



**cadia**  
**GatwickDiamond**  
Business Association

# *Update*

*What does success look like?*



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**May 2011**



## JEREMY'S JOTTINGS

ordinator. Sally will be looking after new and existing Members as well as assisting in our Events programme.

Talking of which, that's growing too with more events at more venues, giving you more opportunities to grow your business.

And our voice is growing louder too.

Over the first few months of this year we have lobbied for any number of issues including the introduction of the A380, limiting fuel duty increases, the introduction of Enterprise Zones and the importance of aviation to the economy.

This month we are co-hosting a visit of business influencers from Atlanta, Georgia, and there will be more on that next time. This trip is to put the

In times of difficulty it can be a tough decision to look at ways of expanding ... or even to convince yourself (and your Board) that this is the right time.

And yet sometimes you just have to take the plunge and get on with growth.

So we are.

As you'll see, we have increased our staffing complement and I am delighted to welcome Sally Brown as our new Membership Co-



Gatwick Diamond on the map as an international business destination.

So, what does all this mean to you? Someone recently asked me why we exist.

The answer is that we exist to grow employment and the economy in the Gatwick Diamond.

But is there something else we should be doing? If so, let me know otherwise, as you know, I'll make it up myself!

I look forward to seeing you soon.

## MEET MAURICE - THE MAN WITH THE PLAN!

In late 2010 we realised, as most businesses do, that we needed a "Plan". We were coming to the end of the 2008-11 Plan that had seen both Lee-Ann and I move into full-time positions as well as establish the Gatwick Diamond Business Awards and develop a far more comprehensive events programme.

So, what did we want to do next? We had some ideas but we never wanted to do just "more of the same".

Enter Maurice O'Shea, the man who helped shape the Plan, who says: "I find that most business owners or MDs do not have a clear vision or plan of where they want to be. If it's there it's often vague, or superseded by events or just not thought through. The problem is that we are so caught up in today's urgent issues and we don't know how on earth we go about it without spending a fortune with a strategy consultant or professional who will give us a dry plan or their plan. So it's better to put this off....."

"The secret is that you do not need to spend a lot of time and money getting your plan or a vision. If the

word plan puts you off, think of a road map to growing your business or to getting the price you want to sell it so you can hit the beach.

"In my experience successful businesses have a clear vision of where they want to be. It's this that they are passionate about and it fires them up. It's takes a mix listening, creativity and working with someone who will draw this out of us and then capture it simply in a few sentences and 4 or five numbers. Keeping this simple is good and a visual or a metaphor are powerful ways of capturing and expressing our visions.

"The strategy or plan is the more left brain process of setting out the critical steps and actions that need to be taken to achieve our vision.

"I believe that all this should be captured on one page."

The first step we took with him was to spend time evaluating where we were & where we wanted to be. And not just in terms of the business. Both Lee-Ann & I were

invited to spell out how we saw the next three years (& beyond) as well as identify how we felt about our current roles.

It soon became apparent that we needed to grow the resource available; otherwise we would run out of time and energy. In order to grow headcount, we needed to grow income .. and so the Plan was conceived!

Having identified where we wanted to be (Income from X members & Y events) we then reviewed our Vision and Values. A fascinating way to look at the business and a real help in focussing strategic choices and, from their, a picture of what success looks like.

So, is The Plan complete? Not yet as it still requires work, particularly on the Marketing side of things. Which is where Fiona Mulliner, Chair of our Membership Services Group came in ... but more of that next time.

The important thing is we are starting and that's where Sally Brown comes in ... you'll meet her soon!



Blackman Terry Accountants & advisers we hosts for the first Pastries & Networking event of this latest period.



Jon Terry & Rob Blackman formed the Practice to give clients a more holistic business offering that returns real monetary value and that is backed by a fully accountable money back promise - not a bad boast in this sector! Rob gave us a very thorough overview of the company's services .

The Members Meeting at the end of March was a very welcome return to Denbies Wine Estate in Dorking.



Once more, delegates had the opportunity to explore this fabulous venue as well as sample some of the Award winning wines.

The Capitol Theatre in Horsham was host to the next Pastries & Networking breakfast, sponsored by Horsham District Council.



on the Big Screen.

This is a historic building in the Town and is a great venue for business meetings and for more informal social events, as well as great entertainment; whether live or

## MEETINGS AND EVENTS

We stayed in Horsham for the next Pastries & Networking in April with a visit to WDR Training Centre.



WDR provide a whole variety of hard & soft skills training, mainly in customers premises. But there is also a large, well-equipped training room with very good parking right in the heart of the Town. A real hidden gem!

The April Members meeting was postponed by one week to the beginning of May and was at St Catherine's Hospice, in the Education & Training Centre, with Roband as co-hosts.



roband

Andrew Gold, MD of Roband, gave us an informative and amusing insight into the life of an electrical components manufacturer. Matthew Cornish then spoke on the work that the Hospice carries out and how businesses can get involved with this very worthwhile charity.

And then we had more Pastries & more Networking at Newick Park Hotel, in the glorious spring sunshine.



Newick Park is yet another delightful venue, with excellent facilities and first class food.

If you missed any of these, well, you missed out! Be sure to book your place early at our next event ...

## MEET SALLY

I am delighted to welcome a new addition to our team, Sally Brown.

Sally has just taken the role of Membership Co-ordinator.

Over recent years, as the membership grows, so Lee-Ann and I have been getting busier and busier. Sally will be that link we need to make sure that all our Members are well looked after and that we respond well to all Membership enquiries.



Sally's background is in Health and Fitness management so she is well-versed in how to look after Members of an organisation. She can also run a good exercise class so you'll start to see me look even more tired!

To start off with, Sally will be working Part-time but I know that as we grow the Membership, so she will have more work to do.

Later this year we'll be employing further help with the administration so that Lee-Ann is able to concentrate more on delivering an events programme that really provides commercial opportunities as well as covers the whole Gatwick Diamond.

And where, you're probably wondering, does that leave Jeremy?

I'll be able to focus more time on the economic needs of the Gatwick Diamond. We already have a loud voice and we are consulted by many organisations that affect our economy.

The winners of the Gatwick Diamond Business Awards (GDBA) 2011 were announced at a glittering awards ceremony at a sold-out black tie dinner at the Copthorne Effingham Park Hotel.

Chairman of the judges, Jeremy Taylor said *"Recognising and rewarding business innovation and success is at the heart of these awards. The aim is to raise awareness of entrepreneurship and business excellence and to help showcase business talent in the Gatwick Diamond region. The evening was a spectacular success and I'd like to thank our sponsors and supporters for making the event so memorable. The winners can be justifiably proud of their achievements and I congratulate them all."*

Twenty one judges from a diverse cross section of industry sectors chose the following winners:



#### **Business of the Year**

Sponsored by PwC  
Winner: International Logistics Group Ltd



#### **Business Person of the Year**

Sponsored by Santander Corporate Banking  
Winner: Justin Acres, Clearwater People Solutions

# *Gatwick Diamond* **BUSINESS AWARDS**

#### **Small Business Person of the Year**

Sponsored by Creative Pod  
Winner: Andrew Hookway, Extech Ltd

#### **Graduate of the Year**

Sponsored by the University of Brighton  
Winner: Laura Evans, Makemedia Ltd

#### **The Award for Corporate Responsibility**

Sponsored by Thales  
Winner: Tui – Specialist Holidays Group

#### **The Place to Meet**

Sponsored by Mercedes-Benz of Gatwick  
Winner: Felbridge Hotel & Spa

#### **The Award for Customer Delight**

Sponsored by Copthorne Hotels London Gatwick  
Winner: International Logistics Group Ltd

#### **International Business of the Year**

Sponsored by the Gatwick Diamond  
Winner: Global Immersion

#### **The Award for Developing People for Business Success**

Sponsored by Central Sussex College  
Winner: Lifestyle Europe Ltd

#### **The Award for Innovation and Technology**

Sponsored by Rawlison Butler LLP  
Winner: Sweeptech Environmental Services LLP



#### **Green Award for Travel and Transport**

Sponsored by Crawley Borough Council and London Gatwick Airport  
Winner: easitNETWORK

#### **The Green Award for Recycling**

Sponsored by Crawley Borough Council and Veolia Environmental Services  
Winner: Virgin Atlantic Airways Ltd

#### **The Green Award for the Sustainable Workplace**

Sponsored by Crawley Borough Council and Gatwick Green  
Winner: K2 Leisure Centre

#### **The Green Diamond Green Champion**

Sponsored by Crawley Borough Council and Search  
Winner: ARA Anthea Rossouw



The Gatwick Diamond Business Awards ceremony took place at the Copthorne Effingham Park Hotel on Thursday 17<sup>th</sup> March 2011 with Sir Trevor McDonald OBE as guest presenter. A total of 14 awards were presented before 600 business leaders and representatives from the Gatwick Diamond region.



The 2012 Awards will be held on 22nd March 2012 at the Effingham Park.

Watch this space for further details on the Award Categories, sponsors and a series of events called "How to Win Awards & Influence People"

## THE ANNUAL GENERAL MEETING



On the 24th June we will be holding our Annual General Meeting. This will be at 11am at the Hilton Hotel at Gatwick Airport and is being co-hosted by British Airways.

The AGM is an important part of the year and is your opportunity to find out how we have performed in 2010-11 as well as learn our plans for growth in the period to 2014.

Working with the Executive Council and other members, we have great plans that will see us become the business organisation of choice in the Gatwick Diamond as well as grow our voice (on your behalf) in the wider economy.



Silla Maizey, MD for BA at Gatwick will be speaking at the meeting on "How to do business with BA" as she looks to grow BA's commercial presence at Gatwick.

We'll also say a fond farewell to Simon Cook, the GM of the Hilton Hotel as he is retiring to pursue a life of leisure! Simon has been a great supporter over the years and we are sorry to see him go, but we look forward to meeting and working with his successor, Sacha Keohler who we may well meet for the first time at the AGM.



## CADIA CHALLENGE 2011

The Cadia Snowdonia 15 Challenge is a local event organised specifically in support of the following Charities in the Gatwick Diamond Area Sussex Air Ambulance : The Olive Tree Cancer Support Centre : Golden Lion Children's Trust : NSPCC : Sussex Community Foundation : Sussex Wildlife Trust : The National Centre for Young People with Epilepsy : Outreach 3 Way : St Catherine's Hospice : The Business Community Partnership : Crawley Community & Voluntary Service : Rocking Horse : Young Enterprise South East.

### THE CHALLENGE

The Snowdonia 15 is one of the ultimate 24 hours challenges in the UK. The target is to summit all 15 peaks in the Snowdonia Range that are over 3000 feet high. Starting off with the feared Crib – Goch then heading off up to Snowdon (this is usually enough for most people in a day). By this time we will have only bagged 3 out of the 15, so onward towards the North to bag the remaining 12 including Tryfan and Carnedd Llewelyn.



By the time we will have finished we will have walked and scrambled over 30 miles and climbed in excess of 4000m (half way to the top of Everest). At least a 3<sup>rd</sup> of the walk will also be completed in the dark. This is not an easy challenge, we will need to be fit, determined and single minded to complete the walk. The team of 10 will be undertaking the challenge over the weekend of 2/3 July.

They are hoping for good weather, but preparing



for anything. Training is already well underway, with regular night walks of 10/12 miles, less regular day walks of 20 miles and a personal fitness regime to make sure they are ready.



### THE AIM

The aim of the 2011 Snowdonia Challenge is to raise in excess of £10,000 for the 13 charities supported by the Gatwick Diamond Business Association (Cadia). This is a great opportunity for businesses in the Gatwick Diamond region to show their willingness to support all of these charities and the great work they undertake.

For more information please contact :-  
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Keith Pordum  
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Soon to be live <http://cadiachallenge.com/index.php>



## HEALTHY PEOPLE HEALTHY BUSINESS

The issue of workplace health and wellbeing is rising swiftly up the UK business agenda as companies increasingly recognise the true cost of absenteeism and workplace ill-health. According to the Health and Safety Executive (HSE), over 35 million working days were lost through ill-health and injury in 2004/05, while 2 million people were suffering from an illness that they believed was caused or made worse by current or past work. Therefore there are clearly huge costs to UK businesses associated with lack of effective health and wellbeing practice in direct losses owing to absenteeism and possible litigation, and day-to-day underperformance across the company.

Smaller companies often find it difficult to find the budget to invest in health and wellbeing services for their employees and yet the impact of sickness and absenteeism can be even greater for these companies than it is for larger organisations. Employees in the workplace are a vulnerable group who suffer particularly for health inequalities as they struggle to access health care as regularly or as frequently as they need to. They also have their own particular health and wellbeing needs.

Fortunately YourDoc Medical has set up a health and wellbeing service to assist SME's and larger organisations, to prevent and reduce the impact of these thorny issues. YourDoc Medicals' Service includes:

A Health portal packed with a variety of topical articles that have all been reviewed by GP's.

An online health management and health coaching system ( for individual subscription by employees)

A Focus Health Issue section with an interactive Q&A option.

Subscribers also receive a regular Newsletter and Health tips.

For more information contact:

Jennifer Samarasinghe  
YourDoc Medical Ltd

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## QUESTION TIME

Blackman Terry LLP are Chartered Accountants, Registered Auditors and Business Consultants. They believe that anyone brave enough to own their own business deserves to have the very best of success and their mission is to make sure that you do.

For the benefit of members they have prepared a questions and answers section that you might find useful.

**Q. I work through my own UK company that has secured a 6 week contract to be performed in Amsterdam. I plan to stay with my cousin in Amsterdam while working on that contract. As I won't have receipts from a hotel, what can I claim as expenses?**

**A.** HMRC set benchmark scale rates for business trips in most countries. These cover costs for accommodation, meals, and other sundry expenses known as the residual rate. Your company can reimburse your expenses at the benchmark scale rates without receipts. However, if you are staying with a friend or relative and do not pay for accommodation or meals you can only reclaim 10% of the residual rate for the area. Where you pay for some meals (e.g. lunch) you should claim the specific meal rate or the actual expense supported by receipts. On top of these expenses you can also claim personal incidental expenses of £10 for every night that you are working abroad.

**Q. I generally invoice about £5,000 per month, some £60,000 per year, so my business is not yet VAT registered. However, from 1 April a new customer will provide an additional £2,000 of sales per month. When exactly will I have to register for VAT?**

**A.** You currently have a margin of £13,000 between your regular sales and the new VAT registration threshold of £73,000 (from 1 April 2011). Your new income will fill that margin in 7 months. If your regular sales remain constant your turnover for the past 12

months will exceed £73,000 in mid October 2011. You will need to register for VAT by 30 November 2011. As the VAT registration process can take at least a month, you should send in your application for VAT registration (online or in paper form) as soon as you realise your sales have exceeded £73,000. On that form be careful to state the date from which you become liable to register for VAT, even if that is some weeks in advance.

**Q. My PAYE tax code is 647L, but the websites I've looked at say it should be 747L, which is correct?**

**A.** The personal allowance for individuals aged under 65 for the tax year 2010/11 (which ends on 5 April 2011) is £6,475. If you have no deductions to set against your personal allowance your tax code for 2010/11 should be 647L. The standard personal allowance for the tax year 2011/12 (from 6 April 2011 to 5 April 2012) will be £7,475, so your tax code for 2011/12 will be 747L.

**Q. My business is to become VAT registered from 1 June 2011, but before that I will be taking delivery of a piece of equipment which will be used by the business for a number of years. Can I reclaim the VAT charged on the cost of the equipment even though the purchase was made before my VAT registration came into force?**

**A.** Yes you can. VAT on equipment and goods purchased up to 3 years before you became VAT registered can be reclaimed, if you still held that equipment or goods at the date VAT registration became effective. You must also have the original invoice. You can reclaim the VAT paid on your first VAT return, or on any VAT return within the first three years of becoming VAT registered.

For more questions like this visit [www.blackmanterry.co.uk](http://www.blackmanterry.co.uk)  
Or call them on 08448 800521



## GATWICK BECOMES AIRPORT CARBON ACCREDITED



*Stewart Wingate, CEO Gatwick Airport (right) receives certificate from Olivier Jankovec, Director General of Airports Council International Europe*

Gatwick, the second largest airport in the UK and the busiest point-to-point airport in Europe, has today become certified by *Airport Carbon Accreditation*, the standard for carbon management and reduction at European airports.

*Airport Carbon Accreditation* is the only independent and institutionally-endorsed certification programme designed specifically for the airport business. Launched by Airports Council International Europe in June 2009, the programme has four levels of accreditation: mapping, reduction, optimisation and neutrality. Gatwick has achieved

accreditation at the 'reduction' level, meaning that it has mapped all of the CO<sub>2</sub> emissions sources under its direct control and succeeded in reducing them on a rolling three-year average.

Stewart Wingate, CEO of Gatwick Airport said: "Our target is to reduce our carbon emissions by 50% over the next 10 years<sup>1</sup>. Achieving *Airport Carbon Accreditation* signals an important milestone for us. We are already well on our way to achieving the next level of accreditation as we look to reduce our carbon emissions year-on-year."

Olivier Jankovec, Director General of Airports Council International Europe commented "Gatwick is already a by-word for aviation efficiency, given its status as the busiest single runway airport in the world, so it's no surprise to see the airport's CO<sub>2</sub> actions become accredited for 'Reduction' today. I congratulate Stewart Wingate and all his team on this achievement and I hope that aviation's vehement critics in the UK will take note that Gatwick and many of its European counterparts are working hard to reduce their CO<sub>2</sub> emissions."

Last year, Gatwick launched its 'Decade of Change' sustainability strategy for developing the airport in a sustainable way over the next 10 years. As part of this strategy, Gatwick became the largest UK airport to achieve the UK's Carbon Trust Standard and certification to ISO14001, the international environmental standard.

Gatwick is working on a number of key projects to reduce carbon, for example, it will be installing electric vehicle charge points not only for vehicles on the airfield but also in public car parks, benefiting passenger's and also supporting the Government's ambition to develop a national network. A designated carbon management zone is also being identified for vehicles operating on the airfield which can incentivise business partners to use cleaner vehicles. Low carbon technology is already in use within the buildings such as, energy efficient lighting and sensor controlled passenger travelators and escalators.

Gatwick's annual Sustainability Performance Report, which includes further information about Decade of Change can be found online [www.gatwickairport.com](http://www.gatwickairport.com)

## MICROBIZ BENEFIT

Working closely with Horsham District Council, Horsham Training Centre is delighted to be joining forces with the award-winning Microbiz concept, to provide training and support services to new start-ups and existing small businesses in the area.

Small businesses owners will benefit from a range of masterclasses run at the centre in future, designed to support business sustainability and growth. This represents a further example of Central Sussex College's long term commitment to supporting the local economy.

Small businesses can take advantage of a free trial offer to join



Horsham Training Centre's Microbiz Club. The membership, which will run until 30<sup>th</sup> June 2011, will provide introductory reduced rates on meeting room hire, 20 hours' free wireless internet access, free refreshments and the chance to network with other business people.

**Microbiz Club members can benefit from reduced rates for conference hire facilities**

To find out more call Horsham Training Centre on 01403 218181 or email [htc@centralsussex.ac.uk](mailto:htc@centralsussex.ac.uk).

## BIZ NEWS

## WEST MEETS EAST

Gatwick yesterday (Sunday 27 March) welcomed the launch of a brand new route to the Jordanian capital, Amman, by its biggest customer – easyJet. The first flight to Amman took off yesterday at 11:00 and easyJet will operate the service three times per week from Gatwick's North Terminal.

This is exciting news for Gatwick's adventurers who have, for the first time ever, the option to fly low cost from London to one of the oldest cities in the world and explore ancient cities, desert castles, unspoiled natural locations and visit one of the Middle Eastern wonders – Petra – which made its Hollywood debut in 'Indiana Jones and the Last Crusade.'



Commenting on easyJet's new route to Amman, Guy Stephenson, Gatwick Airport's Commercial Director, said: "easyJet's brand new route to Amman is not only exciting for Gatwick as we strengthen our links to the Middle East, but also for passengers who now, in these price sensitive times, have a truly low-cost option to fly to this wonderful ancient city from London.

"easyJet is a valued airline and we are pleased to be able to support its growth plans and open up more destinations for its passengers."

Other easyJet routes to launch from Gatwick between now and June include Izmir (Turkey), Verona and Bologna (Italy), Seville (Spain), and Aberdeen (Scotland).

## A MATCH MADE IN HEAVEN

We are delighted to announce that there has been yet another Gatwick Business Association partnership. Crawley Office Cleaning Services have recently re-branded to Greenstar Cleaners Ltd and to help them through this process they used the services of fellow member Ric Blackburn of digital agency, Circlesquare.

Dean Clark, Managing Director of Greenstar Cleaners comments: "We have been in business for over 35 years, as the company has grown more of our customers are outside of the Crawley area. We took the decision to re-name the company to encompass all of our clients and to reflect the fact that we are an environmentally friendly cleaning company."

"Why did we choose Circlesquare? We are not a huge national company but this means we can offer our customers a far more individual service as we really try to understand their requirements. We believe that this approach to business is used by most local companies and this is why we chose one for our re-branding."

The company's new logo is very distinctive; the stars are the

constellation Lyra, which also happens to be the name of Dean and Nicki's daughter. Talk about keeping it in the family! Circlesquare have also developed a new website which really does stand out from the crowd.



**greenstar**

"We definitely wanted to use a local company and are delighted with the result." Said Nicki Hesketh, Director. "We have been members of the Gatwick Business Association for some years now, and saw absolutely no point in spending time networking if we weren't actually going to do anything with it. To this end we also used Prestige Promotional Products, as Dean had met Alan Novis at a previous meeting."

For more information and to have a look at their fantastic new website [www.greenstarcleaners.co.uk](http://www.greenstarcleaners.co.uk)

## EASTER EGG-CITEMENT

When Ben Booker of Ashdown Park Hotel offered the Golden Lion Children's Trust a large dark chocolate Easter egg he gave no clues about just *how* big the egg was!

Head chef Hrvoje 'Harvey' Loncarevic and his colleagues had spent a day wrapping 30 kilos of delicious melted chocolate over a large mould to create ..... every chocoholics dream!! The GLCT knew who would appreciate this gift!

Which is how Ben, Harvey and Holly met with Tricia and Lynda from GLCT at Grove Park Primary School, Crowborough – a generic special needs school, to present this egg-stra special surprise to some very egg-cited children last week.

Lynda said " Ben's kindness in donating this egg-stremely special gift shows that Cadia members can support charities in a variety of ways."



An egg-ceedingly sweet result for all concerned!!

## BIZ NEWS

Crawley Town FC are pleased to unveil their new badge as we prepare for the Football League.

It retains the traditions of our old emblem, and in particular the club's nickname of the Red Devils, while introducing new elements which strengthen our links with the Gatwick area and West Sussex.

Top left: The diamond and aircraft taking off reflect Crawley's ties with Gatwick Airport, the third biggest single-runway airport in the world which takes 52% of its workforce from the town and surrounding area. Part of the club's long-term development strategy is to forge stronger links with the Gatwick Diamond, the private and public business-led partnership.

Top right: The club has seen a huge increase in its fan base beyond Crawley, particularly in the last 12 months. This element of the badge



reflects our desire to appeal to supporters throughout West Sussex and strengthens our ties with the county which have been in place since the formation of the club in 1896.

Bottom left: The latin phrase NOLI CEDERE means 'never give up' and is pronounced No-lee kay-de-re. It is a positive statement of intent we have adopted during the most successful period in the club's history as we won promotion to the Football League and reached the fifth round of the FA Cup.

Bottom right: Our re-styled red devil updates an element of our old emblem.

Chief executive Alan Williams said: "We considered many options when we decided to re-design our badge and think our choice sums up the message we are trying to convey. We will always be the Red Devils and have retained the traditional element of the old badge in the new design which was important.

"Our commercial focus is based on moving forward as a club with the business district of Gatwick airport, which has such a massive influence on the town itself in so many different ways, and we want to continue to expand our fan base beyond the confines of Crawley and into the rest of West Sussex."

Visit [www.crawleytownfc.com](http://www.crawleytownfc.com) for more on Crawley Town's push for the title of League 2

## IT MERGER

IT services to the Gatwick Diamond region received a major boost this month with the news that two of its leading providers have merged.

Billingshurst-based IT-net Solutions had been seeking a new stakeholder for the business following the move out of the sector by a major shareholder. The company had been utilising databack systems know-how from IT managed solutions counterpart extech as an extension of their customer service so a merger proved a logical step forward.

Welcoming the move, IT-NET Solutions director and 50% shareholder Ken Horsley, said extech were "the obvious choice". "This is a positive move for IT-NET Solutions, allowing it to provide additional benefits to our customers that we couldn't do before. I am looking forward to integrating our systems with extech."

Both companies specialise in fully managed IT solutions. However, offering the reassurance that no jobs would be shed in the

merger, extech Managing Director Andrew Hookway said: "The company will keep all its current staff and will run as before with the added benefit of being looked after by a larger organisation with more services to offer its customers."

Hookway added: "We will be able to enhance customer benefits by being able to deliver a fuller service, with more experienced engineers, a fully serviced helpdesk and a wealth of IT solutions."

Customer service commitment proved a deciding factor in Andrew lifting the Best Small Business Person accolade at the 2011 Gatwick Diamond Business Awards, held last month.

extech aim to deliver outstanding customer service aligned with working closely to business objectives. "We take the lead when looking after clients' IT," said fellow director Paul Estep. "Through the use of pro-active monitoring, we can deal with many issues before



customers even know they have arisen."

Today's businesses require continuity and reliability within the workplace. PC downtime generally means lost hours and reduced functionality. extech's approach is one of prevention rather than cure, while offering clients a fixed fee charging structure means it can work to a shared risk model.

"Adopting this approach ensures we maintain a direct incentive to get things right every time," Hookway concluded.

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

## SUSSEX AIR AMBULANCE SCOOPS PRIZE

Sussex Air Ambulance has this week been awarded a £3,000 cash donation from NatWest thanks to an enthusiastic voting campaign by Horsham and Arundel residents.

In July, following the launch of the Customer Charter, RBS and NatWest announced details of a new Community Fund to support local charities and projects, and invited customers and local people to decide who should benefit from this new community initiative.

A panel comprising representatives from the local community reviewed the original applications and short-listed the three charities to benefit from the fund in each area and when voters were asked to pick their favourite it was Sussex Air Ambulance that scooped the top prize of £3,000 – *this was funded from the Horsham Cluster including branches in Horsham and Arundel.* Nationally, over 380 individual funds were created and over 1,100 local organisations will receive a donation.

The life-saving charity provides a Helicopter Emergency Medical



Service (HEMS) which responds to serious trauma and other emergencies with a specialist doctor and paramedic, available to everyone living, working and travelling through the county. The highly-skilled crew can carry out advanced medical procedures at the scene of incidents before flying the patient to the most appropriate hospital according to their needs – “saving time, saving life”.

John Houlton, Senior Bank Manager, NatWest in Horsham and Arundel, said: “We’ve had an overwhelming response to the Community Fund and it’s clear that people in Sussex are passionate about the Sussex Air Ambulance charity and we’re delighted to be

able to make this donation and support the work that they do.

“We have had so many worthy causes nominated which is why it was important to give the opportunity to our local community to decide who should benefit.”

Sussex Air Ambulance needs £1.7m-a-year to keep the helicopter flying and relies almost entirely on public donations.

Each flying mission costs between £1,500 and £2,000 so NatWest’s donation has helped to potentially save two lives.

West Sussex County Fundraiser Cheryl Johnson said: “We are thrilled to be awarded £3,000 and to gain the recognition for all our efforts locally.

“The money will go towards running costs to allow us to continue to provide this lifesaving service to the people of Sussex. Our thanks go to the public in Horsham and Arundel for voting for our worthy cause.”

## OUR CROWNE JEWEL

Hugh McKenna – Exercise referral specialist at The Elite health club in the Crowne Plaza Hotel, was part of a team of adventurers who on April 10<sup>th</sup> 2011 tackled the 1,344m mountain Ben Nevis to raise awareness of the Back Up Trust which helps support wheelchair users and shows them that life still goes on.

Barry West was paralysed in a car crash 15 years ago but refuses to be consumed by his condition. With the help of Hugh and guide Graeme Morrison, he pulled together Westys Warriors and headed for Scotland where he became the first tetraplegic to get to the top of Ben Nevis!

Hugh said: “I have known Barry since we were both at school and was involved with the first major

charity event which I ran a mass circuit training event. Along with an amazing amount of support from the local community, we raised enough money for Barry’s requirements. Barry is a highly inspirational, motivational and humbling man who brings a smile to the faces of literally everyone he meets.

My work as a personal trainer brings me into contact with clients with a myriad of complex and unique medical requirements and considerations. Barry has shown me that no matter how bad things are there is always something out there to make life worth living”

From all of us at the Crowne Plaza London – Gatwick Airport we would like to congratulate Barry, Hugh and the whole team for completing such an amazing challenge.



## CSR

Once again the Golden Lion Childrens Trust is entering a boat in the Dragon Boat Race on Bewl Water on 17th September.

Over the past few years the Charity has raised significant funding towards its valuable work with Special Needs Children from all over the Gatwick Diamond.

Trust Chair Lynda Guy said "It's a lot of hard work each year, and we have great fun on the day, but it's all worthwhile when you see the faces of the children we work with."

In addition to our usual single boat, we thought it would be a great opportunity for fund raising and networking in a friendly environment if we could put a team of 20 together, purely from the Membership.

You don't need to be ultra-fit like our brave Peak Runners, just commit to raise £200 per paddler.

Bring the family as there will be plenty to do on the day. We'll provide food, water, Tee Shirts, safety instruction & a marquee - all we need is your enthusiasm.



Please help, if you can. Kindly contact Paul Roe of Reeves by calling 01293 776152 or e-mail paul.roe@reeves.co (that's right, it's not a typo)

## STEVE RUNS AWAY WITH IT

Steve from Parmar Staffing completed his half marathon in Hastings on 20th March in 2 hrs 18 mins and is very pleased with his achievement.

Steve raised £310 for Chestnut Tree House and he knows that it will go to good use. Steve would like to thank everyone for their support and donations.



If you have not donated so far and would like to you can still visit <http://www.justgiving.com/Steve-Parmar-Greaves> and make a donation. Thank you for your help and support.

## REEVES AWARDED BY DEMELZA

A team from Reeves have been awarded 'Outstanding Fundraising Team' in 2010 at the Demelza Business awards on Friday 4 March 2011.

Having set themselves a target of £5,000, the Reeves team of Mélanie Tragner, Emma Gregory, Paul Williamson, David Mepsted and Sam Jones finished the year having raised over £10,000 after successfully completing a challenging five day trek in Jordan last October.

Team Jordan (all employees drawn from Reeves offices in Canterbury and Chatham) all successfully covered 38 miles from the Dead Sea to Petra, despite the gruelling conditions, sun stroke, sleep deprivation, blisters (and broken toes!).

On receiving the award Mélanie Tragner commented; "None of us had ever done anything like this before – now I look back and I'm amazed that I did this. It was the hardest thing I've ever fulfilled but I met some great people and the money we raised is hopefully going to make a bit of difference to the lives of the children at Demelza. The sense of achievement is like nothing I've ever experienced before".

The team also hosted quiz nights, raffles, charity gigs and organised cake bakes and car boot sales.

Reeves has also raised money through Dress Down Days and raffles at corporate events and were shortlisted for the 'Outstanding Corporate Supporter' award.

Clive Stevens, Reeves' Managing Partner commented, "We are extremely proud of 'Team Jordan' for not only taking on the great challenge of the trek, and stepping way out of their comfort zone, but for their months of fundraising efforts beforehand, in and outside of work.

We pride ourselves on Corporate Social Responsibility and actively encourage staff to give back to their local community whenever they can and we are delighted to have been recognised by Demelza which is an extremely deserving charity that Reeves will continue to support this year".



## PEOPLE

GATWICK WELCOMES  
NON-EXEC DIRECTORS

Sir Roy McNulty and Raphael Arndt have been appointed as Non-Executive Directors

Gatwick Airport is pleased to announce that Sir Roy McNulty and Raphael Arndt have been appointed as Non-Executive Directors of the company, effective 23 March 2011.



Sir Roy, who was Chairman of the Civil Aviation Authority until 2009 and Chairman of National Air Traffic Services Limited from 1999 to 2001, is currently Chairman of the

Rail Value for Money Study commissioned jointly by the Department for Transport and the Office of Rail Regulation.

Raphael Arndt, who is Head of Infrastructure and Timberland at The Future Fund, has managed successful infrastructure and timberland portfolios and has significant asset management experience.



Sir David Rowlands, Chairman of Gatwick Airport said: "I'm delighted to welcome Sir Roy and Raphael as Non-Executive Directors.

"Sir Roy's extensive experience on transport and aviation matters and Raphael's strong track record in infrastructure and asset management, will be extremely valuable as Gatwick competes to grow and become London's airport of choice."

Sir Roy was recommended for the appointment by the California Public Employees Retirement System (CalPERS) and Raphael by The Future Fund, both investors in Gatwick Airport.

## 25TH ANNIVERSARY TAKES A BOW



*Standing: Graham and Susan Fleet, (front row): Dame Vera Lynn; Shala Mata, financial controller of Electric Body Inc (from Victoria, Canada); actress and author, Judy Cornwell.*

Lea Graham Associates, more used to getting high profile clients into the headlines, for once found themselves in the spotlight last week.

The Burgess Hill-based public relations consultancy which represents prestigious clients such as the South of England Agricultural Society and Arundel Castle, marked its 25<sup>th</sup> anniversary with a celebration dinner at South Lodge Hotel, Lower Beeding.

Representatives from the worlds of theatre, show business, the media, charity and commerce joined together to mark the occasion and pay tribute to the consultancy's work.

They included guest of honour Dame Vera Lynn, Deputy Lord Lieutenant of East Sussex Carola Godman Law, South of England Agricultural Society Director Deborah Barber, Lord and Lady Teviot, TV newsreader Nicholas Owen, actress Judy Cornwell and



*Dame Vera Lynn with Graham & Susan Fleet*

her husband, former BBC arts correspondent John Parry, Claire Hicks (former chief executive of the Impact Foundation) and *Sussex Life* editor Simon Irwin.

Consultancy founder Susan Fleet, who described starting the business 25 years ago as "a perilous leap," said: "All the people here tonight have played a part in the success and longevity of Lea Graham."

She recalled that among the consultancy's chief triumphs had been arranging the publicity for 15 Royal visits, handling assignments on a diverse range of topics from laboratory automation to the Henley Festival, and successfully promoting employment services for people with disabilities.



Centre piece at the dinner was a huge anniversary cake depicting the areas in which the consultancy is active. The cake, created by Gemma Alexanian of Tartufi Cakes in Havant, was cut by Lea Graham directors Susan & Graham Fleet and Guest of Honour Dame Vera Lynn.

## PEOPLE

Scott Miles has been promoted to Corporate Partner at Reeves, with effect from 1 June 2011.

Scott joined Reeves, one of the major accountancy and financial services firms practicing in the South East of England, in 1996 and progressed through the firm to become Senior Corporate Manager before his recent promotion to Partner. Since joining the firm, Scott has developed a broad client portfolio including a number of owner managed businesses, overseas owned groups and public sector organisations. Scott's industry expertise includes; manufacturing, the motor trade, education and childcare and construction and related activity companies.

Scott, who is based in the firm's Canterbury office but works with partners and staff to serve all clients throughout our Kent, Gatwick and London offices, also leads the firm's Internal Audit department, which acts for both corporate and public sector organisations.

On his appointment, Scott commented: "It has been my lifelong ambition and to have the opportunity to become a Partner of a leading national firm, steeped in history, is just phenomenal. The firm has exciting and ambitious plans for the years ahead and I am looking forward to further strengthening our position as a pre-eminent practice within the South East".

Clive Stevens, Managing Partner at Reeves commented; "I am particularly delighted that Scott has accepted the offer to join the partnership, particularly as he trained with us, qualified with us in 2003 and has progressed steadily with Reeves. It is thoroughly deserved".



Scott enjoys all sports, travelling and spending time with his family. Scott in his spare time is also a Governor at a local primary school.

## RECRUIT & PROMOTE

Adams & Remers LLP is delighted to announce the promotion to partner of Katherine Haslam and David Hovey and the appointment of a new partner in the property team Yasmin Uddin.



Yasmin Joins the firm from Winkworth Sherwood and has 20 years experience of residential private property and mixed use developments. Yasmin's focus is on the prime London market. She acts for an international client base and her clients include TV personalities, sports people, city financiers and some of the largest international companies investing in the highest end of the London market.

In addition to acting for private individuals and other investors in private property she has many years experience of acting for housebuilders and developers on mixed used development schemes. She has advised Barratt Homes, Explore Living, Urban Splash, Wesbury Homes and Berkely Homes North West.

Yasmin Uddin comments: "I am thrilled at joining Adams & Remers; particularly their London office in St James's which is the perfect place to be to cater for the prime London property market. I

am excited at the opportunity to help Adams & Remers establish in the capital the enviable reputation for private property they have enjoyed for many years in the South East. A task made easier by the fact many of their clients are based in the capital and indeed requested their presence here."

Solicitor Katherine Haslam, who has been with Adams & Remers for 7 years, has been promoted to partner in the commercial property team and works with clients on all aspects of the sale, purchase and ownership of commercial property. Katherine also chairs the Agriculture and Rural Estates team at Adams & Remers, as well as advising clients who are looking to invest property interests in or dispose of property from a Self Invested Personal Pension plan (SIPP) or Small Self Administered Scheme (SSAS) and handling property insolvency matters.

Katherine Haslam comments: "I am delighted by my promotion to partner. Recent years have been very challenging for many of my clients but there are opportunities out there and I hope that 2011 will see a move towards growth for the commercial property sector in the South East rather than just consolidation."



David Hovey, Licensed Conveyancer has been promoted to partner in the residential property team and has been with the firm for 34 years. David specialises in the sale and purchase of residential property across the South East.

David Hovey comments: "I am very pleased with my promotion. I have certainly seen some ups and downs in the property market over the last 35 years. The residential property market has the potential to be buoyant in the South East if more first time buyers can be encouraged back to the property ladder to release those people looking to move further up. Bank lending policies however need to change fast to enable this to happen."

Managing partner Robin Illingworth comments: "We welcome Yasmin to the team, her experience will be a real asset to our clients. David and Katherine have both made a terrific contribution to the firm's growing success and to their individual clients and this promotion is well deserved for both of them. I wish them all every success in the future."



## PEOPLE

Apprentice star, Chris Bates, is helping Reigate & Banstead Borough Council promote their new work scheme which will create 20 new job opportunities for young people and replace a central Government initiative.

The Future Jobs Fund (FJF) was an initiative to provide employment for thousands of young people across the country, which has now come to an end. Last summer, 14 young people were taken on at the Council through the FJF and five of them went on to gain full time positions with us.

Now, the Council is reinstating this recession-busting scheme locally, providing 20 local young people who are out of work, with a foot on the employment ladder.

Chris Bates, aged 24, who lives and grew up in Kingswood, was runner up in the latest series of The Apprentice, hosted by Lord Alan Sugar. He is offering the Council his support to help young people back

into full time employment.

The Council's Young Workers Scheme will see 16 to 24 year olds, given six month contracts to work across the Council including human resources, housing, marketing and at the Harlequin Theatre & Cinema.

"I'm really happy to be giving something back to my community and working with the Council on this project," says Chris. "Young people need as many opportunities as possible to get on the career ladder and it's really important to help them find their feet."

"We can't thank Chris enough for backing our Young Workers Scheme," says John Jory, the Council's Chief Executive. "He is a great example and motivator for other young people."



"Offering our own local version of the Future Jobs Fund demonstrates our commitment to creating opportunities for young people, equipping them with the skills, confidence and experience needed for the jobs market.

"We want to lead the way in ensuring the borough is a prosperous place and helping our residents share in that prosperity by having access to work."

The Council and Chris Bates also spoke with local businesses at a networking event hosted by Canon UK Ltd, to see how they can offer opportunities for young people, by setting up their own schemes or work experience placements.

The 20 recruits for the Young Workers Scheme will start work at the Council on 9 May for a six month contract period. Throughout their time they will receive help to find permanent employment, through CV building, and interview techniques.

## GATWICK IN CUSTOMER SERVICE EXCELLENCE

\*750 airport security staff awarded national qualification in 'Delivering Excellent Customer Service'

\*Gatwick pledges to treat every passenger as its guest and offer the best airport experience

\*Greater focus on customer service saw passenger compliments increase by 94% in 2010

Half of Gatwick Airport's 1,500 front-line staff have achieved a City & Guild Level 2 Award in 'Delivering Excellent Customer Service'. The remaining 750 staff will complete their training by October this year, helping to put Gatwick at the top of the league when it comes to customer service.

Tourism South East Training and Skills has worked closely with Gatwick to design a tailored training programme to help staff understand how they can do their bit to drive improvements in customer-service for the 32 million passengers who travel through the airport each year.

Stewart Wingate, CEO of Gatwick Airport, said: "Our priority under new ownership is to deliver the best end-

to-end passenger experience through the airport and make Gatwick London's airport of choice. Passengers will judge their experience of Gatwick not just on the quality of the airport facilities but also on the friendliness and helpfulness of our staff. That is why we are investing in the training and development of our people at the same time as we invest to improve the physical environment of the airport.

"And I am delighted that, half way through the training programme, we are already seeing positive results with passenger compliments up by 94% and complaints down by 15% in 2010 compared to 2009. We also seem to be employing the brainy bunch with a pass rate of 98% compared to the national average of 78%."

Commenting on the success of the programme, John Williams, Chairman of Tourism South East said: "We are delighted with the results achieved at GatwickAirport. The airport will have a key role to play in welcoming people from all over the world when they come



to attend the Olympic and Paralympic Games next year and this programme will have a positive impact."

The training forms part of Tourism South East's 'Welcome Host Gold Programme' - a programme launched to improve the levels of customer services across the South East and funded by the South East England Development Agency (SEEDA). It is established as one of the leading customer service training courses in the UK, designed for staff in tourism, hospitality, leisure, transport and travel businesses.

Pam Alexander, Chief Executive of SEEDA said: "SEEDA is very pleased to be funding the Welcome Host Gold programme and we are very encouraged with the results being achieved at Gatwick and other key gateways and tourism destinations across the South East. By investing in excellent customer service we will help businesses to maximise the impact of hosting the London 2012 Games and leave the South East with a lasting economic tourism benefit."

## SUCCESS

Downs Solicitors LLP is delighted to announce that it has been awarded the Lexcel best practice management standard. Lexcel, the Law Society's quality mark for law firms, is regarded as a symbol of trust, integrity and quality and is only awarded when a practice meets specific criteria covering client care, case management, office administration, financial and risk management.

"Lexcel accreditation is as an acknowledgment of the exceptionally high levels of customer service and practice management offered by Downs and is tangible proof of our commitment to offering the very best service in

every area of our business" said Senior Partner, Chris Shipley. "It confirms that the highest possible standards are maintained, ensuring the delivery of consistent excellence. However, achieving Lexcel would not have been possible without the total buy in and commitment of every member of staff who recognise the benefits that it brings to the Firm and who are all justly proud of the Award."

Quality Partner, Chris Millar said "The Lexcel standard is a prestigious achievement and will enable us to maintain a strong position in the legal marketplace and, more importantly, continue to service our clients to the high level

## LEXCEL AWARD FOR DOWNS



they have come to expect because it is an indication that we are a well managed practice."

President of the Law Society, Linda Lee, is seen here presenting the Award to Quality Partner, Chris Millar and Senior Partner, Chris Shipley.

## ROYAL APPROVAL FOR EASIT

In 2008, an exciting new travel initiative launched in Crawley with the aim of addressing congestion and commuter transportation issues in and around the Manor Royal business park.

easitNETWORK has been recognised by Her Majesty the Queen and the Prime Minister and been awarded with the highest Business award in the country, **The Queens Enterprise Award for Sustainable Development!**

easitNETWORK was introduced to support and encourage the most influential businesses by offering a unique approach to tackling commuting transport issues. By generating strength in numbers and bringing together businesses with local Government, easitNETWORK is able to create new and cheaper travel options, lobby for changes to public transport provision and generate funding for new initiatives.

To date some 35,000 staff members have requested and been allocated an easitNETWORK public transport discount card, 4,500 weekly bus tickets are being sold to easitNETWORK members, 600 additional car sharing spaces have been introduced at member car parks, 68 bicycles were loaned to



easitMEMBERS in 2010 all pledging to cycle to and from work at least twice a week, shuttle buses introduced now carry an average of 2000 people to work each week from various railway stations and lunchtime shopper buses transporting staff to and from town centres!

The Queens Award Office were impressed with how the easitNETWORK team of just three employees have managed to deliver such a strong performance in terms of promoting sustainable transport 'on a far greater scale than would normally be expected for a company of this size. easitNETWORK is leading the way in facilitating collaboration amongst a range of companies, helping them work together to develop transport solutions which reduce the environmental impact of commuter journeys and promote healthier, more active life styles.'

To find out more or to participate, please visit [www.easit.org.uk](http://www.easit.org.uk)

## A FIRST FOR ENGLISH WINE



Denbies Wine Estate, England's largest vineyard located in Dorking in the heart of the Surrey Hills, is delighted to announce the release of English White 2011, which has been produced exclusively for the Tesco Finest\* range.

This is the first time that Tesco have selected an English wine to be included in their Finest\* wine range, which comprises over 100 products to choose from.

The wine was produced from grapes grown on the estate, a blend of Ortega, Reichensteiner and the more familiar Chardonnay.

"Being selected by one of the world's largest retailers to join their Finest\* range represents a significant milestone for Denbies and English wines in general", commented Christopher White, General Manager of Denbies Wine Estate.

For further information, please visit [www.denbies.co.uk](http://www.denbies.co.uk)

## EVENTS

## BRUSH UP ON YOUR SKILLS

**FREE workshops, lasting just two hours from 8.45 am till 10.45 am, in Crawley, Horsham and Dorking**

**MAY: The Executive Seminar.**

A fast-paced, interactive and stimulating 2-hour professional development training for directors, partners, senior managers and business owners, offering insights into memory, public-speaking and communications skills, time and self-management, leadership and motivation and stress control.  
 Wednesday **18 May** in Dorking  
 Tuesday **24 May** in Horsham  
 Tuesday **31 May** in Crawley

**JUNE: Creating Engaged Employees - Through Inspirational Leadership.**

A survey by The Sunday Times Best Companies To Work For revealed that companies where employees feel inspired outperform others by 23% - 44%. This 2 hour seminar will **inspire** you, your business and your **team** to stand out from the crowd in these challenging times.  
 Thursday **2 June** in Horsham  
 Tuesday **7 June** in Dorking  
 Tuesday **14 June** in Crawley

**JULY: Breakthrough Sales Management.**

This intensive, action-orientated seminar will address reasons why the sales function often underperforms or fails to perform. It will help those responsible for managing the sales function in their business to recruit, train and manage more effectively; to motivate and retain good people; and to create more accountability for results and exercise more control over salespeople.  
 Wednesday **6 July** in Horsham  
 Wednesday **13 July** in Dorking  
 Thursday **21 July** in Crawley

To book or find out more, call GDBA member Kevin Horlock on **020 71 93 94 93** or email him at [kevin.horlock@dalecarnegie.com](mailto:kevin.horlock@dalecarnegie.com)

## RENEWABLE ENERGY OPEN DAY

Britain's most advanced renewable training centre officially launches on 17 June 2011.

The launch will also act as an open day for those who wish to visit the centre as it truly showcases Trade Skills 4U's dedication to training. The centre provides candidates with purpose built facilities to train domestic installers and electricians in real and relevant scenarios to prepare for the renewable revolution.



The open day itinerary includes seminars from their partners, live demonstrations of renewable installation and a presentation from guest speaker, Simon Weston OBE, a name well-known for his time in the Falklands. Weston's fight to overcome horrific burn injuries and redefine his role in life after the Falklands War is an example of the incredible bravery shown by Britain's Heroes as we continue to fight for our country.

Simon will tell of his achievement and present the company's first bursary place launching TS4U's forgotten hero's bursary scheme.

The Crawley-based training provider reserves a place each week for 'forgotten heroes' which have slipped through the resettlement net and hopes to provide free and discounted training for those in need of a new career path.

'We are not a huge company and can't offer free training to everyone

that is eligible so we have to select and prioritise those able to take the free training, based on need,' says Carl Bennett, Managing Director of TS4U.

The day will also be an eye opener for those who are confused by the Renewable energy industry with seminars from partners Easy MCS, Stroma and Eco Tube. These highly regarded companies within the industry will explain accreditation, Feed in Tariffs and installation.

Following the theme, the 100% electric car, the Nissan leaf, will be making an appearance as the company will be attempting to charge the car via a solar array.

"The renewable energy market is growing so quickly that there is a real need for qualified installers," Carl Bennett stressed. That's why Trade Skills 4U is working hard to create the best facilities for candidates to train on.



TS4U Trainees will have the advantage of being able to learn how to install photovoltaic (PV) systems on a purpose-built single-storey timber-framed house, constructed next to the training centre's main building, located on Manor Royal Industrial Estate.

TS4U instructor Mark Turner, who completed his training with the company, said: "Those who want a career change should grab opportunities like this. The courses equip you for the future, whether you choose electrics or renewable energy. You'll be glad you did it, I am."

To register for the event on 17<sup>th</sup> June, call 01293 529777 or visit [www.tradeskills4u.co.uk/events](http://www.tradeskills4u.co.uk/events)

## EVENTS

Help is at hand for business owners struggling to understand their business' accounts, thanks to a seminar hosted by Redhill based Chartered Accountants Kingston Smith LLP.

Entitled 'The 75 minute Guide to Accounts for Non-accountants', the seminar will equip business owners with the tools needed to understand accounts and the terms generally used. Anyone bemused by figures and the jargon used in accounts will find the seminar packed with useful information.

## HELP FOR NON-ACCOUNTANTS

Paul Samrah, Partner at Kingston Smith LLP, said:



"Business owners tend to know their trade back to front, but aren't necessarily as well versed when it comes to their accounts."

"While some people are happy to place their full trust in a professional adviser, others feel more comfortable with at least a basic understanding of how to read the figures and the jargon used. Our 75

minute session is intended to provide just that – giving business owners the confidence and knowledge to run their business successfully."

**Date:** Tuesday 24<sup>th</sup> May

**Time:** 4.30pm registration for 5.00pm start.

**Venue:** Surrey House, 36-44 High Street, Redhill, Surrey RH1 1RH

**Cost:** Usually £25 but free to Cadia members (one delegate). Second and subsequent delegates - £25 each.

To register, or for further information, please e-mail [bhoneysett@kingstonsmith.co.uk](mailto:bhoneysett@kingstonsmith.co.uk)

## GATWICK DIAMOND MEET THE BUYERS

30<sup>th</sup> June 2011, Arora Hotel, Crawley

Meet the Buyers is a guaranteed business generator for SMEs in the Gatwick Diamond region. Attending buyers have a complete range of purchasing requirements and the networking opportunities throughout the day will offer you even more sales opportunities.

SMEs based in the following areas may attend:

Crawley  
Horsham  
Mid Sussex  
Reigate & Banstead  
Tandridge  
Mole Valley

**Over 35 buyers expected for 2011**

Why Gatwick Diamond Meet the Buyers:

- The only Meet the Buyers event in the Gatwick Diamond region
  - Network with over 150 local suppliers
  - Have pre-arranged meetings with buyers that are actively seeking new suppliers
  - Meet face to face with major private and public sector buyers
- This year's event is set to be the biggest yet with 35 buyers attending and over 150 local suppliers.

### To register:

Contact: Jack Bailey  
Email: [jack@btob.co.uk](mailto:jack@btob.co.uk)  
Tel: 0207 697 1980

**Booking Code: CADIA**

### How does it work?

#### • Stage 1 – Register for Meet the Buyers

Registration is limited to those within the Gatwick Diamond area. The Gatwick Meet the Buyers Programme provides a series of free workshops to help you make the most of the Meet the Buyers day.

#### • Stage 2 – View the Buyers' Catalogue & make your selections

See which buyers are attending and their specific procurement requirements. Choose the buyers you want to meet.

#### • Stage 3 – Receive your appointments

We will arrange pre-arrange appointments for you with the buyers you want to see.

#### • Stage 4 – The meetings

At the event you will meet Buyers in a series of 10 minute appointments and can network throughout the day with other suppliers and buyers that have free slots.

Do not miss your chance to attend! Visit the website:

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

## GAME ON!

The Mark Lawrence XI v The Bunburys  
Sunday 15 MAY 2011

The Mark Lawrence Memorial Cricket Match is taking place at Ardingly College on 15 May 2011. It's a fun day out for all the family with a mini fete and entertainment for all ages ... And great cricket.



Proceeds from the event will go to The Bunbury's Charities and the College's Mark Lawrence Science Bursary Appeal.

Tickets can be paid for and collected from the Ardingly Senior School Office between 8.30am – 6.00pm Monday to Friday or between 9.00 am - 12.00pm on Saturday (during term time). Tickets can also be bought on the day (subject to availability) and will be priced at Family £20, Adult £10 and Child £5

If you have any questions please email [office@ardingly.com](mailto:office@ardingly.com)

For more on the Bunburys visit [www.bunburycricket.com](http://www.bunburycricket.com)

## NEW MEMBERS

### **ACS Business Performance**

01273 463854

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

*We provide practical Business support to Business owners that want to grow their business. We provide this support through coaching, mentoring, training and consultancy.*

### **The Bowles Organisation**

01892 610600

[www.bowles.ac](http://www.bowles.ac)

*Achievement through Experience. Come to Bowles to develop your leaders and your teams. We are a well established provider of Learning and Development programmes focussing on experiential learning. Our high quality facilitators and our stunning facility enable us to offer superb development programmes, tailored to meet your organisations needs.*

### **Dale Carnegie**

020 71 93 94 93

[www.southeastengland.dalecarnegie.co.uk](http://www.southeastengland.dalecarnegie.co.uk)

*Dale Carnegie helps businesses get better results by improving the performance of their people. Established for 99 years and with over 8 million graduates, we work with businesses which believe their future success depends on the development of their people.*

### **Gatwick Press**

01293 538294

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

*With over 25 year's experience in the printing industry, the team at Gatwick Press have the knowledge and expertise to deliver excellent service and quality - that's what we pride ourselves on. We have an in-house team covering all aspects of design and account management through to printing and finishing - design to delivery is our motto.*

### **HR Services Partnership Ltd**

01403 240205

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

*We can help you with any HR requirements you may have from compliance to contracts of employment, training and*

*development to organisational structure, staff handbooks to strategy - we work with you to support, grow and protect your organisation.*

### **Kaplan Financial**

01293 518400

[www.financial.kaplan.co.uk](http://www.financial.kaplan.co.uk)

*Kaplan Financial is the UK's leading provider of accountancy and financial training. We offer ACA, CIMA and AAT training from our Crawley centre as well as home study and online learning for thousands of students and onsite training for the UK's largest businesses.*

### **Langshott Manor**

01293 786680

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

*Langshott Manor is a breathtaking 16th century Elizabethan manor house hotel, benefiting from both Surrey and Sussex views, surrounded by three acres of private gardens and an ancient moat. Packed with original features, this charming and glamorously stylish hideaway is ideal for those in search of a luxury country break, superb dining & some well earned time away from busy lives. In addition it is wonderfully located, quietly yet conveniently for Gatwick airport, making it the perfect stopover for your first or last night in the UK.*

### **Recruitment Genius Ltd**

01732 617460

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

*Recruit your staff for only £199 with no catches or hidden costs. Recruiting throughout the UK we cover all sectors and levels of seniority.*

### **Salomons**

01892 507683

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

*Located in Kent and set in 36 acres of gardens, woodlands, rolling parklands & lakes, Salomons is an exclusive, secluded Kent conference & training venue.*

### **Three Monkey Design Ltd**

01403 255877

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

*3 Monkey is a full service design agency offering our clients strong industry proven graphic design. Creativity is at the heart of our business, understanding our clients objectives and goals is fundamental.*

### **Tradeskills4U**

01293 529777

[www.tradeskills4u.co.uk](http://www.tradeskills4u.co.uk)

*Tradeskills4U are an independent company that specialise in offering first class electrical and renewable energy training.*

### **Unibind Systems Ltd**

01293 530182

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

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**27th May 2011- Members Meeting**  
Thales, Crawley - *Members only*

**9th June 2011-Networking** *at Ease*  
Giggling Squid, Crawley  
3 course buffet lunch  
£40inc members  
£50inc non-members

**17th June 2011 - Pastries & Networking**  
Express by Holiday Inn, Crawley

**24th June 2011 - AGM & Members Meeting**  
Hilton London Gatwick with British Airways  
Find out how you can do business with BA - members only

**6th July 2011 - Networking** *at Ease*  
Alexander House & Utopia Spa, Turners Hill  
Afternoon tea 2pm - 4pm  
£30inc members  
£40inc non-members

**13th July 2011 - Pastries & Networking**  
Eden HR, Horsham

**29th July 2011 - Members Meeting**  
The Forest School, Horsham



We are looking for venues for the meetings in 2011. If you would like to host an event, please contact the office to make the most of this opportunity.

#### **Booking information**

E-mail or phone but please do book and don't turn up in the hope that there will be a lunch for you as you may be disappointed! *And please don't think that by telling Jeremy, you'll have a place either!*

Send booking requests to [events@gatwickdiamondbusiness.org.uk](mailto:events@gatwickdiamondbusiness.org.uk)

#### **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 £30 (which includes VAT)**

#### **Remember!**

To let us know if your plans change and you cannot attend, thanks.

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