

MANOR ROYAL NEWS

The newsletter for Manor Royal Business District

ISSUE 3

Manor Royal "springs" forward

In this spring issue of Manor Royal News we review some of what has happened since issue two and draw your attention to the progress, events and opportunities available to you as a Manor Royal-based firm or employee.

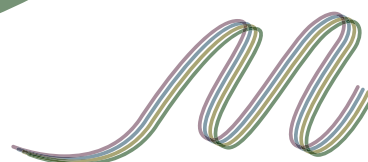
Issue two covered in some detail the event we had towards the end of 2011 where we discussed the potential for combining efforts to improve the Business District. By the time you read this our plan for Manor Royal and, most importantly, how it can be delivered will be available online - or soon will be. Look out for that and look out for your invite to an event to bring us together again to run through the plan and renew our connections.

The plan will appear in the News and Document Store sections of the website and, if you want to get ahead of the game, you can register your interest in attending the event or meeting up to discuss the plan right now.

In the meantime, we look forward to a sunny outlook for 2012.

Featured in this issue

Chairman's
Message
Royal Health
Learning & Lunching



MANOR ROYAL CRAWLEY GATWICK
BUSINESS DISTRICT

Chairman's message

Welcome to the third edition of Manor Royal News.

Since the last issue of Manor Royal News much has happened. That said although there is progress being made, there is not much for the businesses to see yet.

Over the next couple of months that will change.

- We want to change all of the signage for street names, in order to portray Manor Royal as an up to date Business District. The tenders for the work have gone out and we will select a company very soon
- Jogging routes have been mapped out and are being marked
- Two learning lunches have taken place focussing on apprenticeships and recruitment and management, plus we are getting feedback from businesses to establish if they want more
- Establishment of the Manor Royal Business Watch
- We are looking at how we can jointly procure our waste collection and recycling, therefore reducing costs.

These are just a few of the areas we have been concentrating on, these and others will be covered in this edition.



We have taken stock of what people are saying, what they want Manor Royal to be, what the priorities are and how we can make Manor Royal a more attractive place to do business.

This has been the foundation for our business plan which has been established.

We have a vision:

"For Manor Royal to become recognised as the South East's leading mixed activity employment hub and the location of choice for employers, employees and visitors".

We have three aims:

1. Increase the overall satisfaction with Manor Royal among existing businesses and employees.

2. Attract more investment and business to Manor Royal.
3. Improve the ability of Manor Royal businesses to trade with one another and reduce costs.

We have four objectives:

1. More business and trade
2. More attractive and secure
3. More savings and shared services
4. More active active management and promotion.

We have many deliverables ...

It's also good to see that progress is being made on the former GSK site, now named Principal Park. Tesco.com and various other new occupiers are also moving in to the area.

We are very pleased that West Sussex County Council has allocated £600,000 to invest in Infrastructure Projects. This has created more options with our finance plan.

I would like to thank Crawley Borough Council and West Sussex County Council for their continued support and encouragement.

I hope you enjoy reading this edition and don't forget keep in touch

Trevor Williams
Chairman
Manor Royal Business Group

Deals and development

Principal Park: an outline planning application for Manor Royal's largest single available site was submitted in March (ref: CR/2012/0134/OUT)

Innovation Centre on Manor Royal at the corner of Crompton Way is under new ownership. Formerly used by Unilever, the new occupier will be in soon.

Tesco has taken 5,000 sq ft of space on the ground floor of Astral Towers.

Boundary Court, Gatwick Road: a private investor has purchased the freehold interest for £2.3m. This includes 15,000 sq ft of office space occupied by Toshiba Medical Systems.

Former OCS and Go Karting site, Gatwick Road: Site acquired and planning permission granted for new Mercedes showroom and workshop (ref: CR/2011/0660/FUL)

Property Wanted

There is now a new Property Wanted page in the Planning and Property section of the Manor Royal website. Only those who are looking to move into Manor Royal who ask to be listed get listed here. Take a look. Maybe you can help them move in, or you may have a requirement you would like to list? Contact the Business District Manager for details.

Welcome to the neighbourhood

There has been a lot of activity in Manor Royal recently. That's good news. What's especially interesting is the variety of businesses that have moved in is increasing, still further, the interest and diversity of Manor Royal.

Heyland & Whittle - something smells good

Heyland & Whittle Ltd has moved onto the Manor Royal Business District, in Crompton Way. They supply and manufacture beautiful handmade natural soap gifts, body care and home fragrance - and now they are doing it right here on Manor Royal!



They started their journey on a small stud farm, just round the corner, in Sidlow, Reigate. After eight successful years, they found themselves growing out of the quaint premises and, needing more space to expand, decided Manor Royal was the place for them.

There are plans to open an outlet on-site, where you will benefit from exclusive Manor Royal offers and prices.

If you would like to speak with a member of the team, call 01293 525825 or email sales@heylandandwhittle.co.uk



Amey - keeping us moving

Amey is one of the UK's leading providers of public services and employs more than 11,000 people delivering a wide spectrum of services including inspecting the nation's railways, repairing the road and rail network and maintaining key public buildings such as schools and airports.

Amey has created a south east "hub" at its new office on Fleming Way. Part of the company's national strategy, this hub is one of just three so far and brings together around 200 of its consulting team from across a number of divisions including property, highways, rail and aviation. As well as allowing for better inter-departmental communication and the sharing of best practice, it also means Amey can offer customers multidisciplinary expertise from one site.



Jennifer Smith, of Amey, said: "Crawley was chosen due to good travel links via road, rail and Gatwick Airport. We started moving in in November 2011 and already feel very much at home."

Staff relocated from offices in Croydon, Chichester, Lewes, Gatwick and Salfords and are already actively participating in the Manor Royal community by

joining in with lunchtime running and taking advantage of the welcome offer of a free match ticket to Crawley Town FC at Christmas.

Expedite Care - a new centre for IT support

Expedite Care Ltd is an information technology company that has been providing value added reseller services to the SME market since 1989, and now it is doing it here in Manor Royal, in Lloyds Court.

They offer a full range of services including, IT support, systems integration, IT relocation, data centre design, build and relocation and intelligent security solutions.

With expertise borne through building trading floors and complex IT environments and specific focus on their clients' business and operational objectives, Expedite makes sure



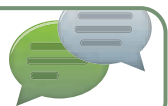
whatever you are trying to achieve happens on time and on budget with customised, SLA-driven support packages.

Bethany Field, of Expedite, said: "With offices in the City of London, we have recently opened a support centre in Manor Royal that has allowed us to take advantage of its commercial dominance at the centre of the Gatwick Diamond while still affording us easy access to our clients in London."

For more information visit www.expeditecare.com or contact Daniel Hobbs on 01293 543407.

Get in touch!

If you have a comment on this newsletter or a story for a future issue contact Steve Sawyer on 01293 683235 or email him at steve@manorroyal.org



Business life

We don't mind working hard but, ideally, we want things to be as easy as possible. Featured here are two new initiatives designed to make life easier for Manor Royal.

What a waste!

One of the stated objectives of the Manor Royal Business Group is to create more savings and shared services. This has come up as being something of interest to local firms and waste and recycling are areas that seem to offer potential for this.



University of Brighton

**CENTRE FOR
WORK AND
LEARNING**

So the Manor Royal Waste Management Course was born. Delivered by Dr Ryan Woodward of the University of Brighton, it's supported by the Manor Royal Business Group and Crawley Borough Council's Green Business Programme.

The first introductory session took place at ITW Construction on Fleming Way and provided some interesting insights.

Waste is costing us more year-on-year, but there is the potential for businesses to make and save money on their waste and recycling - especially by working together. Future sessions will go on to look at how these benefits might be achieved.

Did you know?

The News and Events page is an easy way to keep up to speed with the latest on Manor Royal. All key documents, presentations, maps and more are also online in the Business Life section at www.manorroyal.org Now that's easier.

Learning and lunching

In February, National Apprenticeship Week provided the ideal backdrop for the inaugural Manor Royal Learning Lunch, sponsored by Premier Inn. Henry Smith MP, who participated in a 'Question Time' style session, opened the event that was attended by more than 40 people.

Delegates received presentations from Steve Rham, of Manor Royal based S4B Shredding, and Marie Harris, Director of Employer Services at Central Sussex College, about the benefits, help and incentives available to companies interested in taking on an apprentice.

The Learning Lunch was organised in response to a call for more dedicated Manor Royal events. The intention is to develop a programme of similar events throughout the year offering key business insights and advice with the opportunity to network with fellow Manor Royal colleagues over lunch.



The second Learning Lunch takes place on 19 April focussing on the sometimes tricky job of employing and managing people.

A dedicated Support and Development page in the Business Life section of the website will house all the presentations from these seminars. Manor Royal businesses are invited to sign up and complete an online survey to suggest topics for future events.

Please do take part so that future events work for you and for Manor Royal.



Running alongside this is work being overseen on behalf of the Business Group by easitCRAWLEY and ReMade:southeast to assess waste and recycling activity across the Business District. By taking part in a confidential survey we will be able to assess the potential to combine forces

to negotiate a better collective deal for our waste and recycling services.

Visit the easit and the Environment page in the Business Life section of the website for all the presentations from the Waste Management Course and to take part in the survey.

Get in touch!

If you have a comment on this newsletter or a story for a future issue contact Steve Sawyer on 01293 683235 or email him at steve@manorroyal.org



In Royal health

Keeping healthy and building a sense of community. They're not bad things to try and do and you can do both on Manor Royal. Here's how.

The Manor Royal Football Cup and league

We are not sure if there has ever been one before, so teams from Doosan, Thales, Virgin, BandCE Benefit Schemes and Amey could be among the first to compete in the Manor Royal-a-side football tournament.

The tournament takes place on 24 May (starting at 6pm) at the 3G training pitch next to Broadfield Stadium and has been put together with the help of Freedom Leisure's Football in the Community Team.

Who will win the cup?

The one-off tournament is free to enter and participants will be among the first to find out about the forthcoming Manor Royal league starting in June.

More details can be found online on the Event pages.

Anyone interested should contact Ed Stimpson, Football in the Community Officer, on 07714 135485 or email ed.stimpson@freedom-leisure.co.uk

Run Manor Royal

With the help of runners from Virgin Atlantic and the Crawley Wellbeing Team, we have plotted four jogging routes of varying distances. Whether you are just starting out or a running enthusiast you should find something to suit.

Try out the "yellow" one-mile route around the central block of Manor Royal. The two-mile "red" route takes in Fleming Way and Manor Royal road, while the "blue" route takes joggers towards Crawley town centre before heading back along the tree-lined cycle path on Northgate Avenue. For the more adventurous, the "green" five-mile route takes off on a loop towards Gatwick.

All the routes are circular and can be joined up to create longer runs or just to add a bit of variety. Over the next few weeks we will be installing the way markers, pavement markings and producing an online route guide.



(left to Right): Steve Sawyer (Business District Manager), Alison Hooper (Virgin), Fellow Virgin runner, Steph Martin (Running Leader)

(left to Right): James Spalding (Virgin), Steph Martin (Running Leader), Steve Rham (S4B Document Shredding)



Lunch, alfresco style

Right in the heart of Manor Royal is an area of ecological interest, called Crawter's Brook. It has been landscaped and has benches for those who want to take some time out and take in the sun. It is on the corner of Manor Royal and Gatwick Road. For those who haven't yet found it, there is a map available on the Document Store page of the Business Life section of the website.



Have you noticed? Manor Royal got an early grass cut this year. Appearance is one of the concerns people have, so making Manor Royal more attractive and secure is a stated priority of the Business Group. This cut is one of the additional cuts paid for from the funds made available to the Business Group.

What's happening?

Here are some highlights of what the Business Group has been up to since last time.

New modern street name signs

Out with the old (industrial) signs and in with the new modern, high-level, colour-coded signs. Responses to the tender have been received and are being considered. The signs will be colour-coded to correspond to each of the five zones featured in a previous issue.



a mock up of what the new signs might look like mounted on high posts

More, more, more and more

More than 140 individuals have given their views either through face-to-face meetings or at events to help shape what it is that Manor Royal needs. That doesn't include email and other correspondence. The event in October was an important milestone.

This has resulted in the production of the business plan with the working title

The objectives are simple and are based on the concept that Manor Royal deserves more. Specifically:

More business and trade, including promoting local trading and the profile of local firms

More savings and shared services, including extending discounted travel benefits to all and creating easy to access tailored support and advice

"Delivering more for Manor Royal". The spine of the plan is based on one vision with three aims, four objectives and many deliverables aligned to each of the four objectives alongside a clear but flexible approach to lobbying and influencing key stakeholders on certain important issues.

Details will be published as soon as possible by the Business Group. The association of businesses and partners working together to make Manor Royal the area of choice for employers, employees and visitors.

More attractive and secure, including installation of CCTV, mobile security patrols and improving maintenance of common areas

More active management and promotion, including internal communications and securing the resource necessary to monitor and maintain services.

Business Watch

Coordinators have now been identified for each of the five zones, the Safer Premises Intranet system is set up and the arrangements with Crawley and Gatwick Business Watch (of which Manor Royal Business Watch will be a

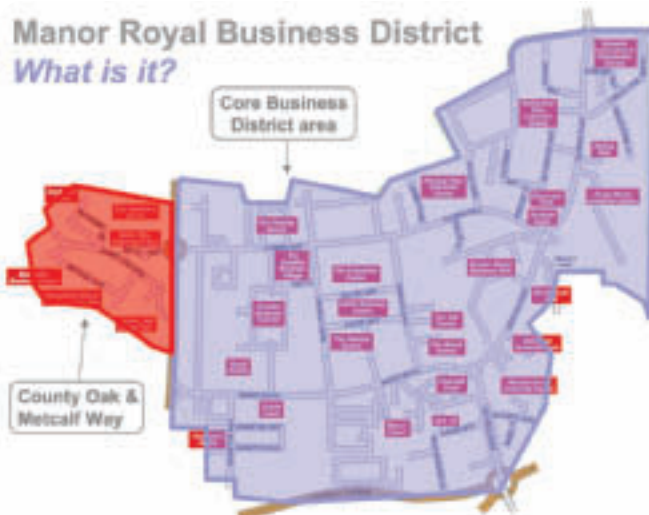
discrete part) have been agreed. We are ready to launch and known individuals will soon receive an electronic invitation to sign up.

Contact the Business District Manager if you are not part of the existing network and to make sure you get your

personal invite. Good participation helps to make the area more secure. Thanks to the coordinators: Rebecca Gattinesi (Basepoint / Zone 1), Peter Skelton (Thales / Zone 2), Paul Tester (CGGVeritas / Zone 3), Jane Jones (Eezehaul / Zone 4) and Mike Potts (Flightstore / Zone 5).

For now a question. County Oak...in or out?

For all kinds of practical and logistical reasons it is important to define and be clear about the area to benefit from any activity. It is impossible to brand, market and promote an area and the businesses within it unless you get specific. So, what do you think? Should County Oak be in or out? Email the Business District Manager with your thoughts.



£600,000 to improve infrastructure

Following the announcement by West Sussex County Council a case has to be made for how these funds would be used to support growth in the area. Installing CCTV, investing in a business centre/hub and undertaking various improvements to open space and areas where parking is problematic have been suggested. Some of this will depend on the alignment to, and support for, the emerging business plan. Your thoughts are invited to help shape the case we need to make.

Get in touch!



Printing it and eating it

As part of our regular feature focusing on the huge variety of firms on Manor Royal, this time we introduce two companies who are already providing services to other local companies. Of course, they would like more – wouldn't you?

More business and trade – a Business Group priority

Feedback received by the Business Group puts promoting trading between local companies high on the list of priorities. That's why it is included in the business plan and why you can promote your business offers online on the Promotions and Offers page in the Local Life section of the Manor Royal website.

Go online or contact the Business District Manager for more details.

Danwood supply the (print management) solution

When looking for a company to assist in improving business processes, it can be immensely helpful to have a business close at hand to provide essential advice and support. That is exactly what Manor Royal occupant B&CE discovered when it needed help with its aging copier fleet. Danwood stepped up and was able to quickly respond with a number of ways to achieve cost reductions and improve efficiency.



Bon Appetit – serving up a local success.

Bon Appetit is the leading supplier of hot food vending in the UK and has been on Manor Royal since 1995. As a national operation, Manor Royal was selected for its excellent connections with the M23 and M25, and has proved to be an ideal base for its operations for more than 25 years.

Chief Executive Keith Pordum, the man behind Bon Appetit, is well known to many. He is committed to supporting local business as a director (and past chairman) of CADIA, the Gatwick Diamond Business Association, as well as supporting initiatives to support the continued success of the Business District.

Bon Appetit operates an efficient business model from its operation in the Bell Centre, where it has been since 2000. Most of its support functions such as food manufacture, finance and IT are outsourced allowing it to operate on a team of only 11 employees.

That might make Bon Appetit one of the many smaller employers, as 90% per cent of all Manor Royal businesses



are, but it can boast a number of major companies among its client list.

Keith said: "We provide workplace catering solutions for national clients like Nestle, Unilever, Honda, Cambridge University, Barclays, the NHS and RAF, and a number on Manor Royal itself including Royal Mail, Varian Medical Systems, Oxford Aviation and Tokyo Electron."



It would also appear that Bon Appetit is bucking the recent gloomy trend. "The difficult economic conditions have proved to be good news for us," claims Keith. "Our hot food vending service is available 24 hours a day, every day, and saves more than 90 per cent of the cost of a conventional canteen."

Not bad, and Keith is happy to extend a special 25 per cent discount to all businesses located in the Business District. Check out the Promotions and Discounts page on the Local Life section of the website for details, or pay Keith a visit at Unit 11, The Bell Centre. Visit www.hotfoodvending.com or call Keith on 0800 085 6975.



DANWOOD

Danwood is Europe's largest, independent supplier of print management solutions – and has had a branch on the Manor Royal District for the past five years. Being part of Manor Royal enabled businesses like Danwood and B&CE to find each other, so increased business opportunities play a big role in why Danwood enjoys engaging in this community.

Gordon Dent, Danwood Account Manager, said: "Having involvement in the open forums to discuss issues within the Business District, along with other local businesses, has also been a definite advantage."

Needless to say, Danwood is pleased to help other businesses and is offering a free print audit to assess your print operations and provide a benchmark for savings. For more information call Kerrie Hester on 01293 615470 or email kerrie.hester@danwood.co.uk

Manager's noticeboard

E@sy does it

Are you getting your e-bulletin updates? The new e-bulletin is produced bi-monthly keeping you up-to-date with all the Business District latest. To make sure you get yours, email the Business District Manager.

Here are some bite-sized pieces of news picked out by the Business District Manager. **Contact Steve** if you have something to say, promote or support.

Crawley STEMfest

Crawley has secured the regional Big Bang event as part of the inaugural Crawley STEMfest - a festival to celebrate and promote careers and opportunities involving science, technology, engineering and maths - all subjects important to our economy and to Manor Royal.



One Manor Royal firm is already set to benefit as a headline sponsor. Get in touch if you want to get involved and find out more at www.crawleystemfest.co.uk

Offers and promotions

Just some of the special offers now available. Much more online on the "Offers & Promotions" and "Noticeboard" pages in the Local Life section.

Bon Appetit: 25 per cent discount on hot food vending service

Danwood: Free print audit

S4B Shredding: Special spring offer

Ryebrook Resins: Discount on resin floor installations

Willow computers: Computer and electrical recycling offer

You Diamonds!

Well done to Manor Royal finalists at the 2012 Gatwick Diamond Business Awards. And a BIG well done to Kelly Bateman of G4S, who won the Green Business Champion award.

In the picture: Kelly Bateman of G4S (on right, with award) Green Business Champion winner, Mike Potts of S4B Document Shredding (centre) Best New Business finalist and Lisa Brewer of Cova Security Gates (left) Innovation and Technology finalist.

Not pictured: Steve Rham of S4B Document Shredding Green Business Champion finalist.



Gatwick Diamond
**BUSINESS
AWARDS**

Get in touch!



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Don't forget you can join in with Manor Royal discussions on LinkedIn and follow Manor Royal on Twitter