



# the Source

Sep/Oct 2018 #GettingBusinessDone

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**Meet** the Buyers

## WHAT'S NEW?

### Anya Says...

I hope you have enjoyed the summer, with good weather & great business opportunities.

At the July Members' Meeting we said goodbye to Jeremy. After 14 years, it was fitting that we sent him off with a memorable last day, starting with the trip down to Brighton in a 1960s VW Camper Van, one of Jeremy's personal favourites.

In addition to the standard meeting items, such as new members' 30 second intros & updates from the region, Jeremy was able to reflect on the changes in gdb during his time. We looked at how gdb had grown, with more events & business interactions; income is up by 250% & members by 200%.

After some very visual ideas of #JobsForJeremy, we presented his gift plus his very own Gatwick Diamond Business Awards trophy... a proud addition to the mantelpiece!

And so, to new beginnings... I have taken the post of Interim Chief Executive, to keep things ticking along, engage with key stakeholders & ensure a smooth transition for when the new CE is in post.

It's a pleasure to work with the gdb team, which indeed is growing. I am delighted

to welcome Durain Hussain, our new Apprentice. Please do look out for Durain at gdb events & say hello.

Moving into the autumn, we are thinking ahead to a variety of gdb activities.

In October we launch the prestigious Gatwick Diamond Business Awards. Why not start thinking now about your entry? It's a great way to elevate your business across the region. Do also come to our How to Win workshops for top tips to hear about past winners.

Have you signed up to Gatwick Diamond Meet the Buyers yet? This connects buyers with suppliers to specifically address their procurement needs. Register now for the event on 21st November, plus the supporting seminars.

We're also looking ahead to January's Speakers Conference, an exciting & challenging event at the beautiful South Lodge Hotel.

So many opportunities for members to meet, learn, procure & develop great opportunities.

As Jeremy would say, I look forward to working with you.



**Anya Ledwith**  
Interim Chief Executive

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

## Referral League Table 2018

Take a look below to see the Top-Ranking referrals (currently!) for 2018. A BIG Thank You to all the Members below who recommended gdb to their business contacts. Top Ranking for number joined:

Referral	Referred	Joined
Nicola Blake of Creative Funding Solutions	3	2
Stefan Buss of Storm12 Ltd	5	1
Jaffer Lokhandvala of E-mpower IT	2	1
Nick Broom of PVL	2	1
Carolyn Burchell of Composure Accounting & Taxation Limited	1	1
Henry Laker of Growth by Design Ltd	1	1
Jane Middlemiss of ILG	1	1
Lesley Alcock of Platinum Business Magazine	1	1
Nick Charvias of Driver Hire Gatwick	1	1
Paul Matthews of Shopper Anonymous	1	1
Paul Roe of Kreston Reeves LLP	1	1
Paul Samrah of Kingston Smith LLP	1	1
Simon Bland of Reigate and Banstead Borough Council	1	1
Tim Fifield of BritWeb Limited	1	1
Tom Crellin of Tom Crellin Consultant	1	1

If you enjoy your gdb membership and being part of our business community, would you be happy to tell your clients and business contacts about us? For more details on the benefits you can gain through our referral scheme, please email [mandi@gatwickdiamondbusiness.com](mailto:mandi@gatwickdiamondbusiness.com) or call the gdb office on 01293 440088.



**21st November 2018**  
THE ARORA HOTEL, CRAWLEY

## Don't just Meet the Buyers get yourself connected

The Gatwick Diamond Meet the Buyers Programme brings together Buyers and Suppliers to help each other grow their businesses.

**For Buyers**, you will have the opportunity to meet new Suppliers of the products and services you need as well as explore ways to solve your procurement issues.

**For Suppliers**, you will be able to access the kind of businesses you simply cannot reach elsewhere, with face to face meetings with their procurement professionals.

From June 2018, there will be a programme of free Seminars to help you understand how to engage with Public Sector and large businesses that are seeking new suppliers as well as improve your general sales processes.

**t: 01293 813889    e: [info@gatwickdiamondmeetthebuyers.com](mailto:info@gatwickdiamondmeetthebuyers.com)**

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

 [@GDMeettheBuyers](https://twitter.com/GDMeettheBuyers)

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## Eagle & Beagle and Egg Media video workshop

Recently, Eagle & Beagle Video and Egg Media received an email from the gdb team, asking if we could help them with video content. What followed from there is a happy story indeed.

We noticed that the email was also addressed to Jonty Egginton of Egg Media. As a business that appreciates collaboration (and the benefits this can bring to us and our clients), we thought this was an interesting, innovative and exciting approach.

Eagle & Beagle Video met with Egg Media and discussed how we could best help gdb achieve their objectives with the budget available. It was agreed that providing training would enable our prospective client with the skills to produce their own video content. The idea being that our two production companies would collaborate and combine strengths. Our offering was to provide a practical workshop to plan, film, edit and deliver a video content strategy. Among the benefits of this offering being the ability for the gdb team to provide consistently high quality videos, designed for maximum engagement with the current and future gdb membership.

We are pleased to report that Bryony and Shelby were both excellent students. Keen to learn and then get going with producing their own videos. They have already supplied a video for us to critique and they are naturals at producing video content!

After the success of our first collaboration together, Eagle & Beagle Video and Egg Media thought about what we could do next. So we decided to set up The Video Content Creators, designed specifically for businesses to create their own video content. For more details, please do visit [www.thevideocontentcreators.co.uk](http://www.thevideocontentcreators.co.uk)

This story really proves that networking works. Not just as a way to generate business, but also to identify quality businesses to collaborate with. Thank you gdb for the opportunity.

[www.eggmediauk.co.uk](http://www.eggmediauk.co.uk)  
[www.eagleandbeagle.co.uk](http://www.eagleandbeagle.co.uk)



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

Follow **@gdbevents**  
 for the best networking  
 in the diamond

## Working together for a great cause



Two gdb members – Chailey Heritage Foundation and Borde Hill Garden - joined forces earlier this summer to host the charity's first 10k run to raise funds for children and young people with complex disabilities.

Almost 600 people took part either in the children's mini mile, 5k or 10k that covered a course in the parkland at Borde Hill in Haywards Heath. Taking place on Sunday 3rd June, the run was kindly sponsored by Sussex based communications service provider, Focus Group.

Sally-Anne Murray, Development Director from Chailey Heritage Foundation said: "We're thrilled so many people joined us for the Focus 10K. Borde Hill is such a



wonderful venue and we cannot wait to return in 2019."

Karen Manton-Cook, Executive Manager from Borde Hill Garden said: "Borde Hill was delighted to collaborate with Chailey Heritage Foundation to support their inaugural 10k fundraising event. To see almost 600 people running in the parkland to raise funds for this local charity was a sight to behold. We very much look forward to working with CHF again for their 2019 event.

Chailey Heritage Foundation organised the event to raise money for its £3.1m appeal to build the D.R.E.A.M (dynamic, real, experiential, amazing, magical) Centre; a modern, purpose-built space, large



enough for children and young people with complex disabilities to participate in arts and physical activities. It will be jam packed with sporting and physical activities that all young people will enjoy.

The Focus 10k returns to Borde Hill Garden on 2nd June 2019. Would you like to know more about supporting it? You could:

- Donate branded products to runner goody bags
- Enter a corporate team
- Sponsor an area of our race village

To discuss any of the above opportunities, email [jdurdle@chf.org.uk](mailto:jdurdle@chf.org.uk) or call Jenna Durdle on 01825 724444.



## Bluedotaug immersed in engagements!

After announcing our launch in the last issue of the Source, we've been out and about talking about what we're building, and we're thrilled with the reception we've had, especially from gdb members! You've really embraced us with invitations to meet and we have a number of collaboration plans lined up, some of which it's too early to talk about publicly.

Instead we bring news of all the engagements we have in our diary, with thanks to our fellow members who have enabled and encouraged us, we are truly humbled!

On the 29th August Ashdown Park Hotel hosted an event for IEMA members, with our Augmented Reality Nature Trail. A fantastic venue with a wealth of wildlife, it's a wonderful opportunity for us to support the Hotel with a new type of event for them, whilst showcasing one of our products, a direct result of our gdb networking!

On September 26th we're hosting a seminar at the Institute of Directors, for their Advance members. Called 'Immersive Technology –

Debunking the myths' it's a theme we are developing as an online course too. Then on the 27th September we're supporting Sonny Cutting at the NetXP Mid Sussex Expo, at the South of England Showground in Ardingly.

And on October 17th we'll be demonstrating our technology at an event called 'Sustainable Business – Practical ways to save money', at Butlins, thanks to an introduction by our very own Anya Ledwith.

These are hot off the heels of events at Ormiston Six Valleys Academy, Chichester University, Level 39 in Canary Wharf, and a quick 'hello' at the GD Meet the Buyers seminar, great opportunities to develop materials to share.

Thank you all!

Catch Sandra or Sean at a gdb event soon, follow #WhatAreTheyUpToNow on @Bluedotaug on Twitter or visit [www.bluedotaug.com](http://www.bluedotaug.com)

## Why does your company need Facilities Management?

Business owners can often be averse to what they perceive as unnecessary outlay, especially in periods of growth when the costs of staff, buildings and HR are ever increasing. In fact, this is when it becomes more and more important to centralise the management of such things, which allows you to concentrate on what your business does best.

Not only can your business benefit from a concentrated focus, good quality FM allows your business to become a lot more efficient - increasing cost effective working processes within the business along with prolonged lifespans of assets. Another major positive of FM is it maintains complete compliancy with the buildings, people, assets and much more. This is managed by professionals who are in the know and who are up to date with industry legislation.

For facilities management to be implemented successfully, there is a requirement for large amounts of information including compliancy and asset maintenance logs. Every process needs to be recorded and maintained to enable systems to be put in place. These systems are crucial for the business to co-ordinate people, adhere to health and safety responsibilities and react to situations that may arise in a competent manner.

One of the overriding benefits of facilities management is that you are able to create a package that is tailored completely to your business. You can choose the relevant modules which pertain to your business' needs and it can be scalable to long-term business growth.

As your business grows, your office size increases, as does your workforce which results in facilities management becoming absolutely imperative.

[www.ro-tel.co.uk](http://www.ro-tel.co.uk)

## Ambra recommends – 3 business books for ambitious professionals

If you want to be intellectually stimulated, apply new expertise and insights to your career, and generally mould yourself into a better-rounded business professional, here are Ambra's top Business Book recommendations.

### Ogilvy on Advertising; David Ogilvy (1983)

David Ogilvy, the 'father of advertising' and arguably the inspiration behind Don Draper's character in Mad Men, remains influential to this day with his simple, brilliant and timeless ideas. In 'On Advertising', which draws on examples from his own iconic campaigns, he berates 'creative' ads that ignore the wants and needs of the consumer, and urges marketers to and use concise, informative language to get your message across. Although it does come across as egotistical at times and displays the chauvinism of its time, On Advertising is still a great manual for how to master the fundamentals of advertising: influencing consumers to buy your product. Also see 'Ogilvy on Advertising in the Digital Age,' by Miles Young, published in 2017, which applies Ogilvy's ideas into advertising today.

### Freakonomics (Steven D. Levitt and Stephen J. Dubner, 2005)

Ever wondered what baby names are the

best predictor of success in life? This curious question, and more are addressed by widely acclaimed economist Steven Levitt, who with the help of journalist Stephen Dubner, brings economics and statistics to life in this fast-paced, witty and readable book. Covering key economic concepts like information asymmetry, correlation vs. causation, and incentives using colourful examples drawn from his research, Levitt proves that economics is everywhere – and that it can be fun, too.

### Good to Great; Jim Collins (2001)

Why do some companies in the same industry skyrocket to success, while others stagnate and fail? In this management classic, Jim Collins outlines the findings from his 5-year research project that meticulously analysed the strategy of high performing companies, trying to find an evidence-based theory for corporate success to replace the unsubstantiated myths followed by many CEOs. A thought-provoking read for any budding entrepreneurs, or anyone interested in business strategy.

Explore the job market with Ambra Recruitment on 01737 788 851 or drop us a line at [info@ambra-recruitment.co.uk](mailto:info@ambra-recruitment.co.uk) to discuss new opportunities.

## Working Smarter: SaaS Productivity Changing the Game

Recent research reveals what most SMEs already know...time spent on technology issues could be a major contributor to the UK's productivity gap. As the great game-changer, technology has enabled, multiple systems, spreadsheets and apps, that are now suffocating efficiency, with two-thirds of workers spending up to 45 minutes a day helping colleagues with IT issues. It's time to work smarter.

Just as the law hasn't kept pace with technology, social media and privacy; businesses are still limited by templated, generalist software that doesn't reflect the way they work. SaaS and the Cloud now means that SMEs can benefit from, end-to-end, tailored-to-fit software that is cost-effective and fast to implement, overcoming common issues like:

1. The Spreadsheet Life Jacket – does your business have more spreadsheets than life jackets on a boat trip at Niagra Falls? Spreadsheets multiply across the business as the only way information can be extracted, analysed and imported across system gaps but are prone to error, multiple versions, double-keying and more. To solve



the problem, managers attempt to patch the gaps between systems with...

2. App Proliferation – yet more software that links across systems, if you're lucky. Vital data and information is spread your across even more solutions, raising security risks, leading to...
3. Growing Costs & Time Loss – juggling more systems, more subscriptions and increasing time spent on solving reporting key metrics and running the business late into the night.

What would it mean to SMEs to overcome the technology overload? Simpler, scalable, streamlined systems that cost less and do more... now that's an idea that could make small businesses more productive. Wouldn't that be smart?  
[www.goworkhorse.com](http://www.goworkhorse.com)

## Bhavna's Buzz: Latest News in Employment & HR



Bhavna Patel of PDT Solicitors brings you up to speed with a key decision regarding "sleep in" shifts and a round-up of useful employer resources.

### Can sleeping on the job be paid?

In *Royal Mencap Society v Tomlinson-Blake*, *Shannon v Rampersad* (t/a Clifton House Residential Home) the Court of Appeal held that workers on sleep-in shifts were only entitled to National Minimum Wage in respect of hours for which they were required to be awake for the purposes of working, not for the whole shift.

### Key facts

The cases concerned two care workers who were contractually obliged to spend the night at, or near, their workplaces. They were expected to sleep for most of the period but could be woken if their assistance was required. The care workers were paid a fixed sum for the sleepover shift. Mrs Tomlinson-Blake was paid additional sums if called on during the night for more than an hour. Mr Shannon received free accommodation all year round in addition to the fixed sum.

### Our view

We appreciate that many employers will welcome the news but do take advice before

acting, or not, as a further appeal to the Supreme Court is possible.

Also, whilst the judgment provides some clarity on workers who sleep at a residential care home or similar place of work while "on call" for emergencies but are merely available for work until actually called upon, it does not resolve the issue for other types of workers. In particular, in *British Nursing Association v Inland Revenue* (National Minimum Wage Compliance Team), the sleep time was not considered by the CA to be incompatible with work as the telephone service provided at night was identical to that provided during day time.

### Useful resources

- Acas and HSE: hot weather tips and temperature guidance, may still be of relevance!
- Public Health England and Business in the Community:  
Drugs, Alcohol & Tobacco – a toolkit for employers, Domestic Abuse toolkit

We have created an Employment Data Privacy compliance toolkit for GDPR as well as for the Data Protection Act 2018. Further details are available on our website.

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

## Top tips to Prevent Back Pain at Work

Back pain is the largest cause of work-related absence in the UK leading to five million days off sick a year. Helen Buckland, Physiotherapy Manager at Spire Gatwick Park Hospital, has some top tips on how to prevent it and when to seek help.

### Preventative steps:

There is plenty you can do at work and at home to avoid getting back pain in the first place.

- Get up from your desk or change position regularly throughout the day.
- Do a self-check to ensure you maintain good posture in sitting and standing.
- Drink plenty of water to hydrate the intervertebral discs.
- Exercise regularly to strengthen back muscles.
- Ensure correct footwear – high heels alter your posture putting more strain on your lower back.
- Swap a heavy shoulder bag for a rucksack.

### How to ease back pain:

Firstly, keep a positive attitude as this is important to cope with the problem. Analgesic and anti-inflammatory medication is the first line of treatment and should be discussed with your GP or a pharmacist. At

night, try a pillow between the knees (when on your side), or several pillows under the knees (when on your back). A cold pack or heat to the localised area can often help too.



Physiotherapists can advise on strengthening and stretching exercises to build the spine's support structure.

### Seek professional help if you have:

- constant pain in the back, legs or feet
- constant pins and needles in both feet or any weakness in the legs or feet
- numbness in the bottom
- night pain that wakes you or is affecting your sleep
- a history of cancer/other serious illness
- any changes in your bladder or bowel.

To learn more please visit [www.spirehealthcare.com](http://www.spirehealthcare.com)

## How to Get Realistic... About Time!

Consider the past month. Some of your time will have been spent doing things you planned to do (known as Proactive tasks). The rest of your time will be spent doing things that 'crop up' (known as Reactive or Responsive tasks). The things that you couldn't plan for might be highly productive (e.g. a new business enquiry) or distracting (e.g. a sales call or a colleague talking about last night's TV).

Now... what percentage of your time was actually spent on planned tasks... and hence what percentage was spent on the things you couldn't plan for (no matter how important they might have been)? I call this percentage split the RE%PRO.

As soon as you identify your typical RE%PRO, you can be more realistic about how long planned tasks will really take. For example, if your split is approximately 50/50, you need to allow 2 hours in the diary/calendar for a 1-hour task.

Here's a chart to give you an idea of how long tasks will really take you:

Reactive %	Proactive %	1 Hours planned work will take...
0%	100%	1 Hour
10%	90%	1 Hour 7 Mins
20%	80%	1 Hour 15 Mins
25%	75%	1 Hour 20 Mins
30%	70%	1 Hour 26 Mins
40%	60%	1 Hour 40 Mins
50%	50%	2 Hours
60%	40%	2 Hours 30 Mins
70%	30%	3 Hours 20 Mins
75%	25%	4 Hours
80%	20%	5 Hours
90%	10%	10 Hours

Obviously, you can get more planned work done by taking yourself away from the reactive environment (or removing reactive events e.g. switching off your emails/mobile phone) for a while. However, if you are 'open for business', expect planned work to take longer and with RE%PRO, you can be a little more scientific as to how much longer!

Joe Cheal, Imaginarium Learning & Development, is author of "Who Stole My Pie? (How to Manage Priorities, Boundaries and Expectations)"

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

## Breaking new markets in a post Brexit Britain

At the first of eight seminars supporting the Gatwick Diamond Meet the Buyers programme, Nick Broom of PVL spoke about Breaking new markets in a post Brexit Britain. Here is a snapshot of what was covered.

### Q. What were your reasons for deciding to export to countries outside the EU?

A desire for continued growth. We have grown to a substantial market share (over 50%) in our core product are of reflective livery for emergency service vehicles. I felt that we needed to diversify and find other ways to grow the company. Having identified that the UK leads the world in vehicle safety markings, research and legislation, I decided we should approach new markets for our existing products and market leading expertise.

### Q. What challenges did you have when you started to export to The Middle East?

We had to modify our products to suit the market requirements. (They didn't even have what we sold, so we were educating and developing a new market). There were hurdles understanding shipping and taxation rules, as well as the (significant) oil price fluctuations that affected policies and budgets and my network of contacts.

Communications are very different – people didn't seem to plan ahead more than a few days and most communications are on Whatsapp or Email. I often need to be in country at short notice; I reckon that I flew 30 trips in the first 2 years!

### Q. How important do you think "Brand Britain" is; does this help when exporting your products?

In many countries the UK are seen as thought leaders and experts. On my visits

to the Middle East countries I was well received everywhere. Recent Barclays Corporate Banking research indicates 39% of international customers are more inclined to buy a product displaying the Union Jack. The British people, culture and our products and expertise are generally held in high regard.

### Q. Any top tips for exporting?

- Do your research – is there a need and do you REALLY need / want to export?
- Visit the countries, see the actual potential clients
- Establish a key point of difference / usp!
- Write a plan, stick to the plan!
- Set clear goals / success measures
- Relationships matter (for us) in all regions
- Do your homework on how you will get your goods / service into region
- Be prepared for lots of cultural challenges

## Attracting the Right People



Recruiting staff with in demand skill sets such as digital and customer insight roles is difficult. The process is even more challenging if your business is perceived as less

than sexy but there are ways to lure the right talent, no matter what your sector as Nici Jupp, Managing Director at Talent Gateway, highlights.

Polyco Healthline is a leader in its field of safety and healthcare products with a £160m a year turnover and 250 employees. Growing digitisation and the impact of how customers buy prompted a need for four new roles with digital skills including e-commerce and customer

experience. Polyco Healthline director Lesley Lindberg tasked Talent Gateway with filling the posts which led to the successful recruitment of four individuals: 'The challenge was finding the skill set and attracting them to our business to business market, which is not always seen to be as sexy as consumer facing businesses.'

'The secret to finding the right people is to identify what aspirations the role and the business can meet. It's important to understand not simply a candidate's skills and experience but also their personal journey: where they are in their career and what motivates them' says Jupp. 'There are going to be skills you can't compromise on, but be open about the kinds

of people you're looking for and their career backgrounds. A candidate's potential, what they can achieve, is more important than absolute adherence to a job specification.'

Cultural fit is also important. Lindberg agrees: 'It's easy to find the right skill set but we needed someone who would fit in our specific context,' she says. 'Talent Gateway found people who fit. They believe cultural fit is as important as skills fit and I subscribe to that too.'

For executive search and recruitment services contact Talent Gateway on 0203 034 0420.

[www.talentgateway.net](http://www.talentgateway.net)

## Flexible working rights for employers

If an employee asks to work flexibly and it's a new arena for your business, what do you need to do?

Flexible and part-time recruitment agency Ten2Two looks at how you can approach flexible working requests...

### Who can ask to work flexibly?

Almost all employees with at least 26 weeks' service have the right to request flexible working but only once a year. This includes both part-time and full-time employees.

The employee must apply in writing. Their application must include details of the change they are asking for, how they think it will affect the business and how the business could

handle it. They need to set out the date and when they want it to start.

### What do you need to do as an employer?

You must consider the request in a 'reasonable manner'. You should arrange to discuss the request with the employee as soon as possible. Think about the benefits of the proposed changes and any adverse impact it could have on the business.

If you're not sure whether it's the right thing for the business, suggest changes on a trial basis and outline dates so everyone is clear.

### What if you want to say no?

You can refuse an application to work flexibly,

but only if there is a clear business reason. You need to decide within three months.

If you agree, you need to amend the employee's contract of employment. It could affect their pay and holiday entitlement.

Emma Cleary, Director at Ten2Two says, "Many employers are recognising that flexibility is necessary for attracting and retaining talent. Employees will view you as a forward-thinking business and it can seriously boost workplace engagement."

If you'd like to find flexible workers for your business, talk to flexible recruitment agency Ten2Two. Contact Emma at [Emma@Ten2Two.org](mailto:Emma@Ten2Two.org) or call 01273 842288.





## Introducing the Surrey Conference Centre

The team at Hartsfield Manor in Betchworth are excited to announce the launch of The Surrey Conference Centre, an exciting new venue in the heart of The Surrey Hills. The Surrey Conference Centre offers businesses superb conference facilities in a rural location which are easily accessible from the M25 and Gatwick Airport. On the site of a beautiful Victorian manor house in between the market towns of Reigate and Dorking, The Surrey Conference Centre is home to 17 meeting rooms. Ranging from smaller rooms seating up to 6 people and ideal for interviews and smaller meetings, to the large Hartsfield Hall which holds up to 120 for a conference. The venue is unique in that it offers fully equipped high specification meeting spaces and a break out coffee point area, yet is still in close proximity of the manor house with its attractive surroundings and traditional hotel facilities; including a gym, extensive grounds, restaurant and bar.

With 50 tastefully decorated bedrooms, The Surrey Conference Centre is the ideal venue for businesses from the local area and those from further afield to host meetings, team away days or overnight conferences.

Giles Thomas, the Group General Manager at Hartsfield Manor said "We are very excited with the development of the site in this way and The Surrey Conference Centre is a great example of how we can evolve Hartsfield Manor into a multi-purpose flexible venue".

To find out further information and to make a booking visit [www.surreyconferencecentre.co.uk](http://www.surreyconferencecentre.co.uk) or call 01737 845333.

Giles Thomas, Group GM at CQK Hotels, [gt@cqkhotels.co.uk](mailto:gt@cqkhotels.co.uk) 07712 335716

Joelle Cullender, PR contact at CQK Hotels, [jc@cqkhotels.co.uk](mailto:jc@cqkhotels.co.uk) 07789 551041

## Sussex Property Professionals Dive Deep into Port's Plans

Property professionals from across Sussex took to the water to hear about future plans for Shoreham Port, a thriving commercial Trust Port on the South Coast which manages the movement of 900 ships and 2 million tonnes of cargo every year.

Tim Hague, Director of Property & Development at Shoreham Port, led a water-borne tour of the port for members of the Sussex Property Alliance (SPA), with a particular focus on estate management, development opportunities and the increasing investment in renewable energy generation.

Central to future plans is the release of land for development at the Western Arm, which

will support the expansion of commercial shipping activities on the Eastern Arm and Canal through better use of vacant and underused sites.

"The aim is to increase capacity to achieve 25% growth in trade over the next few years through investment in new port facilities, such as increased warehousing and in terminals," said Mr Hague.

Shoreham Port is currently home to 150 companies, generating £4m property income annually, with the huge demand for space resulting in 100% occupancy for the last eight years.

Robert Dowling, Partner at chartered

accountants MHA Carpenter Box, which supports the SPA jointly with Bennett Griffin solicitors and Michael Jones commercial real estate agents, said: "Shoreham Port is vital to the fabric of the South East economy, particularly for the construction industry given the volume of timber, steel and aggregates that it handles. It has ambitious plans for the future that will not only increase growth in trade but also contribute to wider economic development and improved community facilities."

The Sussex Property Alliance provides a forum where property professionals get together, exchange ideas, and build relationships.

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

## Nettl celebrates expansion with £50,000 giveaway

Building on previous successes, gdb member, Printing.com, has recently broadened their appeal to incorporate West Sussex's first Nettle Web Studio. The move is client-driven, proactively anticipating the global shift in customer needs from traditional printed marketing literature to a distinctly more 'digital' approach.

"We've been producing websites and digital marketing for our clients for years under the printing.com brand, alongside our competitive range of print products," said the Nettle of Crawley Studio Manager, Jim Bolt, "but this new brand, and the technological developments it brings, accurately reflects

what our design work is all about; a bespoke, innovative approach that meets our clients' needs perfectly. We are still providing the same high-quality print media, but complementing it with up-to-the-minute, responsive digital products, including websites."

To celebrate this exciting launch, Nettle will be awarding £50,000 worth of website development grants to small businesses in the Gatwick Diamond area.

"Championing small businesses is at the heart of Nettle's ethos," said Peter Gunning, CEO of Nettle. "To show our support for SMEs, we're offering local businesses, who sign up for a



no-obligation consultation, a grant of up to £500 towards the cost of their new website."

To find out more about the rebrand, or the website development grants, contact Jim Bolt on [crawley@nettl.com](mailto:crawley@nettl.com)

## Uncover the talented, driven, and skilled

Attracting and retaining the best talent is essential for SMEs to reach their full potential. Through the Santander SME Internship Programme, we help SMEs to find an intern who has the skills to meet the needs of their business; and Interns to find an SME to help them develop their skills at the beginning of their careers.

### What's in it for you?

- Students often bring new ideas and fresh concepts that can revolutionise the way the business see their activity, and this could open the door for further expansion.
- This is a great opportunity for a company

to tap into the enthusiasm of students, who can provide a valuable resource for the progress of the business.

- Santander cover the full cost for placements of 2 weeks or less, or half the cost for placements over 2 weeks (up to £1,500)

Case Study - Lick Frozen Yoghurt Internship - Mary Martin from Brighton University joined the Lick Frozen Yoghurt team as an intern where she undertook the role of Arts & PR Manager. During this period she used her camera and video-making skills to create animations, helping to give the business a fresh new look.



Both University of Surrey and University of Sussex are part of the scheme.

For more information see <https://talent.santander.co.uk/> or contact your local Santander Business contact; Craig Carter 07703 376186 / [craig.carter@santander.co.uk](mailto:craig.carter@santander.co.uk)

## British Airways Launches Flights to Cosmopolitan Cologne

It may be the end of summer but Christmas markets and pints of Kölsch are on the horizon as British Airways launches a brand-new route to the German city of Cologne.

BA has recently announced it will be adding a new four-per-week service from Gatwick airport to the winter break hotspot, located on both sides of the Rhine, from November 16, 2018.

Cologne (Köln), Germany's fourth largest city, offers a plethora of attractions led by its famous cathedral whose filigree twin spires dominate the skyline.

Known for its art, history and architecture, visitors can immerse themselves in the

avant-garde before enjoying a dish of the local speciality Himmel un Ääd, mashed potato with apple sauce and sausage. For those with a sweeter tooth, a trip to the famous chocolate museum is a must before spending the evening at one of the many beer halls experiencing the liberal Rhineland spirit, or soaking up the party atmosphere in one of the countless bars or restaurants. No other German city has as many pubs per capita.

The highlight of the Cologne calendar is the six-day street carnival known as "Crazy Days". Normal life is suspended in Cologne as the city celebrates in a colourful spectacle of eclectic costumes, dancing, sequins, parades and parties where more than one million

revellers take to the streets for the largest carnival in Europe.

During the winter season customers will be able to fly direct for the first time with British Airways, with services taking off on Mondays, Thursdays, Fridays and Sundays; offering holidaymakers the perfect excuse to visit one of the seven Christmas markets.

The addition of the Cologne route follows the introduction of the Gatwick to Las Vegas flight which operates thrice-weekly all year round.

To learn more please visit [www.britishairways.com](http://www.britishairways.com)

## Local Sussex Businesses Negotiate Deal

Sussex businesses Neva Consultants and Focus Group have signed an exclusivity contract to provide each other with their services for the next 3 years which is worth at least £3 million. Neva Consultants, who have been trading for 26 years, signed the agreement in May 2018.

Neva Consultant's award-winning fleet management solution 'e-Fleet' will be embedded into Focus' processes. Neva Consultant's 'Fleet 360' model provides Focus Group with the best combination of advice, products, competitive pricing and outstanding service. Currently, the aim is to increase their fleet size to 200 vehicles over the next 3 years. Neva Consultants are discussing how hybrid and full electric vehicles could be integrated into their clients car policy to bring the carbon footprint even lower.

For more information, please contact: Neva Consultants – 01825 720900 or [info@neva-consultants.com](mailto:info@neva-consultants.com)





## Gemini Print is Expanding

With consistent investment and development of services for customers across all aspects of printing, promotional products, mailing and fulfilment plus exciting innovations the award-winning Gemini Print team is looking for new people to join.

Established in Sussex for more than forty years the Gemini Print headquarters in Shoreham by Sea is well situated to be reached by road, rail or the coastal bus service so applicants from across Sussex can apply.

Matt Cooper, Production Director Gemini Print said "we are very proud to be recognised as the leading commercial printer who attracts the best skills and experienced people to join as they spot the chance to develop genuine career opportunities with a company that 'dares to be different'. Printing is not a glamorous industry. It is however full of variety and challenges at Gemini Print as every project for our customers demands a bespoke high-quality response. It is this creativity and adherence to precisely what customers need that provides the satisfaction that skills and performance excellence are respected and valued".

Many apprenticeships and trainee opportunities that lead to progression and stable career development for roles that do not demand previous experience have disappeared from lots of business sectors across Sussex. Gemini Print is delighted to be recruiting school leavers plus new trainees.

The Gemini Print Group Managing Director and CEO Steve Cropper is a great example of Gemini Print career progression. More than 30 years ago he joined as a van delivery driver! Throughout the company, there are lots of examples of multi-generation and family team members – all goes to show that it is a good business to join!

Roles to apply for include: <https://gemini-print.co.uk/about-us/vacancies/>

For any information email [marketing@gemini-print.co.uk](mailto:marketing@gemini-print.co.uk)



## EEF/BDO annual manufacturing report shows London and South East as a dominant manufacturing region

Region sees an increase in manufacturing jobs:

### Key findings

- London & South East has 32,190 manufacturing companies, up 2% from 2016
- Region accounts for 16.2% of total manufacturing output, the highest in the UK
- 430,000 manufacturing jobs in 2017 which is an increase of 3.1% since 2010
- London & South East accounts for 24.8% of UK total manufacturing exports, the largest of any UK region
- 45.9% of exports go to the EU, slightly below the UK average

A new report out today from EEF, the manufacturers' organisation, and accountancy and business advisory firm BDO LLP shows that London & the South East is the largest regional manufacturing economy in the UK, with a corresponding increase in jobs since 2010.

According to the EEF/BDO Regional Manufacturing Outlook report, the region accounts for 16.2% of the UK's total manufacturing output and employs almost half a million highly-skilled people.

Whilst the dominant service sector means that manufacturing remains a small part of

the whole London & South East economy overall (just 4% of total workforce), both the number of companies and jobs in the manufacturing sector are continuing to increase.

Over the past five years, the London & the South East has consistently been one of the best performing UK regions, outperforming the UK average in all key indicators regularly. The latest 12 months has seen this trend continue with the region arguably the star performer, recording the highest average output and orders balance across the UK, and backing this up with solid recruitment activity.

The South East continues to be a strong export performer, accounting for almost a quarter of total UK manufacturing exports - the biggest of any UK region. The region depends slightly less than other parts of the UK on exports to the EU, with the rest of the exports split equally between Asia and Oceania and North America.

Kevin Cook, partner and head of manufacturing at BDO in the South East, added: "Local manufacturers have delivered another strong performance. Manufacturing is a real powerhouse sector for our regional



and national economy, creating jobs and opportunities in both domestic and international markets. However, it is crucial the government delivers a long-term, practical Industrial Strategy to ensure a positive trading environment for businesses post-Brexit. Importantly, this will give firms the confidence to continue to invest in automation and digitisation, which is so important to the future success of UK manufacturing."

[www.bdo.uk.com](http://www.bdo.uk.com)

## Yusen Logistics UK acquire e-commerce market leader, ILG

The UK division of global logistics provider Yusen Logistics is pleased to announce the acquisition of e-commerce delivery and fulfilment specialist ILG. It is anticipated that the acquisition (completed on the 1st August 2018) will result in a 12% revenue growth for Yusen Logistics pushing them towards being one of the UK's top 10 logistics providers.

Established in 1990, ILG is a fast-growing market leader in ecommerce warehousing, fulfilment and delivery, with an added specific expertise in the fashion and beauty verticals. ILG's unparalleled commitment to delivering the highest standards of service has led to significant growth over the last decade; Quadrupling their facilities, which now offer over 175,000 square feet of warehousing, with over 220 employees serving more than 700 clients worldwide.

Yusen Logistics UK's expansion into the UK's fastest growing sector (e-commerce) is a direct response to changing market behaviour. Yusen Logistics provides full end-to-end international supply chain services which will now give ILG and its customers additional expertise in customs brokerage, cross-border logistics, and access to a further 82 locations with 7 million square feet of warehousing across Europe.

This strategic alliance connects Yusen's services with ILG's specialist knowledge, people and infrastructure to deliver full



end-to-end B2B and B2C supply chain solutions to an industry high standard. By placing the customers' requirements at the centre of the operation, with tailored solutions to safeguard and protect products at every stage of the ecommerce process, ILG and Yusen Logistics will seek to make the seamless fulfilment and delivery an integral part and extension of the customer's brand deliverable.

Andy Fitt, Managing Director of Yusen Logistics (UK), commented: "This acquisition reinforces our commitment to continued investment in the UK and we're

delighted to be joining forces with ILG. Our businesses complement each other perfectly and together we bring a new and compelling proposition to the market."

ILG Managing Director, Mike Stephenson, added: "Partnering with Yusen Logistics represents a huge opportunity for our customers and our people. Going forward, our customers will see new, enhanced services as well as the familiar high standards of care they've come to expect from us."

[www.yusen-logistics.com](http://www.yusen-logistics.com)

## Quantum Sales helps members to increase revenue and to sell at a higher price!

gdb member Quantum Sales specialise in helping companies and individuals to boost their sales performance. Established for 26 years, they have been helping companies in the corporate space such as Virgin Atlantic, MTV and ADT and have now developed a proposition for SME's and individuals who want a fast-track programme to sales excellence.

The Quantum Sales Academy programme is structured over 12 months with 12 days of workshops and, importantly, 16 hours of personal 121 coaching to enable implementation all supported by online resources and webinars. Quantum founding director Jeff Downs describes it as: "an MBA in selling."

The aim is to:

- Increase gross margins by selling the

'value' of their offering rather than 'street fighting' on 'price'

- Structure sales calls to gain customer commitment at each stage of the sales process leading to signed business
- Plan future sales activity to achieve future sales targets using Quantum's 'Sat Nav for Sales' and avoid 'Management by Hope'

And here's a sparkling testimonial from an SME start-up in Hove who have experienced Quantum's powerful inputs: "Within 16 hours, over 2 short months, it was obvious where the value was. Our conversion ratios increased by 7.5% in 8 weeks, we experienced much shorter lead times, higher average order values and personally felt far more in control of each sales situation. Our clients seemed to enjoy the experience too! Since then things have gone



from good to great with conversion ratios increased by 140% overall."

Andrew Heath, Sales Director of PH-Media, Hove.

To learn more about the academy please visit: [www.quantum-sales.com/the-quantum-sales-academy/](http://www.quantum-sales.com/the-quantum-sales-academy/)

## Neva conquered the Three Peaks!



7 members of the Neva team met with 14 other participants from the local area and took on the mighty challenge to reach the UK's three highest peaks, Ben Nevis (Scotland), Scarfell Pike (England) and Mount Snowdon (Wales) over three days for their chosen charity, Children's Respite Trust. We're very pleased to say, Team Neva completed the challenge!

Friday 8th June 2018, the Neva team began the hike to the highest of the three mountain peaks, Ben Nevis (1345m). They had a few stops along the way to rehydrate and take some photos of the fantastic views. After 3 and a half hours of climbing, Team Neva had reached the peak of Ben Nevis!

On Saturday morning the team headed to Wadale Head in the Lake District and began the climb to the peak of Scafell Pike. It took the team 3 hours to reach the peak. After a short rest, they began the descent. This caused many painful toes and knees as it became

increasing hard to navigate down the steps and miss the rocks. The team arrived at the base and began the journey to Wales for Snowdon.

Sunday morning the team began the ascent to the peak of Snowdon via the Pyg track; it began as a gentle walk but soon enough the team were climbing over large rocks and boulders. By 1pm everyone had made it to the peak of Mount Snowdon, morale was high as they could now all say they'd climbed the UK's three highest peaks!

The current total raised from all 21 participants is £12,465.83!

The team at Neva would like to say a massive thank you to everyone who sponsored them, if anyone would still like to donate please follow the link below;

<https://uk.virginmoneygiving.com/Team/NevaThreePeaks>  
[www.neva-consultants.com](http://www.neva-consultants.com)

## St Catherine's Hospice launches HeART to Heart

St Catherine's Hospice is thrilled to be launching HeART to Heart, their first ever community art trail.

HeART to Heart will give the local community a unique chance to follow a trail of giant, fibre-glass hearts right across the Gatwick Diamond area. The trail will be in place across the areas where St Catherine's provides people with expert end of life care for around 10 weeks during summer 2019. And each heart will be individually and uniquely designed by a local artist.

Now, the hospice is offering your business the chance to be a part of something special by partnering with them on the trail through various sponsorship packages. These packages range from sponsorship of the entire trail to sponsorship of an individual heart, selected by your company. Each package will showcase your businesses' involvement to the local community.

Similar art trails in other regions have proved successful, attracting visitors and income for their local areas. The Pigs Gone Wild trail in Ipswich generated £1 million



locally, and Brighton's Snow Dog Trail gave a massive £10 million boost to the local economy.

If you would like to find out more about this very exciting project, join St Catherine's at their HeART to Heart corporate launch. This takes place at the Yoghurt Rooms in East Grinstead on Wednesday 3 October from 3pm – 7pm. To book your place please call Suzanne in St Catherine's corporate team on 01293 447357 or email her on [corporate@stch.org.uk](mailto:corporate@stch.org.uk). If you're interested in getting involved, but you can't attend the launch, please still get in touch using the above details.

## NSPCC appeals for volunteers to keep a generation of children in Sussex and Surrey stay safe from abuse



Could you or your staff spare some time to help the NSPCC deliver a free service which is designed to keep children safe from abuse and neglect?

The children's charity relies on volunteers to deliver its Speak out Stay safe service which provides child-friendly, interactive assemblies for children aged 4-11, plus a one hour classroom workshop for children in Years 5 and 6.

Offered to schools at no cost, the service is designed to help children recognise the signs of abuse, how to protect themselves from all forms of abuse, and the sources of help available to them, including Childline.

Last year (2017/18), the NSPCC's Speak out Stay safe service spoke to more than 76,000 primary school pupils and visited 296 schools across Sussex and Surrey. So it can expand on the number of schools visited, the charity needs volunteers from all walks of life to help deliver the service which aims to prevent abuse before it starts.

Volunteers need to be available to make two school visits a month, take part in an e-learning training module and attend a two-day training workshop.

Speak out Stay safe was launched by the charity in 2011 after research showed the majority of children who contact the NSPCC's Childline service are over 11 years of age. Many said the abuse had begun years before they even found the courage to pick up the phone.

For more information about how to become a volunteer, visit [www.nspcc.org.uk/schools](http://www.nspcc.org.uk/schools)

Children and young people can call Childline free and in confidence on 0800 1111 or visit [www.childline.org.uk](http://www.childline.org.uk)

Adults worried about a child can contact the free NSPCC helpline on 0808 800 5000 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

# It's Not All About The Money!

Let's say it as it is... The member charities at gdb can't offer you an opportunity to double your turnover, they probably don't know loads about your industry.... but each of them are offering you an opportunity to make an impact to the lives of others.

Some of you will have a corporate social responsibility policy... many of you will not. We the charity arm of gdb simply want you to know who we are... take a moment and talk to us, don't be scared. We do not have collection tins instead of fingers, we don't have direct debit mandates instead of business cards, we are just like you, working hard in a tough economic climate trying to progress and want to be a part of creating a better world.

In this section some charities have outlined that is isn't all about the money. You can help in a number of different ways, some more involved than others. Please take a look and get familiar with those charities you might not know much about; we really are a very friendly bunch... no seriously!

## Young Epilepsy

A large part of what Young Epilepsy does is supported and funded by cycling events, running events, skydives, bushcraft and kayaking type challenge events however such activities are not for everyone.

If you would like to contribute but only have time to offer (typically half a day), please consider joining us as we cheer on those that have raised funds, trained, and usually endured some level of pain along the way to help us continue the work we do. These guys are heroes and we love to make them feel valued and appreciated. If you can clap, cheer and enjoy being part of a great atmosphere – we need YOU! Our runners/cyclists and those that shout encouragement at them are vital to what we do.

Young Epilepsy are a national charity that exists to support young people with epilepsy and other associated conditions.

Join us in whatever capacity appeals and help us make a difference to the lives of others.

James Gaydon, Sports and Challenge Events Manager [events@youngepilepsy.org.uk](mailto:events@youngepilepsy.org.uk)

## West Sussex Mediation Service

There are a multitude of ways a corporate, large or small, can help a charity like ours.

Q. Do you have meeting rooms or training/conference facilities that could be made available when not in use, such as evenings or



week-ends?

Why? – because our charity currently spends up to £3,000 a year hiring meeting rooms for mediations, training sessions and workshop.

Q. Might you have an 'excess' supply of copy paper, office stationery or furniture?

Why? – because we spend over £2,000 on office supplies, despite seeking out the cheapest we can find.

Q. Could you offer a raffle prize, experience, or 'thank you' reward for hard working volunteers?

Why? – we try to fundraise at events and also like to recognise our volunteers good work.

Q. Do you need an excuse or the motivation to dress up in silly outfits, get physically active, or do something exciting in aid of a good cause?

Why? – because we are kind and can provide

that excuse!

Q. Could we exchange our skills/knowledge in a non-monetary contra deal?

Why? - that's a win/win for both of us.

Q. Would you like to enhance your CV or skillset by becoming a Trustee?

Why? – because we have vacancies for good people for our board of trustees.

Q. Could you offer legal/compliance advise/expertise?

Why? – we like to stay the correct side of the law!

Q. Could you save us money on things that we routinely purchase or subscribe to?

Why? – we hope you like a challenge because we hate parting with our money and often have suppliers make a sigh when they hear our current pricing or budget!



Q. Could you help raise our profile using your own networks, social media influence or customer base?  
Why? – because the mantra we keep hearing is ‘we have never heard of you’.  
[www.wsms.org.uk](http://www.wsms.org.uk)

**The Olive tree Cancer Support Centre**

We are here to help. Receiving a diagnosis of cancer is a difficult, stressful and emotional time for both the patient and those around them. We provide a range of services to support you from the point of diagnosis, through your treatment and beyond; in fact, for as long as you need us. You are not on your own. Come to the Olive Tree where you can meet and speak with people who understand and can help.

You can support the Olive Tree Cancer Support Centre in many ways by volunteering your time, skills and enthusiasm. The Olive Tree simply couldn't function without volunteers.

We are always looking for Trustees, Front Desk/Admin help, Complementary Therapists, Emotional Support and Fundraisers.

If you think you would like to get involved, please contact Alyson Smith Fundraising manager at [alyson@olivetreecancersupport.org.uk](mailto:alyson@olivetreecancersupport.org.uk).

**St Catherine's Hospice**

As you all know, word of mouth is a powerful tool in business. It's the same for charities. Could you help St Catherine's Hospice by talking about us to one of your clients or suppliers?

We have recently launched our Full Circle Appeal to raise £20 million to expand our services so that no one has to face death and loss alone. Everyone in our community deserves the best



possible care. With the support of the gdb community, we can make sure they get it.

Can you introduce us to more local companies? Do you know anyone that might be interested in joining our Capital Appeal Board or that can make a substantial donation to the Appeal?

If you think you can help, please get in touch with Sophie Peckham at St Catherine's on 01293 447 365 or email [sophiepeckham@stch.org.uk](mailto:sophiepeckham@stch.org.uk) For more information about the Full Circle Appeal please visit [www.stch.org.uk/fullcircle](http://www.stch.org.uk/fullcircle)

Thanks for the opportunity, see you at the next event.



## 'Jeremy the Movie' - Behind the Scenes



Jeremy's last Members Meeting as CEO of Gatwick Diamond Business was a bittersweet event for all, and for Eagle & Beagle Video and Egg Media it was no different. Jeremy had previously reached out to us both, so that we had already collaborated to provide video training for the gdb team. Thanks to Jeremy's forward-thinking approach to approach two video businesses, we had already developed a good working relationship with each other as well with the gdb crew. So Eagle & Beagle Video and Egg Media were more than happy to get involved with Jeremy's big send off!

Sally contacted us first (with a secret service level of covert emailing) and it was an easy decision to get the band back together and say yes to getting involved. It was a great to hear what the gdb team had in store for Jeremy. Firstly, it was really touching to hear how much thought, care and genuine affection had gone into the list of surprises. As video production companies we always endeavour to reduce the impact on the day-to-day running of the businesses we work with. That said, the decision to surprise Jeremy with a cake, film crew and ride down

to Brighton in a beautiful VW vintage camper van was genuinely undercover.

Once we had a brief of Jeremy's leaving treats, it was time for us to get our thinking caps on and deliver a proposal about how to maximise this opportunity and create the best video result for the gdb boss's bowing out.

Combining Eagle & Beagle Video and Egg Media's expertise, we crafted a bespoke plan for how to capture the excitement and emotion of the day. It was essential to convey the depth and spread of genuine good feeling towards Jeremy. In the same vein, it was key to communicate that good people know good people and that gdb is made up good people in every sense of the phrase! So, from a technical and creative perspective, we didn't want to miss a thing. This meant utilising two camera operators and a director / producer operating two main cameras and three GoPro (action) cameras. This approach allowed us to get wider shots, close-up detailed shots and a 'fly on the wall' view of the Jeremy approaching the camper van and the team having a whale of a time on the way down to Brighton.

Sally and the team were on board with our plan and the logistics of how to deploy it. We all met outside the local retail centre at 0830 hrs along with the beautiful cherry red and white VW camper van. The gdb crew went ahead to Basepoint and nonchalantly cruised into the office as if it was any other day. Meanwhile, the film crew hid around the corner waiting for the green light. Then the call came through, our moment to burst into action had arrived! Closely following Sally, Mandi, Shelby and Bryony we were able to capture the priceless look on Jeremy's face once his leaving cake was presented to him.

I think Jeremy would have been rather chuffed with the cake and the well wishes of his team. But, his mind was about to be blown and his flamboyantly articulate nature was reduced to stunned silence....well..... for a few seconds! It was great to see the thoughtful idea of Jeremy's dream transport have exactly the reaction that the gdb ladies were after. After the driver served up a few glasses of bubbles normal service resumed and Jeremy was able to articulate his delight. We then jumped in our support vehicle and followed the outgoing CEO on his sojourn



down to the University of Sussex. While we were driving down, Jonty was able to catch some great shots of Jeremy enjoying himself during his ride to gdb retirement. Thanks to a great bit of kit called a gimbal (which stabilises the camera to give a smooth and cinematic look) these dynamic on-the-road shots really captured the road trip vibe. Jeremy looked so comfortable in this Rock and Roll environment you would almost think he was in a band and liked performing!

About 45 minutes later and we arrived at a very sunny University of Sussex, a stunning setting for Jeremy's last gdb Member's Meeting as CEO. Whilst this was never going to be a 'normal' (is it ever?!) meeting, Jeremy and his team had to get ready and set up in anticipation of the members arriving. Despite it being the start of the summer holidays it was great to see the membership arrive in their droves. Our filming crew took up positions in the stunning lecture theatre. George was in a fixed position to take in the full picture of proceedings, while Jonty was roving around picking up more detailed shots and the emotion of individuals involved. This approach enabled us to communicate the atmosphere,

touching words and emotions from those who had enjoyed and benefitted from working with Jeremy during his 14 year gdb tenure. One of many touching gifts was from Storm12, who created life-size cardboard cutouts of Jeremy in all sorts of potential roles, including Lifeguard and mime artist! These cutouts were also to appear later in the film.

After an emotional roller coaster of a meeting it was time for some lunchtime refreshments. This gave us an ideal opportunity to speak with different members of the wider gdb team and membership as a whole, some who had known many years, and others who had more recently come to know him. This reminded me of my first gdb meeting at Ardingly College, where I attended as a guest. Despite the many members (and guests) in attendance, I was really appreciative of how personally welcoming Jeremy was and the time he took to introduce me to other members. His warm and genuinely caring approach is also shared by the rest of his super team. After interviewing several people individually, it was clear that Jeremy had made a personal impact on each and every person and they felt genuine affection towards him.

The July Members Meeting was now drawing to a close. We were really happy with all the footage we had captured and were looking forward to crafting this into a film that Jeremy could treasure. That said, we wanted to give the film a funny and irreverent finale, one fitting of the cheeky charm of this super CEO. Jonty had the inspired idea that, as the cardboard cut outs of Jeremy were carried off the premises, so should the real Jeremy!

I am pleased to report that the finished film has now been released for everyone to see. It was an honour for Eagle & Beagle Video and Egg Media to produce this film for Jeremy. Not just so that Jeremy can keep those happy memories crystal clear, but it has also engaged with the gdb membership and it's been great to see the ongoing well-wishes and individual memories of Jeremy as CEO. In any circumstance, Jeremy will certainly not be forgotten....as a great leader or a thoroughly good bloke. Thank you Jeremy, it's been a blast.

[www.eggmediauk.co.uk](http://www.eggmediauk.co.uk)  
[www.eagleandbeagle.co.uk](http://www.eagleandbeagle.co.uk)



## Four promotions announced by Grant Thornton's Gatwick office



Ellen Walsh, who has led the South East office for over nine years will now take responsibility for the whole South region, working closely with over 20 partners in the firm's Gatwick, Bristol, Southampton, Reading, Oxford and Cardiff offices. She will also continue to provide audit and advisory services to dynamic companies in the mid corporate market.

Jon Maile will take responsibility as Practice Leader for the Gatwick office, which serves clients in Sussex, Surrey and Kent. A highly experienced audit partner, Jon works with both large complex and entrepreneurial corporates and has a particular focus working with businesses with international operations, or who have ambitions to expand their business overseas. In his new role as Practice Leader, he will lead the

management team to ensure the Gatwick office continues to deliver excellence to their dynamic client base.

Rachel Parker has been promoted to Partner and will continue to provide company and shareholder tax advice to a wide range of clients from privately held business to listed companies. Her primary focus is advising on tax issues facing business at key milestones such as restructuring, exit planning, expanding into new territories and raising new finance. When Rachel is not in the office, she can be found running around after her one-year-old son who has just learnt to walk.

Jon Oakey is now an Audit Director, taking responsibility as engagement lead for a significant group of clients to add to his existing portfolio. With 14 years' experience

working in the South East and London, his passion is working with owners and management teams of privately owned growing international businesses. Jon is also the proud father of three young boys.

"I am looking forward to working with colleagues across the South to strengthen our service offering to clients and support the vibrancy of the region by helping dynamic organisations to unlock their potential for growth. My whole team is focused on making a difference to clients, colleagues and the communities in which they live and work," explained Ellen Walsh, Business Leader, South Region.

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

## Restructuring and Insolvency Partner Joins Irwin Mitchell's Gatwick Office

Senior restructuring and insolvency partner, Andrew Walker, has joined Irwin Mitchell's Gatwick office after relocating from the firm's Leeds office.

Andrew, who is Irwin Mitchell's National Head of Restructuring and Insolvency, advises banks, asset based lenders, boards of directors, insolvency practitioners, debtors and other creditors on all matters relating to turnaround and insolvency.

Commenting on Andrew's arrival, Faye Bargery, regional managing partner Irwin Mitchell's Gatwick office, said:

"We're delighted to welcome Andrew to the Gatwick office. He has a wealth of

restructuring in insolvency experience and is a great addition to our Business Legal Services team here in the South East."

Irwin Mitchell's specialist seven partner strong national restructuring and insolvency team provide expert advice on all matters arising from the financial distress of a business.

The team are experts in insolvency, turnaround, restructuring and asset recovery and also provide a debt and assets recovery service and provide advice in relation to director disqualifications.

Earlier this year, the firm's Gatwick office announced that it had promoted Aurelia Butler Ball, Charlotte Sloan, Clementine Burch



and Thomas Barnard to senior associate. George De Silvo and Vanessa Horn have become associates.

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

## Ian Matthews of Kingston Smith makes Accountancy Age's '35 Under 35' 2018

Ian Matthews, partner at Kingston Smith's Redhill office, is ranked number 18 in Accountancy Age's 2018 '35 Under 35'. This list recognises the top 35 emerging accountants aged under 35 for their work in the industry.

Joining Kingston Smith as a trainee in 2005, Ian qualified as a chartered accountant in 2008 and became partner in 2017 aged 32. Over the last decade, Ian has been advising owner-managed businesses across many

sectors which is where his focus still lies. Applying his comprehensive tax knowledge, he helps clients achieve their professional aspirations. Ian has particular experience in the property, technology and entrepreneurial business sectors.

Ian has also been a driving force behind founding and developing Redhill Business Guild. Despite his 'tender' age, Ian became the Guild's first elected chairman last year. The Guild's mission is to promote and

develop Redhill as a place to live, work and do business. It supports its members in their endeavours to be as successful as possible, be it by referrals or knowledge sharing.

To contact Ian for a no-obligation chat on 01737 779000 or email [imatthews@kingstonsmith.co.uk](mailto:imatthews@kingstonsmith.co.uk).



## Sofitel London Gatwick announces two additions to its senior team



Sofitel London Gatwick, the only premium hotel linked directly to the North Terminal at London's Gatwick Airport, has strengthened its management team with the appointment of Yasmin Keen as General Manager and Laukik Kharkar as Food and Beverage Manager.

Yasmin joins Sofitel London Gatwick, managed and operated by the Arora Group under a franchise agreement with AccorHotels, from her recent position as General Manager at the Queens Hotel Cheltenham, where she repositioned the hotel to become a flagship MGallery by Sofitel property for AccorHotels worldwide.

With over 20 years' experience in the hotel and hospitality industry, Yasmin says: "I'm thrilled to be joining the team at Sofitel London Gatwick. The hotel excels at providing high standards of luxury travel and facilities for business travellers, leisure guests and corporate delegates alike, and I am looking forward to bringing my knowledge

and ideas to the table and working with the fantastic team here to ensure we continue to deliver a seamless experience."

Laukik Kharkar returns to Sofitel London Gatwick as Food and Beverage Manager, 15 years after he started his hospitality career as a waiter at the hotel following the completion of his training in Mumbai. Laukik is not a new face to the airport. As well as holding positions at many hotels across the UK, he was also Deputy Food and Beverage Manager at the Premier Inn London Gatwick and Operations Manager at Whitbread, Gatwick.

"It's a very good feeling to be returning to Sofitel London Gatwick, and to lead the department where I started my career 15 years ago," says Laukik, who lives in Crawley. "No two days are the same at a luxury airport hotel and I'm looking forward to the challenges ahead."

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



## Roffey Park announces the appointment of a new Chief Executive

Alison Ritchie and the Board of Trustees are delighted to announce that the Board have recruited a new Chief Executive for Roffey Park who will start August 2018.

Robert Coles is Founder and Director of the Centre for Alternative Leadership and Management. He has had a distinguished career in Learning and Development; Executive Education; and Organisational Development Consulting. He has been a Learning and Development Practitioner, Organisational Coach, and Board Mentor. Recent roles have been as Director of Research and Learning Solutions at Optima HRC and as European Executive Director for RSM International.

He has also recently completed a PhD, researching dialogic and Confucian mechanisms for encouraging emergent, collaborative leadership practice. This has led to post-doctoral Research and Development into the integration of Artificial Intelligence and collaborative behavioural mechanisms to enhance team dialogue.

"I am delighted that Robert Coles is joining Roffey Park as our new Chief Executive," said Alison Ritchie, Chair of the Board of Trustees. "Robert's extensive expertise and track-record is hugely relevant to our organisation and its long-term strategy. I'm very much looking forward to Robert leading

the Institute in the next Chapter of its 70 year history.

"I am thrilled to have the opportunity to lead Roffey Park," said Robert Coles. "I'm passionate about the role of leadership and management in making work a better, more humane place, and I'm excited to be able to help contribute to the valuable work of the Institute, as it seeks to lead the debate for change, creating a positive and lasting impact for all."

For more information please contact Juliet Batchelor on 01293 851644 or email [info@roffeypark.com](mailto:info@roffeypark.com)

## Business is a piece of cake for Brighton baker

After receiving a little help Sussex consultancy, Business Pulse, Brighton Cakes is on the rise. Eighteen months ago, founder Fay Millar was struggling to guide her cake company to success, but business is now booming, and cakes are in constant supply.

The transformation is down to Business Pulse MD, who teamed with Fay to help her hit her customers' sweet spot time and again.

"I was honestly considering shutting up shop for good," Fay says. "There was plenty of work but I was a one-man band and it was chaotic. I didn't see a way to make business more regular and stable, while also maintaining a healthy personal life."

As soon as they met, Nass set about evaluating the company to find ways to improve Fay's management plan. Now, the company has grown from a one-person business operating out of a home to a thriving concern with commercial premises, a team of helpful staff, and a rapidly increasing turnover.

Fay continues: "The great thing about having Nass as a mentor is that he helped me to sort out my priorities and sharpened my focus in a way that was much more effective than trying to do it all on my own."

"I'm delighted to see Fay flourish," Nass says. "Like many entrepreneurs, she works incredibly hard. Business consultancy is



about providing that all-important spark. Once you light the flame and receive some guidance, your business can soar to new heights. I have no doubt that Fay will be satisfying the city's sweet tooth for years to come."

To learn more about Business Pulse please visit [www.businesspulse.org.uk](http://www.businesspulse.org.uk)

## Vail Williams planning experts help secure Green Belt appeal success



A development of 39 new homes in Guildford has been approved by the Planning Inspectorate, thanks to a detailed application brought forward by property advisers Vail Williams LLP.

The Planning Inspectorate has published its decision to allow 39 dwellings on a previously developed site in the Green Belt and listed building consent. The site, located off Old Portsmouth Road, also lies within the Surrey Hills AONB and in part, within the St Catherine's Conservation Area.

Developers, CALA Homes (South Home Counties), instructed Vail Williams to bring forward a revised application and appeal against Guildford Borough Council's refusal and the subsequent appeal against non-determination.

By working with a strong team, Vail Williams was able to make the case for Very Special Circumstances on behalf of CALA.

The Inspector took into consideration a number of key factors, such as furthering the Government's aim to boost housing supply, provision of affordable housing to address an 'acute need' in Guildford, the limited harm to the landscape character of the area together with restoration of the listed building and the use of brownfield land as opposed to greenfield land in the Green Belt, to conclude that the benefits clearly outweighed the harm.

Jane Terry, Partner at Vail Williams, added: "It was a complex process but by working closely with our client, and with the wider team of consultants, we were able to achieve a fantastic outcome for CALA Homes."

The development will see Treetops Farmhouse, a listed building on the site, brought back into use.

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

## Extech on the Move!

Exciting News. Extech, one of the South's leading IT services and digital transformation companies, continues to go from strength to strength with a move to new bespoke premises in Burgess Hill in the Heart of Sussex this month.

Andrew Hookway the Managing Director said "After over 5 years of successfully growing Extech, including the integration of two acquisitions into the business, the time has come to find a new home to accommodate our future expansion plans and further acquisitions. The team are excited by the move and being an integral



part of the next phase of Extech's journey. We are also looking forward to forging links with businesses in Burgess Hill and the surrounding areas "

Extech, as an international company, will also continue to operate a key part of its operations in Tunisia, which offers a pool of highly educated specialists due to the country's ambitious approach to further education. Together with the UK office, this enables Extech to have a

unique blend of experience in its engineering team which benefits its clients with a truly professional service.

Extech are constantly looking to grow its team. If you're interested in a career at Extech, contact us at [careers@extech.co.uk](mailto:careers@extech.co.uk)

New Head Office Address:  
Extech LTD, Greenacre Court, Burgess Hill, RH15 9DS

## Airport Facilities (Gatwick) Limited handed RoSPA Silver Award for health and safety practices

Airport Facilities Group, based at Gatwick Airport, has been handed a prestigious award in recognition of its practices and achievements in helping its staff, clients and contractors get home safely at the end of the working day.

Airport Facilities Group has achieved a Silver in the internationally-renowned RoSPA Health and Safety Awards, the longest-running industry awards scheme in the UK.

They were presented with the award during a ceremony at the ExCeL, London on Tuesday, June 19, 2018.

The RoSPA Awards scheme, which receives entries from organisations around the world, recognises achievement in health and safety management systems, including practices such as leadership and workforce involvement.



Julia Small, RoSPA's head of qualifications, awards and events, said: "The RoSPA Awards are the most highly-respected in the health and safety arena, with almost 2,000 entrants every year, and allow organisations to prove excellence in the

workplace, demonstrating a commitment to the wellbeing of not only employees but all those who interact with it."

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

## Surrey Super Growth Awards 2018 - the fastest growing companies announced



The Surrey Super Growth Awards took place recently on 28th June at the historic Brooklands Museum in Weybridge. Now in its 3rd year, business leaders from across the county attended this prestigious breakfast event to find out which were the fastest-growing private companies in Surrey. gdb Member asb law, was in collaboration with Lloyds Bank and RSM to create the Surrey Super Growth Awards 2018.

It's different from traditional business awards in that the finalists don't apply to participate as the work is already done in their financial

reports filed at Companies House. The turnover growth of companies that meet the Awards criteria is assessed over a four-year accounting period to produce a finalist list.

This year's Surrey Super Growth winner was announced as Leatherhead-based ESP Electricity Ltd, with an outstanding growth rate of 317%.

Each of the Surrey Super Growth sponsors also added their own congratulations to the finalists during the event. Russell Bell, Senior Consultant, at asb law LLP explained:

"These Awards are all about celebrating the achievements of fantastic businesses. The finalists contributed over £3 billion to the Surrey economy last year alone. That means real jobs and a real contribution to the UK's GDP for which they should all be rightly congratulated."

The Surrey Super Growth Awards will return in 2019.

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

## Aneela Rose Wins AWPC World Powerlifting Championship Title!



gdb member Aneela Rose of PR agency Rose Media Group in Burgess Hill, represented Team GB in August and to her amazement, won first place in her class to become a 2018 World Powerlifting Champion!

Aneela matched the current British squat record of 87.5kg in the Masters category and scored her highest to date with an overall total of 242.5kg (38.1 stones!) across squat, bench press and deadlift.

Powerlifting is the ultimate strength sport, often confused with weightlifting and bodybuilding. Olympic weightlifting uses snatch and clean & jerk whereas powerlifting does not involve any vertical movements directly overhead. And, powerlifters are not bodybuilders, although Aneela strives for a six-pack one day!

Aneela's sporting journey began after the London 2012 Olympics when she was inspired to start throwing the javelin again after a 25yr break, but after repeated shoulder injuries she took up strength training and the rest is now history! She entered her first powerlifting competition in 2016 after her coach advised that she was 'freakishly strong' for her age and weight!

"I get incredibly nervous when competing, and I've had to find a way to control my emotions and nerves whilst remaining

completely focused on what I need to do to make a successful lift." Aneela says.

"I've been learning about 'mental combat' and unlocking the full power of body and brain. Using specific tactics has helped me to drive out the negative thoughts and self doubt that build up in the run up to competitions. I'm in awe of myself in managing to overcome a number of challenges and to do so well at a world class level."

I've been overwhelmed by the support and such wonderful complements, if I've managed to motivate and inspire others then it makes all the hard work worthwhile. I'm happy to share my journey and performance insight to anyone who is interested as it's directly linked to my business and the growth of Rose Media Group".

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

## Take it as read – making perfect sense

January saw the launch of 'Take it as read – making perfect sense', a brand new and complete service all about the written word.

Take it as read is headed by Melanie@takeitasread.com who has a strong business background in marketing and communications having worked in France, Belgium and Germany for some truly global household names for over 20 years. Settling back in the UK, Melanie wanted to leverage her European experience with her love for writing excellence.

Whether it's writing from a blank page or reviewing existing copy, 'Take it as read' offers a complete writing service for all forms of corporate literature as well as a comprehensive editing service for authors and academics.

Melanie, who speaks English, French and German, says 'The written word is a powerful tool. It can hold the key to your credibility, your powers of persuasion, and your ultimate success. In the corporate world, ensuring first-class content through strong, targeted brand

narratives and compelling on-point messages helps to drive growth and engagement. Capturing that perfect tone and articulating your brand purpose, values, personality and promise succinctly and with clarity is essential if you want to connect with your customers and your stakeholders on an emotional level.'

Visit [www.takeitasread.com](http://www.takeitasread.com) to find out how 'Take it as read' can help your organisation make perfect sense for maximum impact and optimal results.

## Ignitho is the proud recipient of the "Innovation in Business" award at the 2018 edition of Brighton & Hove Business Awards

In recent times, Ignitho Technologies – a UK based Digital Technology Solutions company is proving itself as a disruptive frontrunner in taking enterprises from ambition to success in the digital economy using Frugal Innovation methodologies – "the ability to do more with less". It is for this business innovation, Ignitho was awarded the 'Innovation in Business' award at the recently concluded Brighton and Hove Business Awards. The BAHBAs, in its 13th year, recognise and revel those businesses, organisations and individuals who put Brighton & Hove on the UK business map.

The prize awarded to Ignitho was for the 'business best demonstrating outstanding innovation either by developing a new product or by introducing a new process or system to an existing business'. It was

Ignitho's disruptive approach to digital technology services using "frugal innovation methodology" that made them the winners.

The awards were judged by an experienced panel of local and business experts including British Airways i360, NatWest, Churchill Square, DMH Stallard LLP, Hove Chamber of Commerce, University of Brighton etc.

The Frugal Technology Innovation methodology is developed in collaboration with a world-renowned thought leader, Jaideep Prabhu, Professor at University of Cambridge, Judge Business School and co-author of Frugal Innovation: How to Do More with Less. Jaideep's book has been described by The Economist as "the most comprehensive book yet" about frugal innovation.



If you'd like to know more please visit [www.ignitho.com](http://www.ignitho.com) or email [joseph.olassa@ignitho.com](mailto:joseph.olassa@ignitho.com)

## Celebrating 30 years of Innovation

Welland Medical, a Manor Royal based manufacturing company, is celebrating its landmark 30th anniversary.

Established in 1988, Welland Medical is now one of the leading ostomy brands in the UK and worldwide. Specialising in the design, development and manufacture of innovative stoma care appliances and accessories, for people who have had bowel or bladder surgery due to cancer or disease, Welland Medical takes pride in bringing to market award winning products that enhance the lives of people living with a stoma around the globe.

Welland Medical's 30-year transition from a small business to a multi-million-pound company manufacturing products for worldwide distribution at a state of the art research, development and manufacturing facility in Manor Royal, Crawley, has been exciting for all involved.

Longest serving employee Helen Gilbert, HR Manager at Welland Medical, has been with

the company since the beginning. Reflecting on the last 30 years Helen commented: "Going from a workforce of 15, manufacturing products using manual processes, to a team of over 200 employees with the latest technological advancements in design and automated manufacturing at our fingertips has been inspiring. I am proud to have been part of Welland's incredible journey".

Welland Medical employees marked the milestone anniversary with a celebratory day out in Brighton on 4th June. Go karting, a zip wire, the British Airways i360 and tours of the Brighton Pavilion were just some of the experiences available for staff to enjoy before sitting down for a congratulatory meal at the Amex Stadium, the home of Brighton and Hove Albion football team.

Chris Primett, Managing Director at Welland Medical, commented: "We are proud to have built a successful and innovative business in Manor Royal which has provided us with the environment and



skills to prosper into a medical brand that is recognised worldwide".

Working closely with healthcare professionals, patients and care organisations, Welland Medical brings to market innovative products that enhance the lives of ostomates throughout the world.

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

## Doubles Advantage for CountyClean Group's Board of Directors

It's game, set and match for the award winning group as two more loyal and long serving management team members join the board...

Further to last months' revelation about new board members Wayne Holdaway and Donna Prince, CountyClean Group, a leading environment support solutions provider, is proud to announce a double win for the group's Board of Directors as Trevor Beer, Operations Director and Louis Dimmock, Commercial Director were officially welcomed to the group's board on Thursday, 5th of July 2018.

Trevor began his career in the industry just under 20 years ago when he became a Drainage Operator for Southern Water. In 2011 he joined CountyClean Group as Contracts Manager, looking after large client projects and risk mitigation planning for rail and utility infrastructure jobs. Within four years, Trevor was promoted to Operations Manager and by 2015 he had earned the senior title as Operations Director with the responsibility for planning, logistics, contract management and overseeing tankering and drainage works.

On his career move, Trevor says: "It's really nice to be recognised by Mike and Debbie as a key member of the management team and to be officially welcomed on board with the directors. I've a great longstanding relationship



with the group that I look forward to continuing to strengthen for years to come."

Louis has developed his environment industry experience since starting with the group over three years ago in the Business Development team. During that time, Louis has utilised his wealth of sales, client account management and business acumen to enable year on year growth for the group.

Due to Louis' success, in September 2017 he was promoted to Commercial Director and today is now officially a member of CountyClean's board.

Commenting on his success with the group and this announcement, Louis says: "My mission has been and always will be, to make CountyClean as successful as possible without compromising on quality of service or customer satisfaction. By aligning ourselves within key sectors, building strong client relationships and focusing on outstanding service delivery, I am certain that CountyClean will continue to grow exponentially to become a nationwide supplier of environmental support services."

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

## Janette Whitney & Associates, Business Consultants Wins Prestigious International Business Excellence Award

Janette Whitney & Associates have won Best Business Consultancy 2018 Southern England in Acquisition International's prestigious 2018 Business Excellence awards.

The awards are designed to provide an overview of the very best of the best, who have worked hard to achieve phenomenal success for their clients. The awards are given solely on merit, following a comprehensive selection and judging process and are awarded to commend those most deserving for their ingenuity and hard work, distinguishing them from their competitors and proving them worthy of recognition.

Each and every nomination is subject to a lengthy and in-depth assessment process, designed to separate the truly remarkable from their peers. The process begins with the distribution of voting forms to Acquisition International's worldwide network of partners and industry experts. The votes received are then combined and alongside supporting evidence, subjected to in-house research, knowledge and the expertise of a network of corporate leaders and experts to arrive at the final winners list.

Of their success Janette Whitney said, "We're delighted to win and I believe our success is attributable to our integrity, commitment, professionalism and our one solution does not fit all approach. But our success is also due to the fact that we have 40 years+ experience in a number of specialist areas and sectors, meaning we can provide both a high level and very tailored service."

Janette Whitney & Associates are multi-award-winning business consultants and business growth specialists based in Horsham. They provide strategic advice in respect of business planning and growth, financial rescue, raising finance and troubleshooting business challenges. They also provide marketing strategy and advice, and business mentoring. Their clients include businesses at any stage of growth from start-ups to those with £10m annual turnover across a diverse range of industries both in the UK and overseas.

Learn more about Janette Whitney & Associates at [www.whitneyassoc.co.uk](http://www.whitneyassoc.co.uk)



## MHA Carpenter Box Partner shortlisted in Accounting Excellence Awards



Nathan Keeley, Partner in the Business Services Group at Worthing and Gatwick-based chartered accountants, MHA Carpenter Box, has been shortlisted in the Software & Technology Pioneer of the Year category of the 2018 Accounting Excellence Awards.

It is unusual for a Chartered Accountant from an accountancy and business advisory firm to be considered for this award, which is usually reserved for prominent individuals within technology companies. Nathan, however, has always been a strong advocate of cloud accounting and has been at the forefront of the practical application of this technological advance and key to helping the firm achieve significant success and growth in this area over recent years.

As well as adopting cloud accounting software, Nathan has led development of MHA Carpenter Box's own portal system, which clients can use to receive and send data confidentially. It includes digital signatures for online approval and the firm now has a total of 4,598 active accounts and over 48,000 documents have been uploaded since the portal was introduced.

Nathan commented: "I am delighted and surprised to be shortlisted for this award. Although I know that we have made tremendous progress at MHA Carpenter Box in developing our cloud accounting offerings, it is still a tremendous honour to be nominated. Our approach is based on a real in-depth understanding of the

choices available and being able to talk knowledgeably regarding the solution that would best fit a client's particular circumstances. We now have 1,550 cloud accounting clients as a result. We also have open dialogue and collaboration with software providers and fellow accounting professionals, feeding back where we think products could be improved or in areas that may not have been considered. The next big challenge will be the Making Tax Digital roll out which we've been planning for."

MHA Carpenter Box achieved Xero Accounting Partner of the Year 2016/17 and ran its second successful technology-focused exhibition for clients in 2017, BITE – Business, Information, Technology & Efficiency, with 46 exhibitors and attended by over 400 delegates.

Nathan now has to wait until 20 September when the winners of all the awards are announced at a glittering ceremony at the Intercontinental London, Park Lane.

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



## Gerry Thompson's business Positive Comedy has been nominated among the top ten humour UK blogs and website for 2018.

Positive Comedy offers training and coaching to business professionals and others who want to improve their communication abilities, such as public speaking and presentation skills and confidence, learning from what professional comedians know about this – Gerry is also a standup comedian.

But the website also carries a lot of learning resources about how to use humour and be funny, and is a platform for Gerry's allegedly humorous vlogs where he goes off on one about things that annoy him - such as teenagers saying everything is a nightmare when they mean a minor inconvenience, and

sports commentators saying things like "the goalkeeper was saved by the woodwork" when goalposts have clearly been made of polycarbonate since the early seventies. People often accuse Gerry of being pedantic, but he corrects them by saying that he's not pedantic, he's didactic. They can't even get that right!

Gerry started Positive Comedy over twenty years ago in the Brighton area – bottom tip of the legendary Gatwick Diamond (note: is Gatwick Diamond the UK counterpart to the Bermuda Triangle? Or other geometric danger areas, such as the Loch Ness Trapezoid?)



The top ten UK humour blogs site can be found at [https://blog.feedspot.com/uk\\_humor\\_blogs/](https://blog.feedspot.com/uk_humor_blogs/)

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

## CCLS South LTD Completes electrical contract with KFC and Starbucks franchises



Sussex-based CCLS South director Jason John said, "We were delighted to be able to confirm the contract which was on a local and regional level. The contract was completed on time, on budget and in out-of-hours times which enabled the franchisees to continue their general trading without any disruption to their businesses.

CCLS were contracted to carry out the electrical testing requirements and to attend to any immediate electrical concerns in order to allow branches to open and trade at normal

opening times. Sites as far afield as Plymouth, Exeter, and Taunton were scheduled for overnight testing with a strict adherence to time-keeping due to security and key-holding purposes. This allowed us to show our ability to work in different parts of the country.

With great communication with the building management of the franchises, we were able to efficiently control the movement of staff to allow maximum time to carry out any subsequent works found. Martin Penfold, Director, personally attended every site to

ensure smooth operations and to maintain one easy point of contact.

CCLS are proud to have been awarded this contract which has given us many more opportunities to show what we can do. Utilizing the valued introductions to new people from Gatwick Diamond Business, we look forward to continuing our successful growth, whilst still maintaining our high customer service standards." [www.cclssouth.co.uk](http://www.cclssouth.co.uk)

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01403 210406  
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www.gbmc.ac.uk  
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**Manor Green College**

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**Motorline Lexus Gatwick**

www.motorline.co.uk/lexus  
01293 226206  
Sale and Service of Lexus Cars

**Towergate Insurance Brokers**

www.towergateinsurance.co.uk  
01903 875422  
Insurance Brokers

**Transworld Business Advisor – Gatwick**

www.tworlduk.com  
07878 949248  
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https://goworkhorse.com/  
01306 309036  
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**Seminars****28th September 2018****Achieving Breakthrough Results - Delivering Strategy and Making it Stick****Guest Speaker:****Ray McGrath**

So often when faced with a strategy to execute upon, leaders will witness colleagues that either embrace the plan and commit accordingly, those that refuse to offer their commitment at all...and those that just 'wait and see' if this is another strategy that will just quietly go away, so they can get on with their day job.

Sound familiar? Ultimately strategies are created to drive performance in an organisation, whether it is to achieve growth, efficiency or even successfully navigate organisational or strategic transformation. Securing the commitment and engagement of your people is the bedrock to achieving desired results, and it's tough, VERY tough.

If this is a challenge you are facing, or you have interest in, I would like to invite you to join us for a 60-minute insights session with Ray McGrath from Franklin Covey where he will discuss the topic of 'Achieving Breakthrough Results - Delivering Strategy and Making it Stick'.

Be prepared for an enlightening and fun session with 'food for thought' well and truly on the menu

See you there!

**26th October 2018****Building Trust and Loyalty through Employee Engagement****Presenters:**

**Emma Hodgkinson, Director - Perfect Vision HR**

**Paul Ollerton, Managing Director - ViiSana Ltd**

Few small & medium sized businesses can afford to lose their employees - particularly top performers. But without the benefit of a big budget how can they retain talent for the long term? This session will be a practical, results-based look at how to retain, engage and encourage loyalty among employees.

To book on either or both seminars please visit [www.gatwickdiamondbusiness.com](http://www.gatwickdiamondbusiness.com) and visit the Events page.

**To book on either or both seminars please visit [www.gatwickdiamondbusiness.com](http://www.gatwickdiamondbusiness.com) and visit the Events page.**

## Forthcoming events

5th September 2018

### Afternoon Tea

Ockenden Manor Hotel & Spa  
2:30 - 4:30pm  
£25 plus VAT for gdb members  
£35 plus VAT for non-members

13th September 2018

### Elevenses & Networking

Harwoods Jaguar Land Rover Crawley  
10.30am-12pm  
Free for gdb members only

19th September 2018

### Networking at Ease

Denbies Wine Estate  
12pm-2.30pm  
£35+VAT for gdb members  
£45+VAT for non-members

20th September 2018

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

Basepoint Business Centre Crawley  
5:15pm-6:30pm  
Free for new Members and Non-Members

28th September 2018

### September Members Meeting

Crowne Plaza Felbridge Hotel  
11am - Educational Seminar - 'Delivering Strategy and Making it Stick'  
12pm - 2.30pm Members Meeting  
Free for members only  
£25 plus VAT guest fee

4th October 2018

### Networking at Ease

South Lodge Hotel  
12pm-2.30pm  
£35+VAT for gdb members  
£45+VAT for non-members

9th October 2018

### Pastries & Networking

Mortgage Advice Bureau, Crawley  
Time: 8.30am-10am  
Free for members only

17th October 2018

### Big Breakfast

Bolney Wine Estate  
8.30am - 10am  
£15+VAT for gdb members  
£20+VAT for non-members

26th October 2018

### October Members Meeting

Ardingly Projects  
11am - Educational Seminar - 'Building Trust and Loyalty through Employee Engagement'  
12pm - 2.30pm Members Meeting  
Free for members only  
£25 plus VAT guest fee

Follow  
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networking  
in the diamond

#### Booking Information

We now use [www.eventbrite.com](http://www.eventbrite.com) to manage our bookings and all event payments. This should speed up the booking process for you and allow you to book events online; something requested in our most recent Survey.

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

#### Bringing Guests

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

## Previous Meetings & Events:

The past two month's meetings were:

**Shoreham Port Boat Tour – Hosted by Shoreham Port, Brighton and Hove**  
[www.shoreham-port.co.uk](http://www.shoreham-port.co.uk)

**Summer Stroll in the Garden & High Tea – Hosted by Borde Hill Garden, Haywards Heath**  
[www.bordehill.co.uk](http://www.bordehill.co.uk)

**Bridging the Gap Topic Group – Hosted by Crawley Borough Council**  
[www.crawley.gov.uk/pw/index.htm](http://www.crawley.gov.uk/pw/index.htm)

**Pastries & Networking – Hosted by Reigate & Banstead Borough Council**  
[www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)

**Diamond Lunch – Hosted by Irwin Mitchell with Southern Rail & Gatwick Express**  
[www.irwinmitchell.com](http://www.irwinmitchell.com)

**Entrepreneur Owners Topic Group – Hosted by ILG**  
[www.ilguk.com](http://www.ilguk.com)

**July Members Meeting - Hosted by The University of Sussex Business School**  
[www.sussex.ac.uk/business-school](http://www.sussex.ac.uk/business-school)

**Fun Golf & Networking BBQ Lunch – Hosted by The Copthorne Effingham**  
[www.millenniumhotels.com/en/gatwick/copthorne-hotel-effingham-gatwick](http://www.millenniumhotels.com/en/gatwick/copthorne-hotel-effingham-gatwick)

**Elevenses and Networking – Hosted by WDR, Horsham**  
[www.wdr.co.uk](http://www.wdr.co.uk)

**Networking at Ease – Hosted by Hartsfield Manor**  
[www.hartsfieldmanor.co.uk](http://www.hartsfieldmanor.co.uk)

**August Members Meeting – Hosted by Reigate Manor**  
[www.reigatemanor.co.uk](http://www.reigatemanor.co.uk)

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