakehurst)

## Talking Talent with Natives



Creative Process are specialists in Digital Apprenticeships since launching the Government programme at Apple's UK HQ, offering:

- A pool of fresh work-ready talent
- Support in finding suitable candidates
- A rolling 'Digital Accelerator' immersive 3-week course for new digital talent
- Confidence that your apprentice will gain real skills from specialist trainers
- A quick return on your investment
- Free recruitment and onboarding service

For their employer briefing event on Digital Marketing apprenticeships they were joined by Steve Evans the CEO of Natives, one of Brighton's biggest digital agencies, and his inspirational apprentice Toby Green who shared their journey and thoughts on the digital skills programme.

Steve Evans CEO of Natives shared with us the reasons he decided to take on an apprentice:

"Hiring apprentices allows us to employ young people with a digital mindset that is close to our target audience – their training enables innovative approaches to getting the job done and allows us to have a formalised and accredited professional development programme for our staff"

On working with Creative Process, Steve has found the overall experience extremely rewarding and feels "we work well together as we share the same passion to bring in and develop new talent".

He finished up with saying "Apprentices bring an entirely new dynamic to the team. We've had such success with our current apprentices! That's why we're looking to hire more."

Digital apprenticeships are unique experiences for both the employer and the apprentice. They allow organisations to bring digital talent into their company and enable young people to have the opportunity to do something they are passionate about, whilst kick starting their career.

If you are interested in growing your digital talent in an affordable way that will bring in results to your business, then contact:

Philip Perryman  
[philip@creativeprocessdigital.com](mailto:philip@creativeprocessdigital.com)  
[www.creativeprocessdigital.com](http://www.creativeprocessdigital.com)  
 01273 232273

# The Creative Group expand into Manor Royal HQ

The Creative Group - A multi-award-winning full-service marketing and design agency, this month moved into its brand-new office on Manor Royal, Crawley.

The move comes as a direct result of the groups continued and substantial growth over the past 24 months, which has seen it acquire several new, notable clients, including Sally Gunnell OBE, as well as growing its international client base in territories such as China, Jordan and North America.

As well as the office providing a thriving new workspace for The Creative Group team to work from, the company is looking forward to welcoming its clients - old and new - to its

brand-new headquarters. The office, which was fitted out by two of the company's clients, Citrus Signs and Space Link office is set to be the perfect environment for continued growth and client acquisition for the business.

Matt Turner, CEO & Founder of The Creative Group, said: "We are going through the company's biggest growth spurt in its 13-year history so moving into bigger and better premises seemed a natural choice. Our team have been so excited to move into the new office, and I personally cannot wait to host our client meetings in our new premises and get down to business.

This move marks an important point for us all at The Creative Group; we're at a real turning



point in terms of our growth, and it's the perfect office space for us to continue that into 2020, and beyond! I'd especially like to thank Spacelink and Citrus Signs, for making sure our new office is dressed to impress."

Clients can get in touch with Creative Pod on the number landline number, 01293 908 100, or by emailing [hello@creativepod.net](mailto:hello@creativepod.net). [www.thecreative.group](http://www.thecreative.group)

## How the Gatwick Hotel Association is balancing Hospitality and Sustainability



The increasing pressure to be more sustainable and reducing our carbon footprint is higher than ever both personally and in business.

The foundation of hospitality is built on customer experience however, the need is that this be delivered with sustainable thinking as guests' expectations grow.

The Gatwick Hoteliers Association (GHA) are already taking steps to reduce energy consumption, remove single use plastics and recycling waste. Some examples of this across the GHA include removing single use yoghurts and replacing with self

serve bowls and recycling cooking oil.

By simply asking customers to reuse items imparts the sense of sustainability particularly in guest bedrooms. It is only a matter of time that the complimentary toiletries will be a thing of the past and replaced with refillable dispensers across the industry.

Lighting is key to reducing energy consumption; LED lighting throughout and motion sensors in meeting rooms, corridors and bedrooms all lead to an efficient business.

Technology has certainly assisted the sustainability effort with digital keys, PDA usage for ordering and Housekeeping reporting as well as enabling a huge reduction in paper with cloud-based systems.

The key to these ever-evolving changes is to work together with your teams to create a sustainable culture within the work place. Team members appreciate their company's efforts and welcome their ideas to be brought forward for consideration. A well-balanced motivated team is key to delivering exceptional guest experiences and if they are able to make a personal difference at work as they do at home, it is clear they love what they do.

More and more customers are willing to reward businesses seen as sustainable by buying products and services from them, so it is important that these efforts are promoted. Sustainability equates with not just being profitable, but also good business sense to continue to grow. [www.gatwick.hilton.com](http://www.gatwick.hilton.com)

## Don't Be Liable for Someone Else's Tax Bill

From 6 April 2020 all public authorities and medium and large-sized companies will be responsible for deciding the employment status of workers.

Previously where the individual was engaged via an intermediary, in most cases the contractor's limited company (often called a personal service company) the responsibility for deciding if they were an employee would rest with the individual. This responsibility will now shift to the engager.

### YOU NEED TO:

- Decide the employment status of each worker.
- Pass your determination and the reasoning to the worker.
- Keep detailed records of your employment status determinations.

- Have processes in place to deal with any disputes.
- Review your onboarding processes to ensure that employment status is checked.

IR35 won't apply if the contract is for services rather than employment, to understand the difference, you should see whether the contract specifically mentions these principles:

### SUPERVISION, DIRECTION, CONTROL

HMRC look out for the engager overseeing the contractor's work excessively and giving guidance on how to complete it.

### SUBSTITUTION

Could they bring someone else in to complete the contract, or do they need to do the work themselves?

### MUTUALITY OF OBLIGATION

If the company is obliged to offer work (and pay them) and they are obliged to take it.

It is important the review of contracts commences as soon as possible to ensure that the employment status determinations have been made for all engagements. Menzies Employment Solutions Team would be happy to assist with reviewing your current contracts and practices to ensure your organisation is fully compliant, or to reduce risk in the event of a HMRC Employment Status enquiry.

Hilary Stokes, Employer Solutions Specialist  
[Hstokes@menzies.co.uk](mailto:Hstokes@menzies.co.uk)  
[www.menzies.co.uk](http://www.menzies.co.uk)





## PRG serves up over a decade of tennis hospitality in Eastbourne

Local marketing company PRG Marketing Communications is pleased to be selling hospitality on behalf of the Lawn Tennis Association (LTA) for its 11th consecutive year, for the Nature Valley International tennis tournament, located at Eastbourne's Devonshire Park.

PRG was approached back in 2010 by the LTA to sell the hospitality package on offer in The Sky Lounge hospitality suite throughout the tournament week. With PRG's wealth of experience and vast connections throughout the Sussex business community it was the perfect fit.

Years later and the tournament has continued to grow, with PRG now managing all aspects of hospitality client communications and assisting in the pre-event planning and running of the hospitality suites, including post-event communications.

The popular event will be held at Devonshire Park in Eastbourne between Sunday 21st-Saturday 27th June 2020 for its 46th year running, with a wealth of WTA and ATP tennis stars.

Previous years have seen world number one Novak Djokovic and former UK number one star Andy Murray take on the grass courts from the ATP side, with former world number one Karolína Plíšková taking the



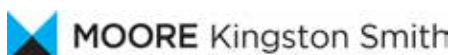
2019 title against Wimbledon champion Angelique Kerber.

Due to the excitement generated around the event from PRG's networking and marketing efforts, the LTA have introduced an extra suite called the 'Racquet Club' to accommodate the ever increasing demand. Yasmin Dyson, who manages all aspects of the hospitality packages, said "I'm

very pleased with the efforts of PRG and how much hospitality has grown over the years; we've managed to increase sales by an impressive 350%. The tournament gets bigger and better every year and can only continue to grow after the recent development of the grounds."

[www.eastbournehospitality.tennis](http://www.eastbournehospitality.tennis)

## Kingston Smith changes its name to Moore Kingston Smith



We are delighted to announce that we have changed our name and will now be known as Moore Kingston Smith. Our new name reflects our membership of the Moore Stephens International Network, one of the world's major accounting and consulting networks, which has also simultaneously rebranded to become known as Moore.

Paul Samrah, Partner in Redhill commented: "Kingston Smith joined the global advisory and accounting network in May, enhancing our offering to clients at an international level, and strengthening the development and growth opportunities of our firm and our people. Of course, we are still the same local practice providing advice and support to our clients; but the network enhances our international reach for businesses looking for that support."

The addition of the Moore name will enhance Kingston Smith's international presence and reach, while retaining the firm's valuable heritage and brand recognition.

Maureen Penfold, Managing Partner, commented: "Helping our clients thrive has always been central to Kingston Smith's identity and purpose. Being internationally recognised as the London firm of the Moore Global network will position us to provide even greater support to our clients in reaching their global aspirations."

She continued: "Our heritage and independence is important to us as a partnership, as it is to our clients and our people. Our commitment to our core values, which place clients at the centre of everything we do, is shared by the Moore network, whose vision is to become the most respected accounting network in the world.



"The natural alignment between our brands has made adding the Moore name to Kingston Smith a natural next step in our journey – one which will further strengthen our international presence and reach."

Paul added: "I know that the whole team at Redhill is keen to make use of our new network to continue to support our clients' growth and development."

For further information please visit [www.mooreks.co.uk](http://www.mooreks.co.uk), email [redhill@mooreks.co.uk](mailto:redhill@mooreks.co.uk) or call 01737 779000

## Grant Thornton boosts audit offering with new partner in Gatwick

Leading business and financial adviser Grant Thornton UK LLP has bolstered its audit offering with the appointment of a new partner in Gatwick.

Nick Jones has worked with clients in the South East for over 20 years. He brings with him a wealth of knowledge and has vast experience working with a range of organisations from fast-growing, mid-market businesses to larger, listed companies.

Commenting on his appointment, Nick said: "The South East is such a dynamic and fast growing business community and the role at Grant Thornton presented a compelling opportunity for me. I am really looking forward to working with the team, their diverse client base and developing a leading offering for our clients and the wider businesses community."

John O'Mahony, partner and Gatwick practice leader, added: "As a business, we are always looking to attract and retain the very best talent and Nick is a great example of this. Our Gatwick office continues to grow and Nick's appointment both reinforces our commitment to the region and ensures that we can continue to provide our clients with quality advice that they can trust."

## Partner hire at DMH Stallard



Leading law firm DMH Stallard has made a key partner hire in the employment group.

Rebecca Thornley-Gibson joins after three years as a partner at Ince. Previously she was a partner and Head of the Employment Team at asb law.

Rebecca is recognised as one of the UK's leading employment practitioners dealing with a wide range of employment related issues. She has particular expertise in supporting senior executives through all stages of their employment, and working closely with employer clients to optimise the effectiveness of organisational change programmes.

She has extensive travel sector experience with tour operators, airlines and suppliers of

ancillary services to the wider travel industry.

Rustom Tata, Chairman of DMH Stallard and Head of the Employment Team, said: "This is a significant appointment for DMH Stallard. Rebecca has an outstanding reputation for providing her clients with first class advice and service delivery. Together with her knowledge of the travel and aviation sector this will further strengthen our ability to provide responsive and commercially focused employment law advice."

Rebecca Thornley-Gibson said:

"It's very exciting to join DMH Stallard at a time when the firm is growing so quickly in London and across the south east. It is the ideal firm for my existing clients and I'm looking forward to working with a superb team of employment lawyers."

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

## Storm Sutton arrives in Handcross

Last month, the Storm12 team welcomed our newest recruit and Junior Designer, Emma-Jane Sutton. It's exciting to see our creative team grow and Emma-Jane is fitting in nicely.

Since graduating from the University of Loughborough with a degree in Graphic Communication and Illustration, Emma-Jane has been waiting to find a job that has both a wide variety of projects and clients and is close to home - she found it at Storm12! She has always been good at colouring in and decided to make a career out of it. Let's just say she has an excellent eye for detail, and quite simply loves to do what she does.

When she's out of the office, Emma-Jane is an avid gym goer, boxer and dancer. When she's

not doing that, she tends to binge watch TV (her favourites are crime dramas), loves to be out-and-about in her local area and listen to country music.



Paul Mellon, our Head of Creative said "it's great to have Emma-Jane on board and we're excited to see where the future of Storm12's team is heading."

For any of your design, web and video needs, give us a call on 01444 40 12 75, or email us at [hello@storm12.co.uk](mailto:hello@storm12.co.uk).

## asb law appoints new legal director in corporate finance



The highly reputable Corporate Finance team at asb law is delighted to announce the appointment of Mark Diamond as Legal Director.

Mark is a seasoned Corporate Finance lawyer with 9 years' experience. He joins from PDT Solicitors in Horsham where he was involved in a range of corporate transactions, most recently a private equity backed MBO of a

pioneering groundworks materials supplier and the disposal of a national, specialist provider of mobility products.

The asb Corporate Finance team has an excellent reputation in Sussex and Mark's knowledge and experience of the region and its companies, combined with his ability to build strong relationships, will help continue to strengthen asb's position as one of the top teams in the area.

Mark will work closely with Chris Dodd, Head of Corporate Finance to help drive business

in the already busy department. Talking about Mark's arrival, Chris Dodd said "We are excited to welcome Mark as we continue to grow our highly productive Corporate Finance team. Mark is a very experienced practitioner and a very welcome addition to the team".

Talking about his new role, Mark said "I'm really looking forward to working with Chris and the Corporate Finance team so we can build on what the firm has already achieved, forge new relationships and continue to innovate in the way we deliver legal services for our clients." [www.asb-law.com](http://www.asb-law.com)

## Wildwood PR Celebrates 25 years in Business



During 2019, Wildwood PR hit 25 years of being in business and earlier this month the team, now 20-strong, celebrated in style with clients, editors, supply chain and friends joining in the fun and festivities.

Tanya Houston, Managing Director and Founder of Wildwood PR commented 'We are all immensely proud to be celebrating such a marker. I certainly didn't set out for world domination back in May 1994 when Wildwood PR was born. I did, however, have a vision to create an agency focused on inspiring people to achieve great things, with a solutions-finding, can-do attitude, and in a friendly environment. I wanted to work hard, for a fair price, and to make sure

that clients and media alike appreciated working with us.'

Over the years, Wildwood has seen a fair few highs and one or two lows – but with a breadth of now 32 clients and 21 employees operating in a variety of national and international markets, Wildwood has been able to withstand the ebb and flow of economic downturns, the explosion of the digital media-scape and the changing needs of clients and media alike.

We see the secret to our business success as:

- Never forget where the money comes from: keep in mind clients' needs and work hard to deliver them.

- Be flexible: priorities change, life sometimes gets in the way, so just try and be as adaptable, friendly and flexible as possible – people genuinely appreciate understanding people to work with.
- Be open: an open attitude takes work, keep at it and welcome change.
- CLICHÉ ALERT – Work to live, don't live to work: If we have rewarding personal lives, our contribution to our work lives improves – have a good Work: Life balance – work at it, and it will deliver for you.

Visit [www.wildwoodpr.com](http://www.wildwoodpr.com)

## Airport Parking And Hotels (APH) Wins 'Best Park & Ride Operator' at First Independent Airport Parking Awards 2019

Airport Parking and Hotels (APH), the leading independent airport parking company in the UK, has increased its list of accolades after winning the 'Best Park & Ride Operator' Award for its new Gatwick operation at the first Independent Airport Parking Awards 2019.

The awards were hosted for the first time this year by the Independent Airport Parking Association (IAPA), the trade association representing the UK's leading park & ride and meet & greet operators, with the aim to recognise companies leading the way in setting high standards within the airport parking industry.

APH opened a new start-of-the-art car park at London Gatwick Airport this year which is located even closer to the airport therefore providing shorter journeys for customers and faster transfer times of just 10 – 12 minutes to both the South and North Terminals via APH shuttle buses. APH Gatwick on Crawley's Copthorne Road offers business and leisure travellers alike hassle-free airport parking and excellent customer service.

Nick Caunter, Managing Director of APH said, "We're honoured to win the IAPA Award 2019 for 'Best Park and Ride Operator' at our new Gatwick site. APH has always been focused on delivering a high

level of service to our customers and this award is testament to the hard work and dedication that has been continued by the APH staff at our new car park."

APH is a family owned company with over 39 years of experience in the airport parking business, operating its own car parks at Gatwick, Manchester and Birmingham Airports as well as offering airport parking options at all major airports and providing airport hotels, lounges and travel extras.

For further information on Airport Parking and Hotels (APH) visit [www.aph.com](http://www.aph.com) or call 01342 859515.

## Cottesmore Hotel, Golf & Country Club

Cottesmore Hotel, Golf & Country Club is bouncing back after suffering an extensive fire on 11th June 2018. The venue has been redesigned to enhance all aspects of the golf, health club, hotel, functions, conference and beauty salon facilities.

General Manager, Johnny Porter, says, "The fire was heart breaking for us as a family business, however, once the dust had settled (quite literally!) the opportunity presented itself to take Cottesmore forward with a modern rebuild and refurbishment and address the aspects that had not worked so well before. We have looked to add hotel rooms and a new restaurant, whilst also increasing the function room and conference space along with new golf changing rooms. "

"The health club has also increased in size and benefits from a dedicated fitness class and spin class studios. The new beauty salon is now also part of the main building meaning that no one will have to dash across the car park in their white robes again!"

"There has been a real excitement in the new venue so far with 24 weddings already booked for the second half of 2020 after we re-open fully. In the meantime, the golf course remains open for business and we will look to re-open sections of the main building as soon as the building contractors have finished. As such we expect to be able to open the health club facilities in April 2020. There has been a silver lining to these



dire circumstances, and we are very much looking forward to the future."

Cottesmore Hotel, Golf & Country Club  
[www.cottesmoregolf.co.uk](http://www.cottesmoregolf.co.uk)  
[info@cottesmoregolf.co.uk](mailto:info@cottesmoregolf.co.uk)  
 Tel: 01293 528256

## Avensys Commercial recognised in top industry awards

Avensys Ltd are proud to announce Avensys Commercial division has been shortlisted as finalist in the AV Awards 2019. The awards recognise Audio Visual projects from around the globe and is widely recognised as the most prestigious and well respected in the industry. The awards are seen as a benchmark for the highest possible professional standards and best practice, recognising the outstanding achievements of individuals, companies, projects and technology across the AV, events and production sectors.

The AV Awards received over 700 entries with the finalists shortlisted by rigorous judging process and independently by end-users of AV technology. Avensys Commercial are one of 10 Finalists in 'Corporate & Enterprise Project of the

year for their collaboration with Elekta in Crawley. The completed project has made a real difference to the client, bringing to life demonstrations and capabilities of their latest radiation therapy systems.

Avensys partnered with US company, Downstream to design and deliver a state of the art Executive Briefing Centre for Elekta, a global leader in the delivery of pioneering precision radiation medicine. By integrating the latest software and hardware solutions, the project enables Elekta to seamlessly deliver a successful customer experience.

Avensys successfully completed a technically complex project that included a 6m x 2m video wall, video conferencing, touch screen interactivity, Crestron control and bespoke software across 6 unique areas.



Head of Avensys Commercial, Andy Mussell said 'We're absolutely delighted to get industry recognition for the Elekta project. It was the most complex and technically challenging project we've ever undertaken as a business and we're very proud to be one of 10 finalists in our category"

The winners will be announced at a gala ceremony on October 11 held at Battersea Evolution in London.

## Highly successful gdb collaboration - #networkingworks

One of the benefits of networking is meeting suppliers who can help you. This is exactly how two members of gdb collaborated on a rebrand and website project.

### The Client

nTrust is an IT Support company based in Redhill. The business has evolved and grown significantly since 2002.

Russ McKenzie, Managing Director said, "Our recent recruitment and training strategy means we have more technicians with a wider skill set and deeper knowledge. We now provide IT support to larger organisations and extra resources

for IT Departments to help meet their IT project deadlines."

Whilst nTrust's values haven't changed, the website and branding were not a true reflection of the 150+ customers they support today.

### The Website

Working with the new brand guidelines the next step was to translate this into a new website.

Jovan Maric, Managing Director of Square Daisy and GDB Member, kicked off with a discovery workshop, drilling down to the types of customers nTrust wished to attract, the

range of IT services offered and the benefits of choosing nTrust as an IT Support partner.

"Jovan and his team have produced a fabulous website. It not only reflects nTrust but represents the companies we work with. It's visually pleasing and easy to navigate. The way it's been built gives us scope to grow and develop the website ourselves," said Russ.

You can take a look for yourself at [www.ntrustsystems.co.uk](http://www.ntrustsystems.co.uk).

Russ is keen to hear your feedback. You can email him at [r.mckenzie@ntrustsystems.co.uk](mailto:r.mckenzie@ntrustsystems.co.uk) or call him on 03331 50 60 70.

## Extech Cloud are regional winners at the 2019 Chamber Business Awards



Extech Cloud, an IT Support and Cloud technology company, with its headquarters based in Burgess Hill in Mid Sussex, has been crowned one of the winners in the Southern Region heats of the Chamber Business Awards 2019. Now in their 16th year, the Awards are a highlight of the business calendar, recognising the key role that local businesses play in driving the UK economy.

The Customer Commitment Award winner, Extech Cloud, will now go forward to represent the Southern Region in the national finals, which take place in London in November.

Francis Martin, President of the British Chambers of Commerce (BCC) said:

“Businesses are the backbone and driving force of the UK economy. Even in the face of uncertain times, they continue to show their resilience and strength – creating opportunities for employment, investment and growth.

“Our judges are always impressed by the high standard of submissions, and the calibre of entries this year was no different. The finalists in the Chamber Business Awards represent the best of this country’s entrepreneurial spirit, creativity and hard-work.

“The Chamber Business Awards are the perfect opportunity for us to celebrate our business communities’ achievements, to

take stock of the outstanding performances of UK businesses over the past year, and to encourage and inspire others to follow in their footsteps.”

Andrew Hookway, Managing Director at Extech Cloud, said:

“Extech Cloud are delighted to have won the award for Customer Commitment. Every single day we strive to provide the highest level of service to our clients, who rely on us to provide a solid operational platform so they can be successful in their businesses. Providing IT and Cloud services means we are business-critical, and we are humbled to win this award for excellent customer service.”

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

## Home Developer Wins 'Best Commercial Stand' at Liberal Democrat Conference



A South East home developer won the award for the best commercial stand at the Liberal Democratic Party in Bournemouth.

Sussex-based Thakeham Group designed an interactive stand to share building skills and encourage debate around key UK housing issues.

The stand experience featured a fun opportunity for delegates to challenge their construction skills by building a wall with real bricks and mortar. Liberal Democrat leader Jo Swinson took up the trowel and the footage was featured on National BBC News.

Thakeham Group managing director Rob Boughton said: “This was the first time we’ve

attended the Liberal Party conference. And we invited party members to share opinions and contribute to next year’s ‘What’s Next?’. We were at Bournemouth to listen. The insights we discovered will help to inspire our community of professionals and experts to build a better future for sustainable placemaking in the UK.

“There were many important issues to discuss at the political conference. But the Thakeham stand became the go-to place for creative and open debate about the housing challenges we all face.”

The Thakeham stand focused on the housing issues detailed in the Liberal Democrat Manifesto. Interactive touch screen

surveys and face-to-face dialogue made it as easy as possible for delegates to share opinions. Their insights will be shared with the five inspirational speakers who have been challenged to share fresh ideas and transform the future of housing at next year’s ‘What’s Next’ summit.

The Thakeham Group focused on an infrastructure-led approach to improving communities throughout the South East and beyond. Whether delivering private residential or quality affordable homes, Thakeham’s place making legacy includes improved roads, community facilities and schools.

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



### gdb welcomes New Members

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

#### Action Workspace

<https://www.actionworkspace.co.uk/>  
01444 231333  
Office Services

#### AV8 GB Ltd

<http://www.av8.events/>  
01737 768478  
Hotels / Venues / Events

#### Business Doctors

[www.businessdoctors.co.uk](http://www.businessdoctors.co.uk)  
07889 269573  
Business Consultants

#### Chichester Diocesan Association for Family Support Work

<https://www.familysupportwork.org/>  
01273832963  
Charity

#### COGO Travel

<https://cogotravel.co.uk/>  
01273 020528  
Logistics / Travel Services

#### JCP Consultancy & Talent Search Limited

<https://jcpconsultancytalentsearch.co.uk/>  
07541 992364  
Recruitment / HR

#### Lingfield Park Resort

<https://www.lingfieldpark.co.uk/>  
01342 834800  
Hotels / Venues / Events

#### Palmer Biggs IP, Solicitors

<https://www.pbip.com/>  
01403 211211  
Legal Services

#### Steve Richards HR

<http://steverichardshr.com/>  
074287 26450  
Recruitment / HR

#### Test Efficiency Limited

<http://www.testefficiency.co.uk/>  
07493 111749  
IT Services / IT Support

#### The Mary How Trust for Cancer Prevention

[www.maryhowtrust.org](http://www.maryhowtrust.org)  
01798 877640  
Charity

#### The Network Exposure Group

<http://thenetworkexposuregroup.co.uk/>  
01273 658007  
Business Consultants

#### The Safety Management Bureau Ltd

<http://www.thesafetymb.com/>  
01342 841872  
Business Consultants

#### Twin Group

<https://www.twinuk.com/>  
0208 269 2910  
Training / Education

#### Utility Warehouse

[www.sarahriley.uwclub.net/sarahriley.htm](http://www.sarahriley.uwclub.net/sarahriley.htm)  
07703 162722  
Utilities

#### 4x4 Vehicle Hire West Sussex Ltd

[4x4vehiclehire.co.uk/4x4-hire-gatwick-airport/](http://4x4vehiclehire.co.uk/4x4-hire-gatwick-airport/)  
01444 401050  
Motoring / Vehicles

### 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.

## Referral thanks

- Christine Lyle from NatWest for JCP Consultancy & Talent Search Limited
- Mary Wood from The Detective Project Mid Downs for Utility Warehouse
- Terry Porter from MHA Carpenter Box for Chichester Diocesan for Family Support Work
- Jacqui Dixon from Stanhill Court for AV8 GB Ltd
- Sarah Riley from Utility Warehouse for The Mary How Trust for Cancer Prevention

## Previous Meetings & Events:

The past two month's meetings were:

### September:

**gdb Light Lunch & Tour at South Lodge Hotel**  
<http://www.exclusivehotels.co.uk>

**gdb Bank of England Business Briefing at Grant Thornton**  
<https://www.grantthornton.co.uk/>

**gdb "What's the Point???"**  
<http://www.basepoint.co.uk>

**gdb Networking at Ease hosted by Sofitel Hotel Gatwick**  
<http://www.sofitel.com>

**gdb September's Educational Seminar & Members Meeting at Hartsfield Manor**  
[www.manorcollection.co.uk](http://www.manorcollection.co.uk)

### October:

**The Gatwick Diamond Business Awards 2020 Launch hosted by Copthorne Hotel**  
<http://www.millenniumhotels.com>

**gdb Pastries & Networking at The Hawth**  
<http://www.hawth.co.uk>

**gdb Express Lunch at Courtyard by Marriott Hotel – London Gatwick Airport**  
<http://www.courtyardgatwickairport.co.uk>

**gdb Octobers Educational Seminar and Members Meeting at the Ardingly College**  
<http://www.ardingly.com/venuehire>

**gdb Stadium Tour & Lunch hosted by Sodexo Prestige and Brighton & Hove Albion FC**  
<http://www.eventsatbhafc.co.uk>  
[www.brightonandhovealbion.com](http://www.brightonandhovealbion.com)

**gdb Open Innovation Workshop by Green Growth Platform hosted by Arora Hotel Gatwick**  
<http://www.arorahotels.com>

## Forthcoming events

1st November 2019

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

Hosted by Roffey Park

gdb Members/ Roffey Park Invitees: £35 plus VAT

Standard Ticket Price: £55 plus VAT

8am-12.30pm

8am - Registration and Breakfast.

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

9:30am - Four practical breakout sessions

12:30pm - Finish

5th November 2019

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

Hosted by Reigate and Banstead Borough Council

9.30am-11am

Free for Members and Non - Members

6th November 2019

### gdb Wine Tasting & Tour

Hosted by Denbies Wine Estate

2pm- 4pm

£25+VAT for gdb members

£35+VAT for non-members

11th November 2019

### The Gatwick Diamond Business and HSBC Breakfast & Networking

Hosted by Holiday Inn London Gatwick

8:30am - 10am

Free for new members only

15th November 2019

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

Hosted by Harwoods Jaguar

9.30am-11am

Free for Members and Non - Members

21st November 2019

### Networking at Ease

Hosted by Hartsfield Manor

12pm - 2.30pm

£35+VAT for gdb members

£45+VAT for non-members

29th November 2019

### November Member's Meeting

Hosted by Stanhill Court

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

5th December 2019

### Salary Survey Launch with Hays & gdb

Hosted by East Surrey College

Free for members only

9am-Registration & Breakfast

9.30am-Main Presentation

11am-Close

17th December 2019

### gdb Christmas Lunch

Hosted by Copthorne Hotel London Gatwick

12pm - 2.30pm

£37.50+VAT for members

£47.50+VAT for non-members

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## Seminars

Friday 29th November

### Brexit - What on earth is going on?

**Presenter:**

**Adam Jackson, Head of Public Affairs, Policy and Insight, Grant Thornton UK LLP**

Brexit - What on earth is going on?

With so much uncertainty ahead it is impossible to predict where we will be at the end of November. In the EU? Out on No Deal? In the middle of a General Election?

To make sense of it all Adam Jackson will lead a session to answer the key questions:

What on earth is going on? - bringing you up to speed on the latest developments

What might happen next? - offering our predictions and thoughts on the days, weeks and possibly months ahead.

What does this mean for your business?

Venue: Stanhill Court Hotel, Charlwood, Horley, RH6 0EP

Date: Friday 29th November 2019

Time: 11am - 12pm (prior to the Members Meeting)

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

### Get in Touch

t: 01293 440088

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

Gatwick Diamond Business

14 Basepoint, Metcalf Way

Crawley RH11 7XX

**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)

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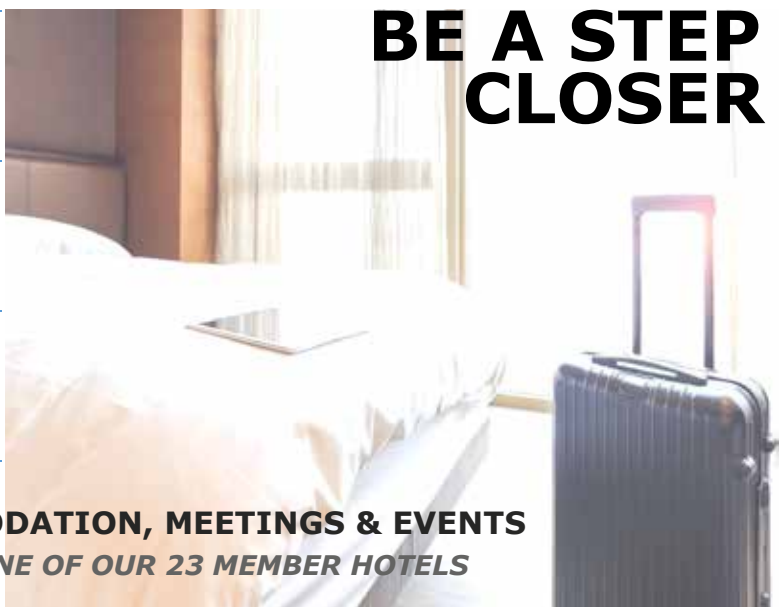
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<b>Copthorne Hotel Effingham Gatwick</b>  <a href="http://millenniumhotels.com/en/gatwick">millenniumhotels.com/en/gatwick</a>	<b>Copthorne Hotel London Gatwick</b>  <a href="http://millenniumhotels.com/en/gatwick">millenniumhotels.com/en/gatwick</a>	<b>Courtyard by Marriott London Gatwick</b>  <a href="http://marriott.com/lgwcy">marriott.com/lgwcy</a>	<b>Crowne Plaza London Gatwick</b>  <a href="http://cpgatwick.com">cpgatwick.com</a>
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