

Manor Royal News



10 YEARS OF THE MANOR ROYAL BID



Featured in this issue:

- Looking back at 10 years of the Manor Royal BID
- Companies who have made Manor Royal their home
- Greening Manor Royal
- News from Bupa Health Centre, Jarvis & Brown, Real Pizza Company, Vent Axia and more

10th ANNIVERSARY
EDITION

Chairman says

Trevor Williams, Chair of the Manor Royal BID and Director of Thales UK.

I've spent 20 years at Thales UK. I started off on the production side in Leicester and came to Crawley in 2010 as Site Director of the current Thales site, which was the result of consolidating 6 different parts of the business in one place.

Businesses generally can get a bit siloed. To some extent that is natural as they are busy and have their own objectives and interests.

When I came to Manor Royal it was clear to me that this approach wasn't working. There was a need to bring businesses together to help solve some of the issues we were facing back then, and we could not do that be continuing to work alone.

A group of Manor Royal businesses keen on making a difference came together and I felt it was something we should be part of.

Businesses, including Thales, took a leap of faith and voted to create the BID in 2013. That was a big moment leading to the creation of the UK's largest "industrial" BID. Ever since, the BID has been paying back that faith.

Through the BID we have been able to create solid alliances with key partners - like the Councils - and delivered improved facilities, better broadband, new signage, introduced additional maintenance and security services and much more - on top of helping businesses to be better connected.

I'm incredibly proud of everything we have achieved over the last 10 years



at the Manor Royal BID. Working with businesses and partners, Manor Royal has been transformed. I would like to thank our board and in particular our Executive Director, Steve Sawyer, who's drive, passion and energy has spear-headed the transformation we can all see.

Thank you.
Trevor Williams, Chairman

Inside track - then & now



I haven't aged a bit in ten years - well, maybe just a little bit.

Following the ballot of April 2013, I was invited to take on the role of Executive

Director to set up and run the Manor Royal BID.

It was a bit of an eye-opener to begin with and a little daunting as I sat by myself in an office no bigger than a cupboard, that is now a toilet in a residential building, armed with a business plan and a long list of things people wanted to see delivered.

A lot has changed since then. The office is better, there is now a small but perfectly formed BID team in Chris and Clare, plus dedicated maintenance and security teams. So not quite as lonely.

Manor Royal itself has changed too. It's better occupied, there's not swathes of vacant land sitting idle, it looks better, there's been more investment and there's a much better sense of community.

These were all objectives of the first Business Plan and it's pleasing we've been able to act on so many and even take things a little further.

The level of additional investment, increased influence and awards are all things we didn't predict would happen.



Steve Sawyer, Executive Director

One thing hasn't changed in all those years. The drive to continually improve Manor Royal and support Manor Royal businesses and people.

I'm not sure what the next 10 years will bring, but I'm hoping I still won't have aged much (or only just a little) and that Manor Royal will continue to be a great place to work and trade.

10 YEARS OF THE MANOR ROYAL BID



The 1st June 2023 officially marked 10 years since the start of the Manor Royal BID.

In the preceding April, 70% of businesses voted in favour of creating the UK's largest Industrial (business park) Business Improvement District to address a host of unattended issues contributing to a gradual state of decline that had left Manor Royal 40% empty with satisfaction levels wallowing at just 13%.

So, what were the key issues back then and what has changed?

Prior to the start of the Manor Royal BID over 40% of businesses felt the way they worked together was poor and they wanted to have a strong collective voice to influence key strategic issues. Now Manor Royal is represented on key strategic groups like the Crawley Growth Programme and the Crawley Town Deal Group that has leveraged £millions into the area. The BID is also regularly consulted by commercial property developers and is even represented at a National level as part of the British BIDs National BIDs Advisory Board.

Closer to home the list of things businesses wanted to see improved was long. It included better winter gritting,

improved broadband, improving the attractiveness and upkeep, better security, more networking, improved signage and targeting new investment.

Now Manor Royal benefits from dedicated maintenance and security, its own network of CCTV and ANPR cameras, a bespoke signage and wayfinding system (including map boards, roadside banners and digital screens), hi-speed broadband accessible to all, a winter maintenance programme, our own events, website, magazine, business directory and ebulletin, discounted training, subsidized public transport and a whole lot more.

During the first 10 years the BID also generated an extra £2.5m on top of the BID Levy to improve the area, and there's another £2.45m promised over the next 5 years.

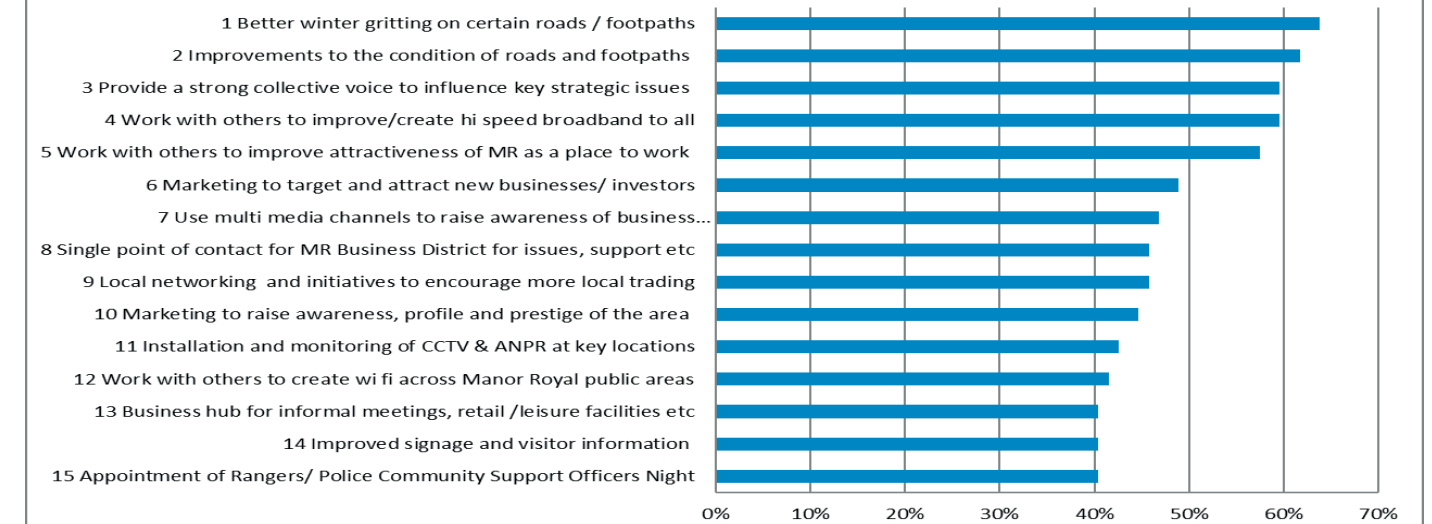
Plus the area is better occupied, vacant sites have been redeveloped and satisfaction levels are much higher at 83%.

There's still work to do but it's fair to say, Manor Royal is in a much better place than it was 10 years ago with more still to come.

www.manorroyal.org/BID3



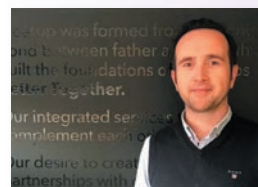
Importance to Business: Top 15 issues rated as "important"



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COMPANIES WHO'VE MADE MANOR ROYAL THEIR HOME

Treetop Design & Print



Treetop Design and Print is a family run design and print company, based in The Bell Centre in Manor Royal.

Established in 1984, this union of father (Graham) and son (Will) has its roots firmly set in the traditions of quality design and print.

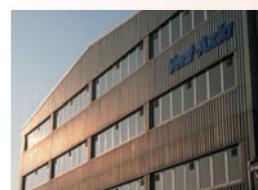
Combined with a modern, forward-thinking approach Treetop has grown into a full-service marketing solutions company, coming some a long way since it began almost 40 years ago when

Graham started the business from his home.

For the last 15 years they have been in Manor Royal, which they now regard as their home providing Treetop with the kudos of being based in one of the county's biggest business parks.

www.treetopdesignandprint.com

Vent-Axia



The market leading company has been at the forefront of ventilation design and manufacture since the 1936 when company founder, Joe Akester, invented the world's first electrically operated window fan. Sir Winston Churchill was one of the company's first customers with Vent-Axia supplying ventilation for No 10 Downing Street during World War II.

Starting off in Putney, London, Vent-Axia relocated to Manor Royal in 1961.

A multi-million pound company, Vent-Axia's innovations are present in a wide range of landmark projects from buildings in Her Majesty's Royal Estates to the White House. As a result, the Vent-Axia brand has become a household name featuring annually in the UK Superbrands league table and holding the prestigious Royal Warrant.

www.vent-axia.com

Elekta



Elekta - one of Manor Royal's largest companies, celebrated its 50th anniversary last year. Founded in Sweden by Laurent Leksell in 1972, Elekta was dedicated to pioneering advances in cancer care and the treatment of brain disorders from the start. Today, more than 4,700 people work for the company worldwide and over two million patients are treated with an Elekta solution every year. An important milestone in the company's history was in 1997, when Elekta acquired the radiation therapy business from Philips and in turn, the Manor Royal manufacturing site.

Dee Mathieson, Managing Director of Elekta Limited, had been with the Philips radiotherapy division for nine years when Elekta acquired it. "At first, we didn't have a clear idea about what it would mean, but it soon became obvious that we were going to be an important part of this company. In those days we were manufacturing less than 70 linacs in Crawley. We now produce around 300 systems per year."

www.elekta.com

The Creative Group



Matt Turner started Creative Pod in 2006 and moved into Metcalf Way on Manor Royal in 2008. He has since developed his business portfolio into The Creative Group, comprising of Creative Pod - a full-service marketing agency, ECHO - a sponsorship brokerage, The PrintShop - a full-service printing agency, SquareOne - a market entry specialist, an office outfit firm, Spacelink Commercial Interiors and an SEO agency, 427 Marketing.

www.thecreative.group

Thales



In 1957, Redifon, manufacturer of flight simulators and advanced training devices, now Thales, moved into its then, Gatwick Road site.

Over the last 65 years their commitment to Crawley has remained constant. They were one of the first companies to be based in Manor Royal and have invested over £100 million in new premises. Their workforce at Manor Royal has a level of skill and dedication that other organisations can only dream about. It's why their equipment and services are renowned worldwide and why they are a successful, award-winning supplier to the UK government.

Thales and Manor Royal, a unique combination and that no doubt will last another 65 years. www.thalesgroup.com/en

CGG



CGG is the world's leading international geophysical company delivering a wide range of seismic exploration technologies, services and equipment to a broad base of customers mainly in the global oil and gas industry. Crawley is the UK centre of the global group and they are strongly committed to Manor Royal. CGG have been located at their Crompton Way premises since 1993.

www.cgg.com

People's Partnership



People's Partnership, formerly B&CE Benefit Schemes, has been located in Manor Royal since 1962. At that time, their six-storey headquarters was the tallest building in Crawley, but since have since moved into newer modern offices. Manor Royal was the ideal location and over the years they have seen it grow and prosper with the town and, of course, with the development of Gatwick Airport on the doorstep.

People's Partnership have a proactive history of supporting local causes and have chosen local homeless hostel, Crawley Open House, as their charity of the year for 2023 www.peoplespartnership.co.uk

Virgin Atlantic



Virgin Atlantic moved into The Office on the Crawley Business Quarter in 1997.

Virgin Atlantic purchased former Upjohn Pharmaceuticals site on Fleming Way in 1997 to create global training centre, The Base and now Virgin Atlantic have a brand new building on the Crawley Business Quarter

www.virginatlantic.com

P&H Motorcycles



P&H Motorcycles was established in 1980 by the Managing Director, Paul Searle, moving to their Gatwick Road location in 1996 and has grown from strength to strength ever since. At P&H you will find a huge selection of new motorcycles as well as a variety of used and ex-demonstrator motorcycles. You will also find one of the biggest motorcycle clothing and parts departments in the South of England

www.phmotorcycles.co.uk

SOS Systems



Established in 1985, SOS Systems is a leading provider of print and document management solutions in South East England. ISO9001 2000 accredited, they are one of a select few Canon Platinum Partners in the UK with their head office in Manor Royal.

www.sosystems.co.uk

➤ 10 YEARS OF THE MANOR ROYAL BID

Eezehaul



Eezehaul was established in 1998. Mark Duggan, formed the company, starting with a small facility in Manor Royal and a contract to distribute papers for WH SMITH. Eezehaul has grown from its initial "man and van" operation into the South-east's largest regional carrier, offering same day and next day deliveries, a full complement of pallet services and international connections. It also has extensive warehousing facilities at its four-acre site within the Manor Royal Business District which opened in 2010.

An award-winning company in its own right, and part of the TPN Group, Eezehaul has a national presence and business, working in close harmony with 125 TPN depots around the country. www.eezehaul.co.uk

Xpress Group



Formed in 1991, this successful design and print company has been based off Newton Road at The Bell Centre on Manor Royal since its inception. Managing Director Graham Knight started the business with one unit which has now expanded to three. He says "We have no plans to move off of Manor Royal even as we again grow." Said Graham, "The work of the Manor Royal BID Team has been most welcome. The increase in green spaces for our staff is one of the highlights. This and the engagement created to keep Manor Royal thriving is a big plus to ensure we stay in the area."

www.xpressgroup.uk

Split Image



Originally founded in the 1960's by John Curtis (1929-1998), Split Image became known and respected for innovative and creative photography. Continuing to strive forward, the company branched into Motion in the early 80's, now encompassing digital animation and social media content.

Split Image has been based in the heart of Manor Royal since 1993, with 3 fully equipped studios. Split Image's creative team are able to cover assignments throughout the UK and Worldwide.

www.splitimage.co.uk

Chemigraphic



Crawley-based Chemigraphic was founded in 1972 by Frank and Julia Graham, a husband and wife team.

Operating from a 40,000 square foot purpose built office and factory complex, Chemigraphic provides their customers with a design-led industry beating service for their electronics manufacturing requirements, reducing their time to market and simplifying their supply chain.

www.chemigraphic.co.uk/

MA Flooring



Family run MA Flooring is based in Manor Royal, behind County Oak Retail Park on Metcalf Way. They have been providing flooring, fitted to the highest possible standards for three decades Mark and Sharon Attew started MA Flooring 30 years ago, and have been on Manor Royal for 27 years

www.maflooringcrawley.com

Ballpoint Office Supplies



Ballpoint was formed in 1991, seeing an opportunity to combine experience in suppling businesses in the Southeast with any product they might need while offering great customer service. They moved to Manor Royal in 1999 and have been busy supplying customers with quick and efficient deliveries and great products ever since.

www.ballpoint.co.uk

Gatwick Group



Gatwick Group is a family-owned and operated car dealership which started in the village of Barcombe in 1921 as blacksmiths, builders and undertakers and remain in the ownership of the Brook family to the present day.

Based in Manor Royal since 1998 they celebrated their 100th anniversary in 2021. The Gatwick Group represent Kia for both sales and aftersales and Mitsubishi for aftersales only and have full dealer facilities to serve the public of Sussex and Surrey. www.gatwick-group.co.uk

Aerotron



Aerotron has grown and evolved to become a leading provider of Total Aircraft Product Support services to a global market. Aerotron Limited was formed in August 1973 in association with Aerotron U.S.A. to trade in aircraft components.

In 2002 The Group saw its headquarters at London Gatwick move from Cobham way to its current site on Fleming way. www.aerotron.co.uk

Transvalair



The red shooting star that wraps itself around the front of their HGVs are a familiar sight around the Manor Royal Business District and along with their fleet of DUO delivery vans, Transvalair is proud to be a champion of hiring locally to support the community. Founded in 1976, visitors who have been to Faraday Road and entered our immaculate depot recognise that Transvalair is a highly efficient well run business with great heritage.

www.transvalair.com

Colbridge Engineering



Want stainless steel or aluminium structures built or designed for a specific purpose? With over 40 years of industry experience, Colbrook Engineering can help with all types of projects and have been based on Manor Royal for 20 years.

www.colbridge.co.uk

Basepoint Business Centre



Opened in 2003, Basepoint comprises 80 business units with a mix of offices, workshops and co-working space with an on-site team and support facilities. The Centre stemmed from a partnership between Crawley Borough Council, the local business community and funding from the now disbanded South East of England Development Agency (SEEDA). Basepoint is home to many different businesses from beauty therapists to aviation related companies, and the Manor Royal BID.

www.basepoint.co.uk/locations/crawley

The Best Connection Group



The Best Connection Group Ltd has been in the heart of Manor Royal for over 22 years, and recently moved to a brand new office. When they first opened their doors back in 1990 the location was key, and that is as relevant now as it was back then. Specialising in the supply of staff to the Warehouse, Transport, Logistics and Aviation markets.

www.thebestconnection.co.uk

10 HIGHLIGHTS FROM A DECADE OF ACHIEVEMENT

A lot has been achieved in 10 years of the Manor Royal BID. It's hard to pick a top ten but here goes. You can view all BID Projects and Benefits at www.manorroyal.org/projects and www.manorroyal.org/benefits

What would be on your list and what would you like to see on the list of improvements yet to come?

Community: The first ever Know Your Neighbour took place in 2013. Since then we have developed a dedicated events programme attracts 100s of companies and 1,000s of delegates each year to help build a sense of community and awareness among Manor Royal companies.



Better connected: In term one we worked with West Sussex County Council and BT Openreach to upgrade all the Manor Royal broadband cabinets so that every company could access superfast, fibre based services. In the next few years we're hoping for an upgrade to gigabit connectivity.



Crawters Brook: This 7.5 acre site in the middle of Manor Royal used to be the perfect dumping ground for rubbish and was completely overgrown. It's now an award-winning People's Park that was opened by the HRH Duke of Gloucester. Further enhancements are planned.



Additional investment: On top of the BID levy itself, the Manor Royal BID has been directly responsible for attracting over £2.5m over the first 10 years (not including indirect additional investment e.g. in roads and pavements). Another £2.45m has been pledged via the BID over the next five years. A priority for businesses in 2013.



Improved entranceways: No sense of arrival and weak points of entry, that's what consultants said. So, the BID embarked on a series of improvements to all of these important areas. Each Gateway has been improved, along with better public realm, chevrons, planting and artwork. In this term we are looking to reinforce some of these changes with further enhancements.

New services: Subsidised training, public transport discounts, free jobs board, staff wellbeing support, free volunteering, dedicated business and property directories - Manor Royal companies now enjoy access to a range of free and heavily discounted services helping to save literally £1,000s.



Enhanced Maintenance: Pre-BID Manor Royal only received 1 litter pick per month, now a dedicated maintenance team provide over 100 hours of dedicated, additional grounds maintenance each week including daily litter picks.



Rewarding satisfaction: Yeah, we cheated on this one by combining two into one. Since the creation of the BID not only has Manor Royal won and been short-listed for some major awards including for parks and energy projects, but business satisfaction is now consistently in the mid 80% range. And we're working hard to keep it there!



New facilities: Nowhere to sit, nowhere to go and scruffy looking. We didn't think that was good enough for Manor Royal, and nor did businesses. Building on the creation of Crawters Brook People's Park, we are on a mission to make sure no one from any company is more than a five minute walk away from decent outdoor space by creating a network of small park areas, each inspired by the story of Manor Royal.



Improved security: Although not a high crime area, businesses wanted action on security, so the BID installed 25 security cameras at entry points and strategic locations, provided free Business Watch Membership for all, free shopwatch radios for vulnerable retailers and introduced a dedicated security team. In partnership with the police, this year the BID will upgrade the security camera network.



JARVIS & BROWN

Jarvis Brown Associates are a Technology and Business Operations focused, start-up Recruitment Agency with over 20 years combined industry experience, based in The Manor Royal Business District. We were Co-Founded by Ben Jarvis, Tom Jarvis, and Luke Brown, operational from January 2023. We know the recruitment industry has shifted over the past few years, and clients want true partnerships: with consultative inputs and an enjoyable experience at its core. After all of us worked previously for Manor Royal based recruitment agencies, it was a no-brainer deciding where we would start our journey.

Being a part of The Manor Royal Business District presents excellent opportunities every month for us to get our name out there and network with other professionals, offering our discounted rates for local businesses. Thanks to the efforts of the Manor Royal BID, we are able to attend numerous networking events, breakfasts, and discussions with some of the 600+ small to large businesses that are also based here, gaining valuable insights from industry thought leaders and sparking fruitful professional relationships.



We could not recommend The Manor Royal Business District enough to new and existing business to immediately get an abundance of help & support to get you off the ground, or to continue expanding alongside global corporations with a strong community feel.

□ www.jarvisbrownassociates.co.uk

IS CRAWLEY CREATIVE ENOUGH?



That's the question being asked by a new long-term project underway in Crawley that is inviting local people to explore how art and culture can create a new sense of aspiration, joy and togetherness in their town.

Funded by Arts Council England and led by a consortium of local organisations, Creative Playground is looking for volunteer Playmakers to make decisions about what kinds of creative events and activities should feature in their town and encourage others to join in.

Creative Playground are delighted to be working in partnership with Manor Royal BID, the lead organisation on the governing consortium of the project, and look forward to working with Steve, his team and the businesses on the

Manor to listen to their creative ideas and help to bring them to life.

Louise Blackwell and Sophie Eustace, Creative Playground's Co-Directors, are keen to emphasise that you don't have to currently feel like you're creative or arty to get involved:

"Creative Playground can be what you want to make it, especially if you are up for having a go and being part of something bigger. We'd like to hear from you if you're interested in joining a group of volunteers called Playmakers who take part in the programme, make decisions about it and encourage others to get involved.

"You can be involved in small ways or develop more in-depth connections. By taking part you might have fun, feel like an explorer, feel more confident or happier. Dip your toe in. You never know who you might meet or what might happen.

"Whether you are an interested local resident, have a passion for reading or online gaming, like listening to music or watching films. Or if you love am-dram, are a business owner, a hair-dresser, a delivery driver, a teacher, or a taxi driver. Or whether you work in a pub, at Gatwick Airport, a care home or anything in between. This could be for you.

To find out more about getting involved visit
□ www.creativeplaygroundcrawley.com;

REAL PIZZA COMPANY



Pizza is undoubtedly one of the most popular and beloved foods in the world. It's unique and wonderful combination of flavours and textures has made it a staple dish in cultures across the globe. The history of pizza is a fascinating story, and this is ours.....

Our pizza story started way back in 2012, we started making wood fired pizzas in Copthorne and for other local villages using our bespoke mobile pizza trailer. Over the years we have evolved our pizzas and techniques to supply an ever-growing demand for good quality food in the local area. We now have 5 stores and a mobile pizza kitchen for weddings and events. We strive to make the best craft pizzas and we are proud to offer the finest ingredients, artisanal preparation, and the best service because we love what we do, and our customers love it to.

It's been a very tough couple of years in the RPC, we have seen a global pandemic, a cost-of-living crisis and not to mention, food inflation, 3 prime ministers and the highest interest rates in 15 years!!! but behind the scenes we have been busier and working harder than ever.

So, what's new you ask?

With the success of our Manor Royal store we were on the lookout for a larger premises to centrally manage our dough production. So, In July 2022, we got the keys to our newest store in Horsham. This has been such an exciting time for the business.

We were incredibly proud to open both the store and the production facility side by side in November last year.

Having our new state of the art, temperature-controlled dough facility allows us to give our customers a consistent product, across all our stores, whilst allowing the business to continue to grow and "prove".

Also based at our Manor Royal store is our wonderful mobile pizza van "Sofia" that can be booked for private hire, we specialise in weddings, private parties, and corporate events.

Sofia joined the RPC in 2019 and we have continued to grow our events portfolio since then and we are proud to have another busy summer season ahead.

If you would like any information on our mobile pizza van, please contact our events team directly.
Claire@therealpizzacompany.co.uk

Another exciting RPC venture is our new sister Company "little Puddin" which is now based at our Manor Royal unit in Lloyds court. Led by Jayde, our talented dessert master, making our incredible homemade gelato and all the other sweet treats you find on our menu.

Further to this news we are super excited to launch in summer 2023 little puddin "on wheels." This will be a wonderful mobile dessert trailer, that will also be available for private hire, catering for weddings, private functions, and corporate events.

For further details on this you can contact Jayde directly at **hello@littlepuddin.co.uk**

Our manor royal store continues to service Crawley and the surrounding areas 7 days a week.

We have a fantastic team based at Lloyds court, Led by Jen. We will be offering lunch time deals throughout the month, any small pizza, a drink, or dip for only £8.00 and any large pizza for £9.99. we can also cater for large orders.

If you would like to get in touch you can email directly at **crawley@therealpizzacompany.co.uk**

As a small family run business, we are so proud of what we do, and feel very proud to be located in the heart this fantastic business district. Thank you to all that support us. **Team RPC.**

□ www.therealpizzacompany.co.uk



Sussex Police work with Manor Royal to transform security

Following a successful Safer Streets funding application, the Manor Royal Business Improvement District (BID) has been working with Sussex Police to transform the security camera system in operation throughout the Business District.

While not a high crime area, the Manor Royal BID has put in place various services to help protect Manor Royal and keep businesses safe and secure, including; free access to Manor Royal Business Watch, free security radios for vulnerable retailers and a dedicated Business Ranger security team.

Manor Royal businesses have also benefitted from an area-wide network of security cameras, a mix of CCTV and ANPR (Automatic Number Plate Recognition) cameras positioned at key locations.

Operated in partnership with the Police, the security camera network has been in place for almost 10 years and has been enhanced during that time. Now, thanks to a grant from the Sussex Police and Crime Commissioner, the system is set for its most significant upgrade yet.

Close working between the Manor Royal BID and the CCTV and ANPR leads within the Police will allow notable improvements to be made. A first for the County, it will likely break new ground and become a model for the way the Police support local partners, including local Councils, in the future.

As well as securing a redeployable CCTV camera that can be moved around the Business District to trace certain issues, like fly-tipping or car cruising, the technology used to manage the entire system will be upgraded making Manor Royal the first area in Sussex to transform CCTV from a traditional hard-wired system to 4G/5G wireless transmission.

A live time camera function will combine ANPR with CCTV

cameras enabling cameras to provide specific detail for reported incidents. While technology advances will allow connection for licenced users anywhere, providing quick and remote access when required whether by the police or members of the BID team in support of Manor Royal based businesses.



Steve Sawyer, Manor Royal BID, Executive Director said: "We are very grateful for the funding from the PCC that has allowed us to take advantage of this opportunity. This new system allows us to provide a much better, more flexible service to Manor Royal companies, making us more responsive to requests for help while still allowing the police access to investigate crime and disorder as they need to."

Vent Axia Go Wild



As part of their commitment to reducing their carbon footprint and achieving Net Zero targets, Vent Axia have looked at ways to re-wild the front of their property.

The Manor Royal BID Maintenance Team were delighted to help by preparing the ground and providing advice and support to a team of Vent Axia volunteers that included Ronnie George, Chief Executive of the Volution Group.

Urban Greening and re-wilding projects, like planting wildflowers, are great and relatively easy ways to help support biodiversity and the environment - a key objective in the new BID Business Plan.

Let us know if you are thinking of following Vent Axia's lead, need some advice or if you fancy doing some volunteering with the maintenance team to help with litter-picking, planting or simple grounds maintenance tasks.

📄 www.manorroyal.org/maintenance

Bupa Health Centre in the heart of Manor Royal



The Bupa Health Centre at Manor Royal has been looking after the health of its customers in and around Crawley for just over one year now, celebrating its first birthday on the 14th of June. During the year they have delivered over 950 health assessments, checked for wax in 865 pairs of ears, helped customers in over 350 GP appointments and supported 56 women through their Menopause and Period plans.

For the team, providing an excellent service, helping customers to make improvements to their health and wellbeing, and going above and beyond to support their needs is all in a day's work, and this hasn't gone unnoticed by their customers. After only one year, the Crawley Bupa

Health Centre has received over 600 comments from happy customers, who have described it as an 'extremely professional and friendly clinic' offering an 'amazing service with friendly and knowledgeable professionals', leaving customers feeling 'confident' and 'reassured'.

Gwen Crane, who took advantage of a Be.Reassured Health Assessment as one of her work benefits, described her experience at the health centre in Crawley as "by far the best from both the Health Assessor and the Doctor". In fact, an impressive 87% of Crawley's customers have rated their experience with Bupa as 9 or higher out of 10*, which the team are delighted with and are excited to build on even further over the next 12 months.

If you are looking for some inspiration or advice on taking steps to improve your health and wellbeing this summer, you'll find Crawley's Bupa Health Centre at Endeavour House, where the team will be happy to support you on your health and wellbeing journey. You don't need Bupa health insurance to use any of the services at a Bupa health centre and most appointments can be booked in a matter of days. The team look forward to taking care of you and seeing you soon!

📄 www.bupa.co.uk/health/health-assessments/our-centres/crawley

*comment extracts and data taken from NPS feedback surveys conducted by customers post appointment.

Manor Royal BID Business Rangers

Since 2017, the Manor Royal BID has been providing a dedicated Business Ranger security service. Following a recent review, local security company the Blue Light Group have been appointed to provide this important service focussed on keeping Manor Royal safer and working.

In the latest Manor Royal BID survey, 74% of business stated that additional security was very or quite important to them.

The Manor Royal BID Business Rangers are a key service for any company on Manor Royal. The service brief incorporates a business liaison role and the ability to tackle issues directly and, where required, escalate issues to local authorities and the police, to identify anti-social behaviour hot-spots, such as litter problems and dangerous parking



and maintenance and environmental issues that require action throughout the business district.

Business Rangers wear clearly branded BID clothing, enabling people to spot them in the business district if they have any concerns.

The service builds on the ANPR and

CCTV and other security related services delivered by the Manor Royal BID.

Sean Keelan, Director of The Blue Light Group said: "We are delighted to be working for the Manor Royal BID to provide a comprehensive service and support for all Manor Royal companies and visitors to the Business District"

Steve Sawyer, Executive Director of the Manor Royal BID said: "We continually review what we do to ensure we always deliver the best possible value for Manor Royal businesses. We needed to adapt how we delivered the Business Rangers service and the Blue Light Group bring the right mix of experience, passion and local knowledge. We look forward to working with them."

📄 www.manorroyal.org/rangers

VOLUNTEERING

As part of World Environment Day in June, a team of volunteers from Tokyo Electron made the most of the unusually good UK weather to volunteer at Crawter's Brook People's Park under the guidance of Sussex Wildlife Trust and Gatwick Greenspace Partnership.

The task involved removing invasive Himalayan Balsam, as well as cutting back the brambles so people can walk safely around the park without being scratched by thorns.

All the team enjoyed the volunteering and teambuilding away from their desks and also learned the importance of conservation and care for a sustainable community.

This is just one of the benefits provided by the Manor Royal BID for companies based in the Business District. Whether it is an informal teambuilding day or simply the chance for your staff to get together and put something back into the community, why not follow Tokyo



Electron's lead and book your free volunteering session with Sussex Wildlife Trust.

📄 www.manorroyal.org/volunteering

Re-energise Manor Royal recognised with National Award

West Sussex County Council came first in the 'Enabler' category at the 2023 Association of Decentralised Energy Awards for its role in establishing the Re-Energise Manor Royal local energy community with the Manor Royal Business Improvement District (BID) and Crawley Borough Council.

Re-Energise Manor Royal launched in March and is working to attract investment into Manor Royal and deliver new clean energy projects, such as roof mounted solar panels and batteries to store clean electricity.

This will help businesses to generate, share and use more clean energy to reduce their energy costs and carbon emissions, and move towards net zero operation. The community is delivering its first project, a 71kW solar PV installation, and has a pipeline of potential solar projects to deliver in the coming year.

Steve Sawyer, Manor Royal BID Executive Director, said: "The establishment of ReEnergise Manor Royal has been the culmination of many years hard work. From the outset the collaboration between the Manor Royal BID, West Sussex County Council and Crawley Borough Council has been evident. As has the vision and commitment shown by those companies of Manor Royal who have helped us to find the answers to important questions, without which this well-deserved recognition would



not have been possible. Now we know how the Local Energy Community will work, we eagerly look forward to the receiving the promised funding for the benefit of the Business District, the local economy and the environment."

Cllr Deborah Urquhart, Deputy Leader and Cabinet Member for Environment & Climate Change, said: "Re-Energise Manor Royal is an innovative partnership between the public and private sector that is enabling companies to work together and take control of their energy supply, speeding up the journey to net zero operation in the process.

"We are delighted to have played the leading role in its creation with the Manor Royal BID and Crawley Borough Council and to have been nationally recognised with this award. We will continue to follow its development closely and with interest."

The County Council's Energy Services Team provided energy expertise as well as project management and financial

support through the Interreg 2 Seas-funded BISEPS and LECSea projects. This led to the creation of feasibility studies and the establishment of an operating model for the local energy community.

The team was also able to draw in funding from the Government's Heat Network Delivery Unit and the Coast to Capital Local Enterprise Partnership (LEP) to create the community's first business plan.

The project partners have secured £1 million from Government through the Towns Fund to support the development of new renewable energy projects on Manor Royal.

The launch of the Re-Energise Manor Royal local energy community is part of our commitment to encourage a sustainable and prosperous economy – one of our key priorities, all of which are underpinned by a cross-cutting theme of climate change. This project is an important step in empowering our businesses to take control of their energy supply and speed up their journey towards net zero operation, something the County Council is also working towards by 2030.

Any businesses on Manor Royal keen to get involved and to benefit from the ReEnergise Local Energy Community should contact the Manor Royal BID info@manorroyal.org

📄 www.remr.org

Manor Royal BID Football Tournament



A huge thank you to all the teams who took part in our annual 6-a-side Charity Football Tournament at K2 Crawley.

Congratulations to the winners, Mansell Recruitment Group and all the teams who loved the heat on the pitches!

AAR, Albion Rye Associates, AVIONICS SUPPORT SALES LIMITED, Boeing Global Services, CGG, Espresso Solutions, easyJet, L3Harris

Technologies, Magus Wealth Signia Hearing, TLC Direct, Tokyo Electron Europe and the teams from Marshall Volkswagen Gatwick

It was a great night raising money for Dementia UK and St Catherine's Hospice. It's back again next year - register your interest early - email steve@manorroyal.org

Plus sign up for our Charity Netball Tournament in September at

manorroyal.org/events



WINNERS - Mansell Recruitment Group



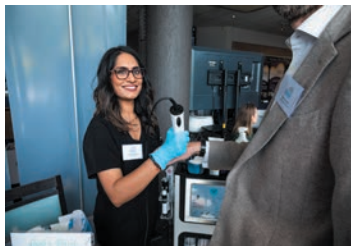
Manor Royal's Know Your Neighbour

A huge thank you to everyone who came to our annual flagship event 'Know Your Neighbour' at The Hawth Theatre. It is so great seeing so many companies and all the fantastic people who work on Manor Royal all in one place. We cannot thank you enough for attending and hope you saw lots of old friends and made lots of new ones!

We love our Manor Royal community!

You can keep up to date with everything that is happening on the Business District by signing up to our monthly e-bulletin on our website and see all our planned events at www.manorroyal.org/events

Huge thanks to the team at The Hawth for their help and support, our Business Rangers and of course all the incredible businesses of Manor Royal



Cova Security

Looking back over the last 10 years of the Manor Royal BID, here's a look at the Cova Security Gates Manor Royal manufacturing facility from 2011, the year they moved in. This was a big step for Cova as they had spent 25 years manufacturing in a small farm yard, operating out of a medium sized workshop and portacabins.

📧 www.covasecuritygates.com

Greening Manor Royal

Have you noticed? The grass is longer in some parts of Manor Royal.

This isn't an accident. Nor is it a cost-saving measure.

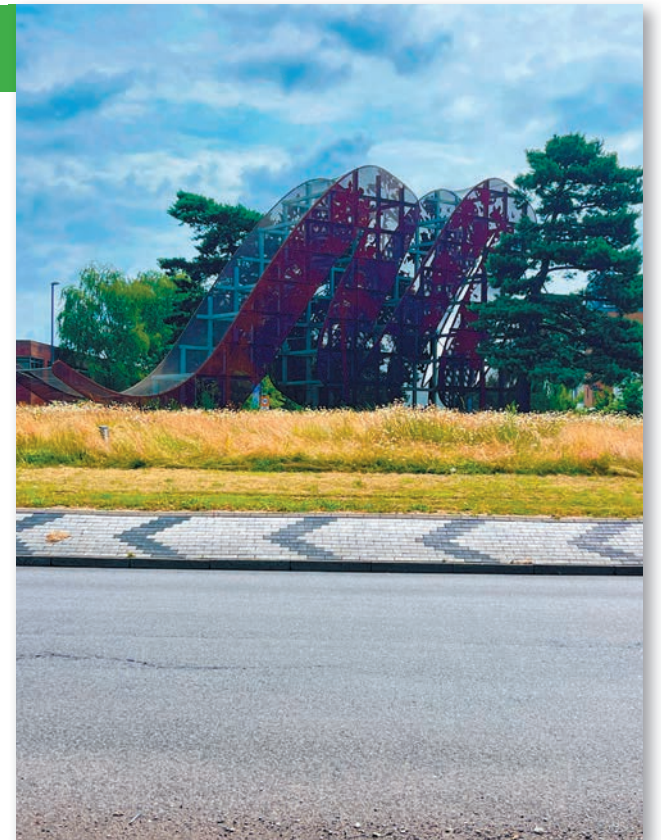
One of the new objectives in our new five-year Business Plan is "Sustain and Renew". That is a commitment to creating a more sustainable Manor Royal in different ways.

We are trialing specific areas where we can take a more "relaxed" approach to maintenance while trying to maintain a tidy look and feel. This involves creating sculpted areas with shaped edging to create neat borders around areas of longer grass, and in the future possibly different kinds of native planting.

Over the next few months we hope to devise a Biodiversity Net Gain and Action Plan, a companion to our Projects Pack, to look more strategically at the site and where we can change slightly what we do to encourage greater biodiversity, improve air quality and create wildflower corridors that might connect the park areas we are creating.

In the meantime, let us know what you think or if you have any ideas of your own for greening Manor Royal and helping to make it more sustainable.

📧 www.manorroyal.org/bid3



K2 Business Expo

Thursday 21 September 2023 09:30-15:00 at K2 Crawley

A chance to meet, connect and network with other small and large businesses in Crawley.

Informed specialist speakers will be offering practical hints and ideas to improve your business. Everyone Active are passionate about supporting local business growth, and so the event is free to attend.

Manor Royal businesses can take advantage of exclusive offers to exhibit at the event.

📧 email: corporateteam@everyoneactive.com



PLATINUM BUSINESS



Jarvis Brown Associates are a Technology and Business Operations focused, start-up Recruitment Agency with over 20 years combined industry experience, based in The Manor Royal Business District.

We were Co-Founded by Ben Jarvis, Tom Jarvis, and Luke Brown, operational from January 2023. We know the recruitment industry has shifted over the past few years, and clients want true partnerships: with consultative inputs and an enjoyable experience at its core. After all of us worked previously for Manor Royal based

recruitment agencies, it was a no-brainer deciding where we would start our journey.

Being a part of The Manor Royal Business District presents excellent opportunities every month for us to get our name out there and network with other professionals, offering our discounted rates for local businesses. Thanks to the efforts of the Manor Royal BID, we are able to attend numerous networking events, breakfasts, and discussions with some of the 600+ small to large businesses that are also based here, gaining valuable insights from industry thought leaders and sparking fruitful professional relationships.

We could not recommend The Manor Royal Business District enough to new and existing business to immediately get an abundance of help & support to get you off the ground, or to continue expanding alongside global corporations with a strong community feel.

📄 www.platinummediagroup.co.uk/platinum-business-magazine

YUKO KNOWS HER MANOR

Congratulations to Yuko Casey, Executive Assistant at Tokyo Electron Europe, who was the lucky winner of our "Remember When" competition from our Winter Issue of Manor Royal News.

Yuko was able to correctly match old pictures of Manor Royal with what's there now, although she did have a bit of a head start as she used to work in one of the

"old" buildings now no longer there.

Thanks to everyone that took part. We were able to catch up with Yuko at the recent Know Your Neighbour event to present her with her prize.

Well done, Yuko.

Right: picture of Yuko being presented with her prize.



LONDON GATWICK NORTHERN RUNWAY

Gatwick Airport have launched their campaign in the run up to submitting their Development Consent Order (DCO) to bring the Northern Runway into routine use.

A Development Consent Order (DCO) is a type of planning permission that is granted by the Secretary of State for large infrastructure projects. The Planning Inspectorate oversee the process that consists of various stages, including a public examination and an opportunity for members of the public and other stakeholders to provide feedback on the proposed development.

This summer Gatwick intend to submit a planning application (DCO) to bring its Northern Runway into

routine use alongside its Main Runway. This will unlock new capacity and grow the airport to around 75 million passengers a year by the late 2030s. Currently Gatwick Handles around 40 million passengers a year, compared to Heathrow Airport that handled circa 78 million passengers in 2017.

The development would take place entirely within the current airport boundary and Gatwick claim the Northern Runway would generate more than 10,000 new jobs and inject over £1 billion into the region's local economy each year.

It is important that any such development, if approved, takes account of its impact on the

surrounding area in terms of things like infrastructure, parking, congestion, property demand (commercial and domestic) as well as noise and the environment.

Those who want to be involved in the process should register as an "Interested Party" as soon as the Pre-Examination Period starts, the first stage in the DCO process. Keep an eye on the local press, sign up for Manor Royal e-bulletins and check the Planning Inspectorate website for details of progress.

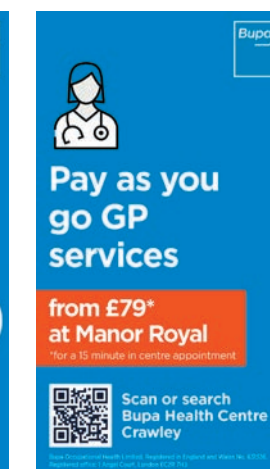
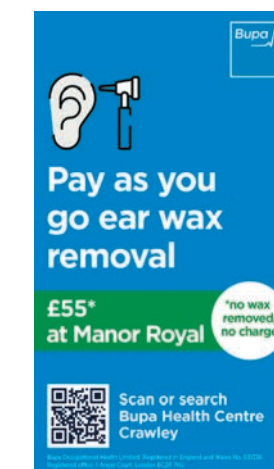
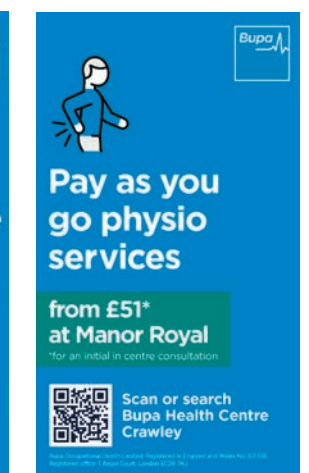
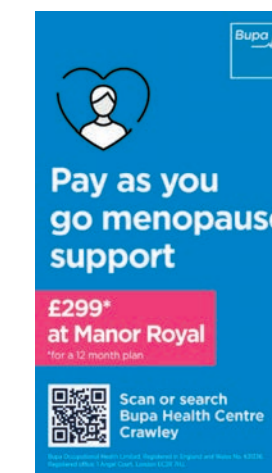
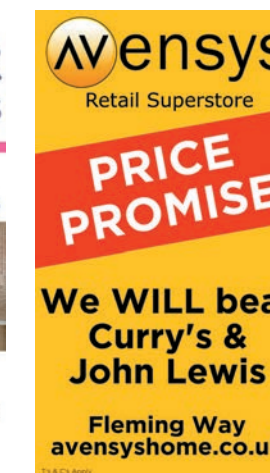
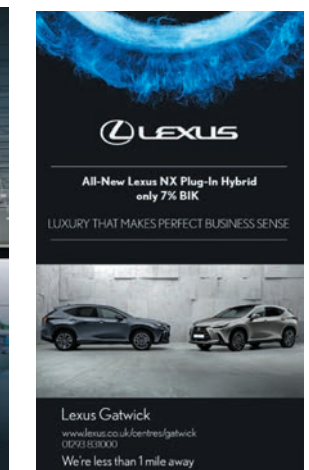
See a full list of DCO applications at <https://infrastructure.planninginspectorate.gov.uk/projects/>

The Manor Royal BID has digital advertising screens at key locations around the Business District to help businesses promote and to convey important messages to companies, visitors and employees, supported by the Crawley Growth Programme.

Usually the preserve of big brands with big budgets, the Manor Royal Digital Screens make getting noticed affordable.

Approximately 2 million vehicles pass through the area each month - that's 24 million vehicle movements every year, plus thousands of bus passengers, cyclists and those on foot.

Find out more at www.manorroyal.org/digitalsigns



➤ MANOR ROYAL BID KEY DATES 2023

NETBALL CHARITY TOURNAMENT

Manor Royal BID invite you to enter a team in this friendly netball tournament organised in partnership with Everyone Active exclusively for Manor Royal businesses.

£40 per team, up to 9 players

Weds, 6 September 2023, 18:00 - 21:00, K2 Crawley, Pease Pottage Hill, RH11 9BQ

www.manorroyal.org/events



MANOR ROYAL MATTERS

Wednesday 8 November 2023, 09:30 - 15:00 at the Sandman Hotel

Bringing together Manor Royal businesses, stakeholders and supporters this event will review the progress made in the past year, how the area is changing and - importantly - discuss the future of the area and the Manor Royal BID.



MANOR ROYAL PEOPLE CONFERENCE

The highlight of the Manor Royal Business District event calendar!

Thursday 28 September 2023, 09:30 - 15:30 at Crawley Town Football Club

The 'Manor Royal People Conference' is designed for Manor Royal business owners, company managers and HR professionals who want to build and lead teams that are motivated for success.

Focussed on sharing and promoting good practice, the event provides expert insights and the chance to connect with others with responsibility for recruiting and managing people in Manor Royal.

www.manorroyal.org/events



FOR DETAILS OF ALL OUR EVENTS, SEE THE EVENTS PAGES ON OUR WEBSITE: www.manorroyal.org/events

IOT'S BACK! THE MANOR ROYAL CHARITY ZUMBA NIGHT

Wednesday, 4 October '23 6pm - 8pm at Elekta, Cornerstone Building, Crawley, RH10 9RR

Raising money for local causes, the event returns after the success of our inaugural Zumba event in 2022. www.manorroyal.org/events



Be part of it!

KEEP IN TOUCH

Got something to share or promote?

Email chris@manorroyal.org

Discover more about the Manor Royal Business Improvement District:

www.manorroyal.org

 Manor Royal BID

 @manor_royal

 @Manor_Royal

 Manor Royal BID

Unit 38, Basepoint Business Centre, Metcalf Way, Manor Royal Business District, Crawley RH11 7XX Tel: 01293 813 866

MANOR ROYAL PEOPLE CONFERENCE - Thursday 28 September

An event for HR Managers with information and seminars

Manor Royal Matters Conference/AGM - Wednesday 8 November

Update on BID Projects, BID review, preview and elections

MANOR ROYAL BID CHRISTMAS EVENT - Wednesday 8 December

A festive social event for business leader in the Business District