



# Manor Royal News

**MANOR ROYAL**  
BUSINESS DISTRICT

CRAWLEY & GATWICK

*Be part of it!*

## 10 YEARS OF THE MANOR ROYAL BID



### Featured in this issue:

Celebrating 10 years of the Manor Royal BID  
New Manor Royal BID Energy Partnership launched  
New Manor Royal Training dates released  
News from Marshall VW Gatwick, Eezehaul, Bridgeham Clinic, BT Local Business, Hendy Group, EVC, Thales, Balfe's Bikes, Fortune Cookie Company and more



# Inside Track with Steve Sawyer



Welcome to the Forty-First issue of Manor Royal News.

The very first issue was published in June 2011. It's interesting to look back at it now. We had no BID, no website, no real funding or ability to make the changes people felt were necessary.

What we did have was a desire to bring about positive change to an area that was looking neglected and was much emptier than it is now.

It wasn't clear at that time whether the formation of a Business Improvement District for Manor Royal would be the right way to go, or whether businesses would support it. What we know now is that it was and they did.

Some of the companies featured in that first issue are no longer here, including sadly the recent departure of Varian Medical Systems.

However, it is great that many companies who were involved in those early days are still very much part of the scene. Companies like Thales UK, P&H Motorcycles, FTD Johns, Gatwick Diamond Business and CGG to name a few.

Their commitment provided consistently has been vital to our progress and development, both as a BID and as a place of business, trade and work.

Now into our tenth year, it is worth reflecting on where we started and to consider what else there is yet to achieve. That's exactly what we intend to do at this year's Manor Royal Matters Conference on 08 November at the Sandman Signature Hotel. I hope you can join us as there is much to celebrate and much to discuss.

In issue one, there is also a short section on some significant development sites available at the time when Manor Royal, at one point, was almost 40% empty. Among them a great space at Sussex Manor Business Park (now Lok n Store), a 10 acre site where Edwards used to be (now Harwoods Jaguar Land Rover service centre and Space Gatwick), another 10 acre site vacated by Thales (now L3Harris and the South East Coast Ambulance Service),

and the 5 acre "Gateway" site (now home to Elekta's fantastic Cornerstone building).

There are big changes happening again now in the aftermath of COVID. The main difference being the strong appetite to invest, to build and to move in that wasn't so evident when we published Issue One. Looking back, it seems obvious the place has changed and so have we, but the central message of collaboration, partnership and community remains.

You can read back issues of Manor Royal News, including Issue One, online (see our News section), and sign up to future events at [www.manorroyal.org/events](http://www.manorroyal.org/events)

**Steve Sawyer**  
Executive Director



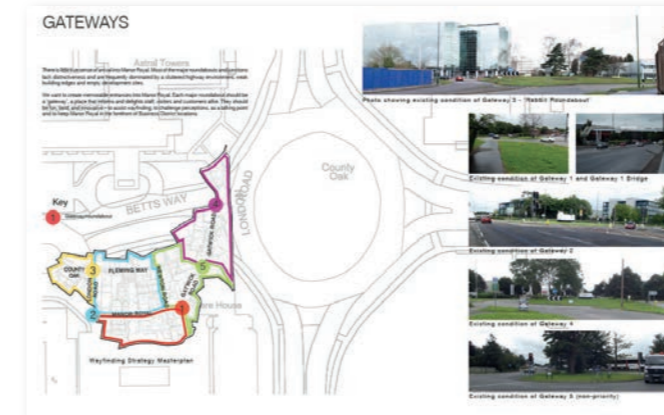
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# 10 Years of the Manor Royal BID - It began with a plan

*"To rejuvenate Manor Royal and create a business destination which can compete, a range of interventions will be required focused on addressing weaknesses within the offer."*

This was the core finding of the Manor Royal Masterplan produced by consultants GVA Grimley in 2010. It was to prove to be the catalyst for change in Manor Royal and eventually led to the formation of the UK's largest "industrial" Business Improvement District - Manor Royal BID.

The Masterplan described Manor Royal as being in a "vulnerable position", but with significant potential for future success. If Manor Royal was to remain competitive things needed to change.



The facilities needed improvement, the quality of the public realm and access to open spaces poor, more effort was required to improve the perception of the area and to promote it, the signage and branding needed attention, the highways, cycling and walking infrastructure was inadequate, there were too many empty sites and there was no strategic plan to guide the future of Manor Royal.

The Masterplan was ambitious in other ways too, including plans for the use of strategic sites, building a business hub, providing small business and grow-on space and in terms of creating a more sustainable business park.

It would take time and require a long-term vision, the absence of which was undermining confidence leaving occupiers and investors unclear of the future direction of Manor Royal necessary to encourage investment and retain businesses.

Crucially the Masterplan identified the need for intervention from the both the public and private sector. It wouldn't be enough for the Council to take the lead or for the future of the area to be left to the whims of market forces.

To this end, the business community needed to be more active and organised. It needed to be structured in such a way to influence plans and policy, and to adopt a



meaningful role in setting and managing the future direction of Manor Royal, to take ownership of the vision and to implement it.

If it didn't happen the consultants warned that the full potential of Manor Royal was unlikely to be realised. A mechanism for uniting business interests and providing a driver for change was needed where the businesses themselves could, over time, take ultimate responsibility for shaping the future interventions made at Manor Royal, giving ownership of the business district back to the businesses.

And so it was the Manor Royal BID was formed in 2013. Since then, Manor Royal has changed significantly. The long-term, ambitious vision set out in the Masterplan has evolved over-time and been adopted and adapted by the BID, and positive action has been taken to own, manage and implement it.



There is more to do and the next five years of the BID will be significant in fulfilling those promises set out in that original Masterplan vision. One thing is for certain, through the Manor Royal BID businesses do now have ownership of the future plans for the area and a way to make them come alive.

[www.manorroyal.org/about-the-bid](http://www.manorroyal.org/about-the-bid)



# A LOOK BACK OVER THE LAST 10 YEARS

**With Marc Tomes, Allen Scott Landscape Architecture**

*Marc is a Chartered Landscape Architect, a High Street Task Force Expert, and a Director / Partner of Allen Scott.*



It was actually over ten years ago, we (Allen Scott) had the pleasure of meeting with Steve Sawyer and others involved in Manor Royal.

In 2012 (pre-BID) we prepared a 'Design Guide and Public Realm Strategy' for Manor Royal. This, later, informed a supplementary planning document (SPD) adopted by Crawley Borough Council in 2013. We worked closely with Steve and others, such as officers at Crawley Borough Council and West Sussex County Council.

From the outset, a key ambition for the BID was to improve the public realm, facilities and overall sense of place of Manor Royal (the landscape of Manor Royal). Building on the earlier work within the SPD, the BID initially commissioned us to prepare a strategic report that prioritises improvement projects for the first 5 years. This 'Prospectus Package' was adopted as an overarching delivery plan for enhancing the landscape across Manor Royal in a coordinated and achievable way. As Landscape Architects, we identify, design and help deliver improvements to the external environment whilst factoring in wider environmental, social and economic benefits.

Our role varies from being a 'critical friend' providing advice and support, recording and auditing the existing public realm infrastructure, through to designing and helping create new areas of quality and award winning public space such as Crawler's Brook People's Park, The Terrace Pocket Park and the recently opened Arts and Heritage Trail microparks.

We have also designed improvements to the various gateways into Manor Royal, including the 'Big M' at Gateway 3 and landscape enhancements to Gateways 1 and 2.

We have collaborated with many others along the way,



including engineers, artists, planners, ecologists, designers, surveyors and arboriculturalists. Importantly we have also worked closely with the local community, engaging with them in a meaningful way throughout the planning and design process and regularly attending conferences and events led by the BID.

I was introduced to Steve and Manor Royal when I joined Allen Scott in 2015. I was super impressed by the genuine ambition, commitment and sense of community that Steve and BID team have. I still am!

This enthusiasm, passion and commitment continues today. The Manor Royal landscape has seen much positive change within the last 10 years. There is also so much more planned and underway.



Big and small, each project delivered helps piece together a bigger picture towards a better and more sustainable future. As articulated in the latest Projects Pack (2023-2028), there is an important role Manor Royal can play in preventing biodiversity collapse and helping with climate change adaptation / mitigation. As with its roots and many of the businesses with it, Manor Royal has the chance to continue to lead with innovation and confidence, making a real difference to these bigger issues we all face.

I am so proud that we have been part of helping shape the landscape for Manor Royal. As evidenced by the projects delivered by the BID since 2013, investing in 'landscape' improves the quality of life and sense of place for the communities that use it now and those that will do in the future.

I am looking forward to looking back again in 10 years' time!

📄 [www.manorroyal.org/yourstory](http://www.manorroyal.org/yourstory)

# 10 YEARS OF DELIVERY



**Ten years ago, Manor Royal was described as vulnerable.**

That was the view of consultants brought in to take a tough, objective look at the Business District. The way the place looked, weak public realm, a poorly organised business community and a lack of facilities were among the criticisms.



Helpfully they also identified huge potential to reinforce Manor Royal's position as the destination of choice for businesses in the South East, with few places able to offer the same scale and concentration of different business activities.

Since then much has changed, not least the ability for the Manor Royal businesses to influence and deliver meaningful change via the Manor Royal BID.

Among the many changes since the Manor Royal BID was created, the use of art and culture is one that may surprise people - a process referred to as "Cultural Placemaking". It seems unlikely that the original consultants,

so critical of Manor Royal, would have predicted it would feature in a good practice report commissioned by Arts Council England about the use of arts and culture to drive economic growth and support local communities.

"Over the past 10 years we have had the pleasure to NOT deliver arts projects with a host of artists, architects, designers and even comedians," Explains Steve Sawyer, Executive Director of the Manor Royal BID. "I say "NOT" because we don't do art for arts sake, although there's nothing wrong in that. What we do is look to transform Manor Royal one initiative at a time to improve the trading and working environment. More often than you might think, arts and culture can help solve a problem and deliver the improvement we need."

Manor Royal BID is not alone in thinking this way. With members drawn from property and urban development professionals from around the world, the Urban Land Institute (ULI) produced evidence for how arts and culture can rejuvenate



buildings, boost business, improve public spaces, enhance wayfinding, make places feel safer, support the local community and deliver a healthy return on investment.

Closer to home, the Cross River Partnership supported by the Mayor of London produced a report that showed how for relatively low-cost creating small park areas (parklets) can help promote active travel, encourage community engagement, improve the environment, create healthy streets and stimulate economic growth. In two London Boroughs cafes located near to newly created parklets found sales were boosted by 20-30%.

Crawley Borough Council are not slow to recognise the benefits either. As well as supporting the work of the Manor Royal BID, the Council has been working with its partners on how the recently announced Crawley Town Deal can support arts and culture to deliver local economic benefits, as well as various other projects like improving broadband, skills and business development and improving sustainability.



In Manor Royal if you look closely you will see sculptures in different places, murals by local artists on subway walls, messages displayed under bridges, an Arts Council funded history project being used to design a heritage and wellbeing trail and an emerging network of microparks so that eventually nobody working anywhere will be more than a five minute walk away from decent outdoor space - with bespoke artwork at each park inspired by the unique story of Manor Royal and the people who work there.

If you haven't had a look round Manor Royal recently, it might be worth another look. You might be surprised by some of the things you find.

📄 [www.manorroyal.org/mystory](http://www.manorroyal.org/mystory)



## INAUGURAL MANOR ROYAL BID NETBALL TOURNAMENT



A huge thank you to all who took part in the Manor Royal BID Charity Netball Tournament at K2 Crawley in September.

Teams across the Business District took part, raising money for St Catherine's Hospice Sussex and Surrey and Rockinghorse Children's Charity

The event including teams from Elekta, Latcham, Lime Finance Solutions, SECamb, Vail Williams

Thank you so much to the Everyone Active team at K2 Crawley for all your incredible help and huge congratulations to the winning team from Latcham.

☐ [manorroyal.org/events](http://manorroyal.org/events)



## MANOR ROYAL BID CHARITY ZUMBA MARATHON

In October, dozens of people took part in this years Manor Royal BID Charity Zumba Marathon.

Once again, Elekta's Cornerstone building hosted the event with participants Zumbaing for 2 hours.

The event raised money for Marie Curie Cancer Care and Elekta's charity of the year, Demelza UK.



## AWARD WINNING MANOR ROYAL

Manor Royal has won at the prestigious South & South East In Bloom awards.

Business District of the Year 2023 and also Conservation Area of the Year 2023 for Crawter's Brook People's Park.

Steve Sawyer, Executive Director of the Manor Royal BID said:

"Picking up two South and South East in Bloom awards is testimony to the vision and hard work of a lot of

different people and organisations, over a number of years. Ten years ago the Business District was criticised for lacking facilities, having weak public realm and being poorly maintained. Recognition like this is a clear indication of the progress we have made and that we are on the right path to improving the area for the people and businesses of Manor Royal."

☐ [www.manorroyal.org/bid3](http://www.manorroyal.org/bid3)



## MANOR ROYAL RANGERS - MAKING A DIFFERENCE

The Manor Royal BID Business Rangers, supplied by Blue Light Group, are the "eyes and ears" of Manor Royal Business District.

Not only do they provide a dedicated additional security function, they also have a role in place management by patrolling the park areas and public spaces, liaising with businesses and generally keeping an eye on things.

It's a wide variety of support and

help the team offer. Like from our Manor Royal Ranger Evon!

Whilst on patrol, Evon saw shoplifter being detained by an off duty officer.

Evon assisted in restraining the violent male until uniformed officers arrived.

Blue Light Director, Sean Keelan said of the incident:

"Our rangers are there to help provide a safer environment for businesses and users of the Manor Royal Business district on behalf of the Manor Royal BID.

Evon's quick intervention helped get a violent shoplifter off the streets and into police custody."

And Recently during their routine patrols they came across a lady in distress at Acorn Retail Park and came to her assistance by helping to get her car working again. Needless to say she was delighted.

Well done team.

☐ [www.manorroyal.org/rangers](http://www.manorroyal.org/rangers)





# EDEN

Manor Royal BID (Business Improvement District) is delighted to announce a new partnership with Eden Utilities, a leading energy consultancy firm that provides a wide range of energy services to commercial and industrial organisations.

The joint aim is to make Manor Royal Business District a more sustainable place and help businesses manage their energy costs and reduce consumption.

Steve Sawyer, Executive Director of the Manor Royal BID said:

“Our aim over the next five years is to make Manor Royal more sustainable and to support companies on their own Net Zero journey. By tapping into the expertise of Eden Utilities, this new partnership has the potential to help companies adopt more strategic buying strategies to better manage their energy costs and to reduce consumption, while creating a new revenue fund to further accelerate the improvement of the area.”

Sue Millis, Commercial Director of Eden Utilities said:



“At Eden Utilities, we work alongside a number of businesses, ranging from smaller SME businesses, all the way through to very large energy consumers. We are delighted to be a partner of the Manor Royal BID to give businesses on Manor Royal access to our transparent, partnership service with decades of experience in matching energy purchasing opportunities.”

□ [www.manorroyal.org/utilities](http://www.manorroyal.org/utilities)

## QUALITY TRAINING FOR LESS FROM THE MANOR ROYAL BID



The 16th Manor Royal BID training programme devised exclusively for Manor Royal based companies and delivered in partnership with Crawley College has been launched.

The objective of this service remains unchanged since it was first launched in 2015: to provide quality training, delivered locally at excellent prices.

In the last year alone, we were able to successfully deliver 40 training courses attended by over 300 learners from a wide range of different companies who collectively saved in excess of £38,000.

This programme is kept under

review by representatives from companies across the Business District on the Manor Royal Talent and Training Group. The courses organised are in response to feedback received, so do let us know what you like and want to see more of.

Thanks again to those Manor Royal host companies. By making your rooms available we can combine training outcomes with building local connections across the Business District. Please take a look and book early to avoid disappointment.

Our thanks, as ever, to Crawley College for their continued support and excellent partnership.

□ [www.manorroyal.org/training](http://www.manorroyal.org/training)

## HENDY GROUP EXPANDS IN MANOR ROYAL



Hendy Group has expanded its operations in Manor Royal with the opening of a Nissan dealership on the Business District and the refurbishment of its MG showroom.

Hendy chief executive Paul Hendy said that Crawley is an important location in the group's portfolio and said the opening of Nissan and the refurbishment at MG will provide top class facilities for both customers and its valued colleagues.

“Investing in our facilities and our colleagues is an important part of our expansion plans and we are pleased to be able to offer the very best here in Crawley,” said Paul.

“We are delighted to be representing Nissan in the area and this new dealership joins our existing Nissan operations in Dorset, Wiltshire and Hampshire.”

Hendy has appointed Melinda Minns as the new sales manager to lead the Nissan brand in Crawley and recruitment has also included new technicians, sales advisors, and logistics personnel.

The £3/4 million investment project in Crawley has created state-of-the-art showrooms for both Nissan and MG and the investment in car and commercial vehicle facilities on the MG site has seen the installation of the very latest MOT bays, three new commercial vehicle ramps and extended parking for customers. Hendy has also included a new colleague welfare room in the project as it continues to invest in its workforce and their wellbeing.

□ [www.hendy.co.uk/nissan/dealers/west-sussex/crawley/](http://www.hendy.co.uk/nissan/dealers/west-sussex/crawley/)



## THALES PROUDLY SPONSOR CRAWLEY PRIDE



On a sunny afternoon in August, Crawley hosted its third annual Pride Event, and Thales in Manor Royal was thrilled to be a proud sponsor this year.

Thales believe in creating an environment where everyone feels welcomed, valued and celebrated for who they are and their sponsorship of this event is a reflection of our commitment to breaking barriers and building a diverse, equal and inclusive workplace.

A group of Thales LGBTQ+ employees and allies took part in Crawley Pride, setting up a stand in Goff's Park to showcase the company's LGBTQ+ network. Throughout the day, they engaged with the crowds, spreading awareness about the network and sharing their personal experiences working at Thales. They were busy all day, handing out lots of goodies, including free sunglasses, which went down a treat with the crowds in the sunny weather.

Allyson Diamond, Quality Assurance Manager and LGBTQ+ network liaison for Crawley, expressed her enthusiasm

about the event: “The whole event was fabulous. The atmosphere was positive and friendly throughout the day and we were well received.

She added: “It was a great opportunity to promote the inclusivity of Thales as an employer, highlighting that we do have an LGBTQ+ network for employees and sharing our personal experiences working here.

### Thales in the UK Volunteering programme

Getting involved in events such as Crawley Pride is just one of the ways that Thales in the UK employees can use their volunteering hours, to support worthwhile causes and build links with local communities.

Allyson added: “It's great to work for a company that provides opportunities to volunteer, especially for events that you're passionate about. The energy at Crawley Pride was infectious, and it was great to share it with a wonderful group of fellow Thales LGBTQ+ community members and allies”.

Employees with an interest in a particular cause, community or campaign, can claim 24 hours paid leave a year to volunteer their time.

□ [www.thalesgroup.com/en](http://www.thalesgroup.com/en)



## EXPANSION IN MANOR ROYAL - EVC

EVC, an electric vehicle charging solutions company on a mission to make the EV switch simple, made the move to Manor Royal Business District earlier this summer. Securing this new HQ enables EVC to continue growing and pursuing its mission of providing crucial infrastructure to meet pent-up demand, working with businesses across the UK to provide convenient, practical and reliable charging options for electric vehicle (EV) drivers.

EVC prides itself on making EV charging simple - guiding businesses through the entire process and offering bespoke, fully-funded charging solutions to increase the UK's charging network - so that people can feel confident making the switch to electric.

The larger and more collaborative work environment enables EVC to increase the roll-out of their EV charging network, a crucial aspect in the UK's journey to net zero and reducing carbon emissions. With a target to achieve 100,000 charge points by 2027, it is critical to ensure they have the right people in place to drive the company's mission. Over the past 18 months, there has been massive growth in the business - with a whole new executive team in place and new job openings arising all the time.

This sustainably-oriented company will bring a range of opportunities to the local community, who may be interested in a career where they can play a part in the transition to electric mobility.

This new space is a major milestone and marks a pivotal moment for EVC. As they settle into their new HQ, the company is poised for even greater success. This transformation from the business's humble beginnings is testament to the dedication of the people behind the business working tirelessly to bring about a greener future for all.

📄 [www.evc.co.uk](http://www.evc.co.uk)



## EEZEHAUL



Eezehaul Logistics have been proudly based in the Manor Royal Business District since it was established in 1998. After growing from its initial 'man and van' operation, the company are now recognised as one of the South East's largest transport companies.

As a member of TPN (THE Pallet Network), Eezehaul work closely with 125 other TPN depots around the country providing a range of next day and timed delivery services of palletised freight.

The Crawley based haulier can also transport goods directly from 'A to B' on their own fleet of 50+ trucks that includes 3.5t, 7.5t, 12t, 18t and artics.

With their 80,000 sq.ft. warehouse just off Gatwick Road, Eezehaul also provide storage of palletised goods to businesses from a wide range of industries. The highly experienced warehouse team can also offer fulfilment services (pick & pack) and have been loading/unloading containers for many years. The dock levellers enable freight to be unloaded directly into the warehouse.



Business Development Manager Paul Krisman commented "The business was founded in the local area and the Eezehaul site has been a highly visible location on the Manor Royal when driving through Gatwick Road. We employ over 90 staff, many of whom are based in and around Crawley so it certainly feels like home! Eezehaul are ISO 9001, ISO14001 and FORS Silver accredited. FORS (Fleet Operator Recognition Scheme) is an important accreditation for transport companies as it demonstrates dedication to driver and vehicle safety whilst also recognising environmental practices and other business operation activities".

If you require a quotation for the transportation of palletised goods, storage or any other warehouse services including container unloading, contact the Eezehaul sales team on 01293 643643 or email [sales@eezehaul.co.uk](mailto:sales@eezehaul.co.uk).

📄 [www.eezehaul.co.uk](http://www.eezehaul.co.uk)

## READY TO MAKE THE CHANGE PHYSICALLY AND MENTALLY?

Saunders Personal Training Studio was created in 2018 by owner and founder Lloyd Saunders. Their new state of the art fitness studio has now opened in the Merlin Centre on County Oak Way on the Business District from their former home in Basepoint on Manor Royal.

Owner, Lloyd Saunders says:

"I've been a personal trainer for many years and helped hundreds of clients get to where they want to be with their fitness. I first discovered my love for fitness when I joined the army at the young age of 17 where I was a combat infantryman so everything we did was on foot and always carrying heavy equipment so being fit was paramount to the job. I have completed two operational tours being Iraq and Northern Ireland.

After serving in the army I decided I wanted to take up

fitness for a living and landed a job in a big commercial gym. After many years of working on a tier system and constantly waiting for machines I felt my clients were not getting the most out of their session that they worked their hard earned money for and thought of an idea.

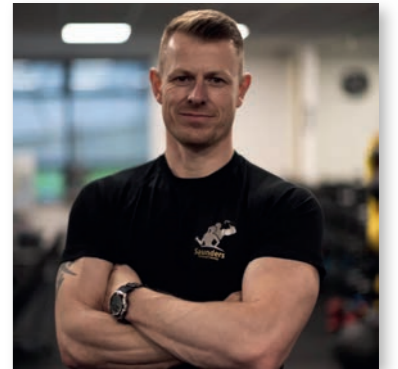
I thought of a bespoke personal training studio where the client will no longer have to que for machines or they wouldn't have to sign up to a long term gym membership and be tied in for a set amount of time."

The gym offers personal training, Hyrox classes, outdoor and indoor bootcamp classes, small group personal training, circuit training and HIIT sessions from a passionate team of coaches, Lloyd, Ben, Billy, Steve, Ian and Jonathan, ready to help you achieve your goals.

Whatever your fitness level, whatever your goals are, speak to Lloyd!

Saunders Personal Training Studio, Unit 4 Charlwood court, Merlin Centre, County Oak Way, Manor Royal with free parking, toilet and shower facilities.

📄 [www.saunderspersonaltraining.com](http://www.saunderspersonaltraining.com)



## RECORD BREAKING MARSHALL VOLKSWAGEN GATWICK



By Samuel James - Business Development Manager - Marshall Volkswagen Gatwick

The Marshall Gatwick Volkswagen Fleet Department have broken the record number of cars delivered in a month!

Being fully committed to Volkswagens 2030 'Way to Zero' strategy, it helped us achieve over 70% of the cars that were delivered to be either fully electric, or Plug-In Hybrid electric vehicles.

Everyone in the team worked tirelessly to make this work. It was a constant stream of transporters delivering cars in, and then drivers delivering a shiny new Volkswagen to a happy customer.

I want to say a huge thank-you to all involved that made this happen!

📄 [www.marshall.co.uk/volkswagen/contact-us/marshall-volkswagen-gatwick/](http://www.marshall.co.uk/volkswagen/contact-us/marshall-volkswagen-gatwick/)





## Balfe's Bikes - Passionate about cycling



Welcome to Balfe's Bikes - Your local bike shop and service centre on the Manor Royal Business District. Our Gatwick store on James Watt Way has direct access to our warehouse inventory of

1000's of bikes from Trek, Specialized, Giant, Liv, Brompton and more, and a full range of cycle clothing, parts, and accessories from the best quality brands.

In the last 3 years we have grown from 2 stores in Dulwich and Streatham to 12 bike shops with professional workshops in London and the Southeast, plus home delivery across the UK.

Whether you commute round the city on a hybrid or folding bike, put in serious miles on road or gravel, or hit the trails on a mountain bike, we have everything you need.

We offer free click & collect and free delivery, 0% APR finance (representative - subject to status) on qualifying items and accept cycle to work vouchers which can save you 25-39% on a new bike.

Our customers earn Customer Rewards every time they shop with us in-store or online, to save money on future purchases, and we have a special extra promotion for all employees on the Manor Royal Business District.



We're passionate about cycling, and love what we do. We're here to help the cycling community, and welcome new people to it. Our open and friendly team are ready to help people along all stages of their two-wheeled journey and we take pride in our expertise and outstanding customer service.

Our mission is to make cycling welcoming for all and empower people to feel confident living life on two wheels.

Pay us a visit - we'd love to see you for a chat about bikes - or visit our website to see our full product range or get more information.

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

## ALDI'S FRESH NEW LOOK



Aldi UK have re-opened their Manor Royal store, with a fresh new look.

Standing at 1,510 sqm of retail space, the transformation is part of Aldi's £600m investment into further improving its stores and services across the UK and is based on feedback from more than 50,000 customers.

The new-look store offers increased space, dedicated to fresh British meat and fish, as well as popular Lacura health and beauty products, award-winning beers, wines and spirits, famous Mamia baby care products, and a new and improved 'Food to Go' section, offering a choice of fresh salads, sandwiches and sushi for busy Manor Royal customers.

The format has been created to make shopping easier for customers and the store will now have more space and clearer signs to make shopping effortless.

The transformation is based on feedback from more than 50,000 customers. The Crawley Aldi store has 57 people from the local community.

Store manager Greg Teasdale said: "The store is looking fantastic, and we can't wait to welcome our loyal customers back so they can see it for themselves.

"We're committed to making sure that the shopping experience each customer enjoys in our stores is on a par with the products and service they're used to."

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

## Panattoni investing in Manor Royal

Real estate developer Panattoni has secured planning consent to speculatively develop two new warehouses as part of a 200,000ft<sup>2</sup> logistics scheme in Manor Royal.

The larger facility will be 134,012ft<sup>2</sup> and will be joined by a smaller 65,660ft<sup>2</sup> facility. They will be built on a 10-acre brownfield site near Gatwick Airport.

Panattoni is targeting a BREEAM 'Excellent' rating and an EPC rating of 'A' for the new development. It plans to achieve this through a range of on-site sustainability features including 15% roof lights and electric vehicle (EV) charging points.

Construction has started and is expected to reach practical completion in Q4 2024.

This will be the final of Panattoni's



three recent southern developments to begin construction, with the other two located at Burgess Hill and in Brighton. All three are scheduled for completion next year.

David McGougan, Development

Director at Panattoni, explains that these developments reflect the company's "confidence in and the strength of the south coast's logistics market".

[www.panattoni.co.uk/crawley](http://www.panattoni.co.uk/crawley)

## BT LOCAL BUSINESS IN MANOR ROYAL



Did you know that BT Local Business is exactly as the name suggests, Local? You'll find us on Gatwick Road, inside the Platinum House RH10 9NH, right here in the centre of the Manor Royal community.

We're your local experts, attuned to your Voice, Connectivity, and Mobile communication requirements. We take

pride in being an integral part of this community and we are dedicated to supporting fellow businesses in the area.

As well as the above we've got something important to share, a topic widely covered in the media. We want to remind everyone that the digital switch-over is happening now.

This monumental shift is in progress, ready or not. The current digital solutions can bring tremendous flexibility to the way you run your business so there are tangible benefits for you to make these changes. Prepare and protect your business now, if you have not done so already, to avoid any issues in the future.

BT Local Business is your go-to resource for all things relating to digital communications, as we embark on this switch-over journey together. In a world where fast, reliable connectivity is a lifeline for your businesses, we can give you the correct business grade solutions. Whatever your communication needs are, contact us on email [southeastcentral@btlocalbusiness.co.uk](mailto:southeastcentral@btlocalbusiness.co.uk) or call us on 01293 603789 to discuss your communication challenges or schedule a meeting face to face.



## ATTENTION ALL MANOR ROYAL BUSINESS OWNERS!



Are you looking to take your employees' health and well-being to the next level? Look no further than Bridgeham, where our team of experts can help transform your workforce's MSK health from broken to brilliant!

At Bridgeham, we understand the importance of a healthy and thriving

team. That's why we offer a range of services, including osteopathy, physiotherapy, Pilates, acupuncture, massage, Nutrition, hypnotherapy and Pranic healing. Our experienced professionals are here to answer any questions your team may have and provide them with the knowledge and tools they need to lead a degenerative aware health-conscious lifestyle.

By investing in your employees' well-being, you're not only fostering a positive work environment but also boosting productivity and overall happiness. Our team at Bridgeham is dedicated to helping your business thrive by ensuring your employees

are at their best physically, emotionally, spiritually and mentally.

So, why wait? Take the first step towards a healthier and more vibrant workforce today! Contact Bridgeham and let us guide you on the path to success. Together, we can empower your team to reach their full potential and achieve brilliant results.

📄 [www.bridgehamclinic.com](http://www.bridgehamclinic.com)



## GATWICK ISSUES MULTI-MILLION-POUND CONTRACTS TO MANOR ROYAL BUSINESSES

Manor Royal companies have been awarded contracts worth a combined total of more than £5 million as part of the redevelopment of London Gatwick's North Terminal departure lounge.

BP Installations Ltd, based on Manor Royal Business District, has been appointed as the principal contractor on the project. The role includes full site safety management, new electrical installation, new flooring and new information and display signage installations.

CCI Gatwick Ltd, also located on Manor Royal, will oversee the interior fitout and decorative finishes.

Alison Addy, Head of External Engagement and Policy, London Gatwick said: "Part of our procurement strategy at London Gatwick is to utilise the services of businesses across our local region where possible, supporting local people, making best use of



local expertise, and reducing the environmental impact.

"We are delighted to have two local companies so heavily involved in the redevelopment of our North Terminal departure lounge."

Brendan Payne, Managing Director, BP Installations said: "We are very pleased and proud to form part of the London Gatwick team that are creating the new-look North Terminal. As a local company we have been able to grow and develop through the Gatwick framework. This has enabled us to focus on employing local labour and to increase our local supply chain

for future projects. I look forward to travelling through the North Terminal soon."

James Nugent-Harvey, Director, CCI Gatwick said: "CCI have worked with London Gatwick for more than 25 years and are excited to be involved in the refurbishment of the North Terminal departure lounge.

The design and technology specified for this project will create a relaxing and informative environment for passengers and a visually appealing space that confirms Gatwick as a leading international airport."

📄 [www.bpininstallations.co.uk](http://www.bpininstallations.co.uk)

📄 [www.ccigatwick.com](http://www.ccigatwick.com)



## 35 YEARS OF GOOD FORTUNE



The Fortune Cookie Company has been manufacturing premium quality original recipe fortune cookies since 1988 with Manor Royal being their home since 2003.

The company is the biggest manufacturer of Fortune Cookies in Europe, exporting their fortune to every continent in the world, except Antarctica!

The family business in Manor Royal can produce up to 1million Fortune Cookies per week for wholesale clients, individual restaurants and companies large and small.

Fortune Cookies are also one of the most diverse and innovative promotional tools available. The Fortune Cookie offers two sides of the paper to convey your message and for a really high impact lie not have your corporate identity or logo on the wrapper.

Fortune Cookies are an INEXPENSIVE vehicle to promote your message in any language. They are individually wrapped which can be in your own design, have a shelf life of at least 12 months and are nearly FAT free.

The team provide personalised Fortune Cookies for personal special occasions to promotions for companies of any size from promoting computers to hamburgers, each campaign a complete success. Teaching children to read, use in language schools, even a political campaign in Germany and in Hong Kong to help combat drug use.

The smallest order was for one Fortune Cookie, in it was a proposal for marriage. The largest being multiple shipping containers full going into Europe.

So you can see the ways in which Fortune Cookies are used is very diverse!

Justin King, Director at The Fortune Cookie Company said:

"Being based on Manor Royal is a key advantage for The Fortune Cookie Company. As a family business, we love the community on the Business District that the Manor Royal BID has help create and gives us many positive opportunities. We take pride in producing Fortune Cookies for companies and wholesalers across the globe as well as supporting companies on Manor Royal."

📄 [www.fortunecookie.org.uk](http://www.fortunecookie.org.uk)

## SIMPLE COMPANY

We are Vape Simple! Located in Manor Royal for over half a decade, where we manufacture and sell our n-house e-liquids to the local community, businesses, emergency services and forces. Our mission is to champion smoke free workplaces starting in Manor Royal with an initial focus ensuring a smooth transition from smoking to vaping for all of our customers and your employees.

We understand that switching smoking to vaping can be challenging, which is why we offer a wide range of products to suit every level of experience. Our knowledgeable staff provide guidance, ensuring that each customer finds the right solution for their needs.

After the success of Stoptober, and we're offering a Manor Royal Exclusive available to all those who work in the area and are offering a range of stop smoking bundles from as little as £9.99, exclusive to Manor Royal workforce until the end of November.

If you are a business please get in touch as we have a number of business support packages which we can help your work force become smoke free, more efficient and healthier.

To make things even more convenient we offer a click and collect service on [www.vape-simple.com](http://www.vape-simple.com).



Please feel free to swing by just to drop off your unwanted disposables or check out our new in store deals. We are here to assist you on your smoke free journey please so feel free to ask us any questions you may have. We are at Unit 1 Gatwick Distribution Centre, Whittle Way, Manor Royal

📄 [www.vape-simple.com](http://www.vape-simple.com)



## LORETTA'S STORY

Flawless Lashes by Loreta is a multi-award winning beauty company in Manor Royal, providing the highest quality lash products on the market, and operating one of the most detailed and highly-regarded training academies in the world.

Since founding Flawless Lashes in 2014, Loreta Jasilionyte has rapidly become recognised as one of the leading Master Lash Artists and innovators in the Lash industry, constantly pioneering new products and techniques.

Seven years on from starting Flawless Lashes, the brand now offers a thriving online retail sector; a worldwide wholesale distribution network; the Academy (and now The Academy online); as well as an ever-expanding trainer network operating under the brand umbrella.

Clients say that the growing popularity of the range is because they want to work with award-winning products that they know they can rely on. The team always give the best customer support and provide an affordable, quality product. Both of these are important foundation values that enable the company to deliver excellent results for clients, in turn allowing entrepreneurial lash artists to generate profitable revenue for their businesses.



### Loreta's & Brand accolades include:

Best Lash Beauty Products Supplier 2023 at Acquisition international awards, Entrepreneur Of The Year 2022 at HBA awards, winning the NALA Professional Integrity award, Best Lash Supplier, Academy, Customer Service for several years running, and being published in the first and third Lash Masters Books. winning the award for Best Academy UK and the award for Best Customer service, judging over 500 competitions, applying lashes for contestants on the X Factor and speaking at over 300 conferences to date.

### FLAWLESS LASHES TRAINING ACADEMY

With an eye for spotting talent and her unparalleled techniques and education, Loreta founded her academy and has educated some of the leading trainers in well-respected lash corporations.

For Loreta, the eyes are the most important part of the face and thanks to her meticulous eye and close attention to detail, her impeccable products and highly coveted courses are always a guaranteed sell out.

The Flawless Lashes by Loreta Academy takes its students through foundational to advanced lashing techniques, offering unrivalled teaching standards and lifetime student support.

In 2020, the Academy expanded into online training. The online platform offers a lash and brow lift combination course, and advanced volume eyelash extension training, to the delight of those worldwide, who now have an accessible way to study Loreta's techniques and training at their own pace and in the comfort of their own homes.

Flawless Lashes, Unit 2, Oak Cottage, County Oak Way, Manor Royal

📄 [www.flawlesslashesbyloreta.com](http://www.flawlesslashesbyloreta.com)

### Meet Loreta Jasilionyte, CEO and founder of Flawless Lashes by Loreta

Loreta is one of the lash industry's key experts and recognised trainers worldwide with a thriving retail network, educators worldwide, distributors and thousands

of women wearing her lashes across the globe, Loreta has built her successful leading lash empire in just a few years.

From humble beginnings as a qualified midwife in Lithuania, Loreta transitioned her medical background and talents to the beauty world and has rapidly become a figurehead within the lash industry.

After basic training, Loreta trained herself in Russian Volume lashes, her speciality. Her unique techniques that produced fail-safe results every time, propelled her popularity in the lash world.

Loreta's training career began organically, with lash artists frequently wanting to improve their skills, and learn more of her tips and styling secrets. To date, she has trained over 2000 students.

Loreta's tenacity is a key factor to her success and she strives to continue to grow her empire whilst educating future lash technicians across the globe.

"My emphasis is on creating products that will enable our clients to create 'flawless masterpieces' and provide the best care to maintain the healthy lashes of their clients".

## SPPT shortlisted for National Award



SPPT has been shortlisted in the National Fitness Awards, the UK's biggest free-to-enter fitness awards and are in the running for a prestigious national award.

The club has been shortlisted in the Best Team category.

The annual event recognises excellence and achievement in gyms throughout the country with shortlisted facilities being as far north as Elgin and as far south as Devon.

📄 [www.sp-pt.com](http://www.sp-pt.com)



## Manor Royal Trainer takes on Kayak challenge



Laurence Green, 25, a Neurological Rehabilitation Trainer at the Neurokinex Charitable Trust on Manor Royal has set himself the extraordinary challenge of kayaking 100 miles (160km) in just five days.

Pushing his limits to support those in need, Laurence is determined to make a real difference to the lives of individuals with a spinal cord injury. As someone who has never attempted a multi day challenge before, Laurence is diving headfirst into the 100 mile paddle, showcasing his unwavering dedication to raise money to safeguard the Neurokinex Step Up Scheme having seen the difference it has made to his clients.

📄 [www.neurokinex.org/step-up-challenge-2023](http://www.neurokinex.org/step-up-challenge-2023)



## Aerotron



50 years ago this year, Aerotron was formed with the intention of providing support to all parts of the Aviation industry.

Things have certainly changed since those early days at West Point, at the end of Gatwick's runway.

The facilities have gotten larger, the staff numbers have grown and the locations have increased. The Group now covers Manufacturing, MRO, Aircraft and Engine Leasing, an Airline, and all while still providing our signature parts support services across the globe from our nine facilities, bringing our customers the Total Aircraft Product Support envisioned all those years ago in those draughty old offices.

We must thank all our staff through the years who have helped bring the group to this point in its ongoing story, and all the customers and suppliers we have had the pleasure of dealing with during that time.

📄 [www.aerotron.co.uk](http://www.aerotron.co.uk)



## GATWICK DIAMOND AWARDS 2024 NOW OPEN



The Gatwick Diamond Business Awards are for those businesses, organisations or people who have shown innovation and inspiration in



their work and have demonstrated a real commitment to our fast-developing region.

Take a look at the range of categories and download entry forms. Entries close on the 17th November

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

## NEW GYM PROPOSED IN MANOR ROYAL



A new 24-hour gym could open in Manor Royal after a planning application was submitted. Pump Gyms, marketed as "high-specification, low-cost membership gyms", has applied to open a gym in Sackville House, Manor Royal, to provide leisure facilities for residents across the north of the town.



The planning statement, prepared on behalf of Pumps Gyms, has stated that the gym hopes to change the use of the building in Northwood Park, Gatwick Road, from a vacant office space into a gym with "spacious training areas" including free weights, cardio and strength equipment. Pump Gyms - which already owns six other sites across the UK - would also run fitness classes at the site for members to partake in at no additional cost.

## NEW COST TO CAPITAL GROWTH HUB WEBSITE IS NOW LIVE



The brand-new website for the Coast to Capital Growth Hub is now live.

With a fresh look and enhanced functionality, the new Growth Hub website is designed to cater to your evolving needs.

You will find a wealth of valuable resources, interactive features, and expert insights that will propel your business toward success.

[www.c2cbusiness.org.uk](http://www.c2cbusiness.org.uk)

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](http://www.manorroyal.org/digitalsigns)





# ➤ MANOR ROYAL BID KEY DATES 2023 - 2024

## 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.

[www.manorroyal.org/events](http://www.manorroyal.org/events)



## MANOR ROYAL CHRISTMAS EVENT

**Tuesday 12 December 2023, 18:00- 20:30**  
**at CAE on Flemming Way**

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.

[www.manorroyal.org/events](http://www.manorroyal.org/events)



## MANOR ROYAL KNOW YOUR NEIGHBOUR 2024

**14 May 2024 at the Hawth Crawley**

Manor Royal Know Your Neighbour is the highlight of the Manor Royal Business District event calendar!

Providing a real platform for local trade for the people and businesses operating on Manor Royal. The aim of the event, now in its 9th year, is to encourage local trade, helping local companies showcase themselves to each other and identify business development and supply chain opportunities.

From catering and cleaning, fitness and finance and stationery and signage, the range of products and services on offer from Manor Royal companies is huge, we welcome you all to be part of it!

"This event just goes from strength to strength, and it was pleasing to see some of the new companies who have chosen to relocate to Manor Royal attend and become part of our vibrant business community." Trevor Williams, Chair of the Manor Royal BID

Book a stand to exhibit your business and meet fellow Manor Royal neighbours!

[www.manorroyal.org/events](http://www.manorroyal.org/events)



*Be part of it!*

### KEEP IN TOUCH

Got something to share or promote?  
Email [chris@manorroyal.org](mailto:chris@manorroyal.org)  
Discover more about the Manor Royal Business Improvement District:  
[www.manorroyal.org](http://www.manorroyal.org)

 Manor Royal BID

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 Manor Royal BID

FOR DETAILS OF ALL OUR EVENTS, SEE THE EVENTS PAGES ON OUR WEBSITE: [www.manorroyal.org/events](http://www.manorroyal.org/events)

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