



MANOR ROYAL
BUSINESS DISTRICT

CRAWLEY & GATWICK

Be part of it!

THE OFFICIAL MAGAZINE OF THE MANOR ROYAL BUSINESS DISTRICT



Featured in this issue:

Elekta, Metrobus, Naked Energy, Quantum Electrical
Manor Royal Award Winners, Micro Parks Launch
Infrastructure updates and more

MANOR ROYAL
SUSTAINABILITY



Chairman says

Matters event, which reinforced the value of face-to-face meetings for building connections, maintaining relationships and engaging in richer, more rewarding interactions.

We also delivered a virtual Know Your Neighbour event, a People Conference, a Wellbeing week, delivered training, ran volunteering sessions, launched a new website and business directory, opened four new park areas, secured some additional funding, saw the first phase of the Crawley Growth Programme work completed, organised a travel roadshow at Virgin, submitted a new Town Deal business cases in support of additional investment, hosted a Christmas event at Elekta that raised over a £1,000 for charity, hosted VIP visits from prominent MPs as well as keeping the normal services running.

These are just the highlights of a less than perfect year and reinforces the value of the Manor Royal BID, which seemed to be borne out by the voting we did at Manor Royal Matters that showed support for the BID remains high.

This is an important year for the Manor Royal BID as we start the work to produce a new Business Plan for businesses to vote on at the Renewal Ballot in February 2023. We are asking you to let us know what you want from the BID by completing our survey. It is important to the future of the BID and what it does.

In the meantime, I wish you the best for 2022.

Trevor Williams, Chairman

Welcome to this issue of Manor Royal News, the first of 2022.

At the start of 2021 we all wished for a better year, one where we started to emerge from the pandemic and life became more predictable and less restricted. On reflection it didn't quite live up to those expectations albeit it was less "locked down" than 2020.

By the end of 2021 we were able to host a well-attended Manor Royal

Tell us! Tell us! Tell us!

From the Manor

The Crawley Observer is running a regular feature in print and online called 'From The Manor' featuring news and stories from companies large and small on Manor Royal.

If you would like to feature in 'From the Manor' get in touch with the Manor Royal BID

www.manorroyal.org/from-the-manor/

How do you think Manor Royal should improve? What do you want from a new Manor Royal BID?

The Manor Royal BID has been operational since 2013. As part of the BID process, next year businesses will have to vote to ensure its future. We are asking you to complete the Mid-Term BID Survey to make sure the Business Plan is focussed on delivering the right things for your business and people.

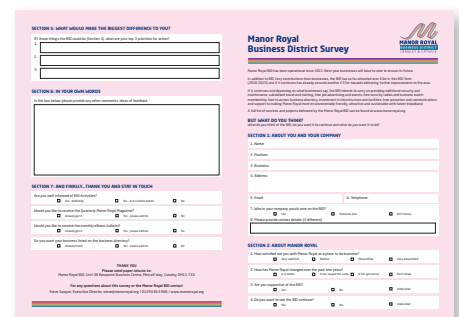
Those of you that regularly attend Manor Royal events, whether online or in-person, will be familiar with how we gather and test opinion throughout the year. However, this survey is much more in-depth and gives us a better insight into your priorities.

Your feedback genuinely guides the work of the BID from the services we

provide, the projects we deliver, how we lobby and represent the area and how we attract and spend BID Levy money and other funds.

You can find a link to the online version of the survey on the homepage of our website or contact the BID Office for a link or paper copy of the survey.

Complete the BID Survey at www.manorroyal.org/survey



Sign up to receive the monthly eBulletin for the latest news as it happens

Manor Royal – it really matters

At the Manor Royal Matters event, held at Crawley Town Football Club, delegates had the opportunity to feedback on the challenges and opportunities they face using electronic voting pads.

Results revealed high levels of confidence among businesses about the year ahead, with 75% expecting to grow. However, that is not without its challenges with 60% highlighting recruitment as difficult. Rising costs were also a challenge alongside generating sales.

Turning to the BID itself, 96% said they were supportive and satisfaction levels with Manor Royal as a place to work and do business were also in the ninety-percent range.

Continued economic uncertainty and COVID were still on people's minds, as were more local concerns about parking, transport, improving facilities and keeping the place tidy. All areas the BID is acting on, as is sustainability that almost 50% of delegates said was an important area to strive for excellence in. You can read the full event report at www.manorroyal.org



Welcome, Martha and Patrick

Our Manor Royal Matters event also included our Annual Review and AGM, and we were delighted to welcome some new faces to the Manor Royal BID Board.

Joining the Board is Martha Burnige who is Co-Chair of the Gatwick School on Gatwick Road and a trained solicitor. Martha has previously served on the Manor Royal Management Group since 2017.

Martha is joined by Patrick Heath-Lay, who is Group Chief Executive of B&CE providers of the People's Pension. B&CE have been on Manor Royal since the 1950s and employ over 600 people.

Martha and Patrick attended their first Board meeting in December where Trevor Williams of Thales UK was reinstated as Chair and Yvonne Taylor, Managing Director of PPL Insights, was nominated as Vice-Chair taking the place of Keith Pordum (Bon Culina) who retires.

Find out more about the Manor Royal BID Board at

www.manorroyal.org/meet-the-board/



Get listed, Search property, Find stuff

The new Manor Royal website not only helps you find out about the Manor Royal BID and access the latest news from around the Business District, you can also search for Manor Royal properties and easily find Manor Royal businesses and services.

If you are looking for a local supplier or are on Manor Royal and want to make sure people know you are here, look no further than the Manor Royal Business Directory - the only bespoke directory of Manor Royal businesses anywhere.

It is free for any Manor Royal based company to get listed.

Do take the time to check your entry, let us know if you want to change anything and if you're not there complete the online form to get listed.

www.manorroyal.org/business-directory/

Avensys wins Best Independent Consumer Electronics Retailer

Awarded to the independent consumer electronics retailer with an annual turnover over £2 million.

Avensys based in Fleming Way are your local independent experts specialising in TVs, Audio, Home Appliances, Smart Home technology for your home and Kitchens.

Avensys also offer outdoor living products and Luxury VW Campervan & Motorhome hire through Oceantrail.co.uk based at the same location.

Martin Jukes, Head of Retail at Avensys said "After a challenging couple of years, it is fantastic for our business to be acknowledged as the best ERT consumer electronics retailer in the UK. This is also great recognition for the Avensys Retail team that has worked tirelessly through the whole pandemic supplying essential home appliances and consumer electronics.

Not long after, Avensys won the same award from the rival IER magazine. Consumers can buy from Avensys knowing that they will get best-in-class experiences whether it is online or in-store."

Markus Wood, Managing Director at Avensys said "This



is a great achievement to win best consumer electronics retailer in the UK from both IER & ERT in the same year. Since we opened in Crawley in 2014 we have won over 20 Retail industry awards including Best Retailer, Best Showroom, Customer Service & Website."

📄 www.avensys.co.uk

Vent Axia Leads the Way

Market-leading ventilation expert Vent-Axia is celebrating winning the 'Domestic Ventilation Product of the Year' award at the prestigious H&V News Awards for the second year running. This year the company scooped the award for its 'Lo-Carbon Multivent MEV Family' a new range of mechanical extract ventilation (MEV) and decentralised MEV (dMEV) designed to provide a simple and effective solution to help housebuilders meet the Future Homes Standard. Demonstrating the company's design leadership in tackling the problems of indoor air pollution in the home, the Manor Royal-based company also won the category last year for its pioneering Lo-Carbon PoziDry Compact Pro, which offers an ideal solution for combating condensation and mould in problem properties without a loft.

"We are absolutely delighted that our Lo-Carbon Multivent MEV Family has won the 'Domestic Ventilation Product of the Year' award at the prestigious H&V News Awards. The Vent-Axia Multivent MEV family is a great addition to the market offering a wide range of benefits that will not only help housebuilders meet the Future Homes Standard with their highly efficient performance,



but also provide great selling points for house buyers too, with improved indoor air quality and controllability", said Joe Tse, Product Manager at Vent-Axia. We also feel very honoured to win the Domestic Ventilation Product of the Year category two years running, following our Lo-Carbon PoziDry Compact Pro winning the accolade last year. We are committed to improving public health through ventilation and improving indoor air quality so it is great to know that our peers recognise that our design innovation is helping to achieve this."

For further details of all products and services offered by Vent-Axia telephone +44 (0)344 856 0590 or visit

📄 www.vent-axia.com.

UK Award Winners - Fastsigns



Local signage and visual communications specialist, FASTSIGNS Crawley in Manor Royal, has won the top prize at FASTSIGNS UK annual convention and awards ceremony, alongside two other accolades.

Melanie Martinez, one of the owners spoke to us about what this meant to them.

"2021 was certainly a challenging year for us in many ways. It started off in January with a move to new premises

spending the first couple of months trying to manufacture whilst the building work as literally going on around us. Alongside us all still try to adapt to working with the ongoing pandemic we knew it was going to be a tough year therefore ending it on such a high winning three awards is something we are extremely proud of"

Alongside Franchisee of the Year, FASTSIGNS Crawley also came first in the Comprehensive Solution of the Year category for its work with Chichester College Group. As part of a large-scale branding project on a number of local education buildings, the centre produced a customised package including acrylic wall signs, multiple large wall graphics, built up lettering and flags.

Melanie said; "It was an absolute pleasure to work on such an incredible project with the team at Chichester College so we were thrilled to bits to win the award for this work.

To then receive the award of the night, Franchisee of the Year was the icing on the cake. Although we are independently owned and run having the backup of the fellow franchisees and UK support team is the reason we love being a FASTSIGNS so hearing our names called out for this one was incredible."

www.fastsigns.com

Green micro-business wins O2-sponsored Planet Saver category in British Chambers of Commerce awards

The six-person team at Opus Innovations, a manufacturer of healthcare products on Manor Royal, are celebrating after winning the Planet Saver - UK Green Business of the Year 2021 award, sponsored by O2, at the British Chambers of Commerce's annual Chamber Business Awards 2021.

The event, now in its 17th year, is one of the showpieces of the business calendar, highlighting the role of business in delivering growth and prosperity for the UK and local communities.

The judges gave the award to Opus after hearing that in response to the pandemic it produced the only hand sanitiser in the UK to use 100% recycled plastic for its bottles. The bottles are certified by Ocean Cycle which guarantees the plastic has been intercepted before it enters our seas.

The company, members of Sussex Chamber of Commerce, also provides a refilling station at its premises to allow people to re-use their hand sanitiser bottles over and over again.

Sarah Howard, Chair of the British Chambers of Commerce

(BCC) said:

"Opus has a history of providing sustainable solutions to the everyday issues of the waste we create and what to do with it. The firm's commitment to seeking out biodegradable and recyclable options, which others have not found, is truly inspiring."

Maria Fernandez, Director of Small & Medium Business at Virgin Media O2, said:

"Opus Innovations are deserving winners of our Planet Saver category, and we'd like to congratulate the team again on all their hard work. Not only are they playing their part in the pandemic response by developing a first-of-its-kind refillable hand sanitiser with 100% recycled bottle, they're showing that it's possible to launch successful, enterprising products that don't cost the earth. Small businesses have a critical role to play in helping build a greener, cleaner, healthier future for the UK - and Opus are leading the way."

<http://www.opus-innovations.com/>



Sustainable Manor Royal

Awareness of sustainability issues and the impact we are having on our environment is at an all-time high. A recent Ipsos MORI survey showed 85% of adults are now concerned about global warming, the highest level since the poll started in 2005.

Something we know is also on the minds of Manor Royal companies. For the past two years attendees of the Manor Royal Matters event have indicated, using electronic voting pads, that achieving excellence in sustainability is important. In 2020 and 2021, almost 50% of delegates agreed that this should be made a priority for improving the Business District.

From waste consolidation, to promoting sustainable travel and exploring renewable energy options, the Manor Royal BID has been active in this area. Perhaps now is the time to take things to another level.

On the following pages is a high-level summary of some of the projects the Manor Royal BID is involved with and what some of the businesses here are doing to contribute to a more sustainable place.

How green can we be?

Recognising the need for successful and attractive places to be sustainable and for organisations, including BIDs, to be clear about their contribution to Net Zero, the Manor Royal BID has engaged a company called Bioregional to explore the potential for Manor Royal to become a more sustainable business park.

Bioregional was founded as a charity and social enterprise in 1994 by Sue Riddlestone OBE and Pooran Desai OBE, two environmental entrepreneurs who wanted to develop more sustainable ways of living and doing business within the resources of our planet.

They created the One Planet Living model in 2003 that provides a framework for assessment against ten principles for living and working sustainably and to create more sustainable places. The framework covers everything from "health and happiness", "Land and nature", "Travel and transport" and "Waste and Energy".

This framework will be applied to Manor Royal over the next few months with a view to publishing an action plan to help guide the Business District on its own Net Zero journey.

□ www.bioregional.com/

Manor Royal's clean energy future

Energy prices are increasing and, at best, unpredictable. There is growing interest from companies to invest in renewable energy and to generate their own power. However, for many this is either too costly or too complicated.

Analysis carried out during the EU-funded BISEPS project showed the clear potential for companies to work together to increase the benefit they get from generating and sharing renewable electricity and heat energy by, for example, jointly purchasing solar panels for their building.

This would allow companies to take greater control of their energy supply and management - making it cheaper, cleaner and more resilient.

A Steering Group made up of Manor Royal companies and stakeholders has been set up with a launch for the Manor Royal Local Energy Community planned for later this year.

Get in touch if your company would like to get involved. □ www.manorroyal.org/energy



Crawley Towns Fund

Manor Royal is set to benefit to the tune of £3.5m as part of the Crawley Towns Fund allocation from Government.

Some of that funding will support a “green transformation” in Manor Royal including plans for “Green Infrastructure Grants” for businesses and new investment for the green energy project.

www.manorroyal.org/TownsFund

Call for demonstrator projects

Could your building, whether owned or rented, be suitable for Solar Panels to help generate your own energy from renewable sources?

If so, it might be that you could be an early beneficiary of the ReEnergise Manor Royal Project. Get in touch if you are interested.

info@manorroyal.org

Funding to Go Green

The Community Solar Accelerator offers grants for solar PV and electrical vehicle (EV) charging points in the Coast to Capital area.

The scheme offers finance for SMEs of 40% of the total cost, or up to £25,000.

Businesses can register their interest through the Brighton Energy Co-op website.

www.brightonenergy.org.uk/

New spaces for a greener place

The Manor Royal Project Pack is the spatial vision for Manor Royal and serves as a companion document to the BID Business Plan. It specifically deals with public space assessing its quality, short comings and on-going maintenance requirements.

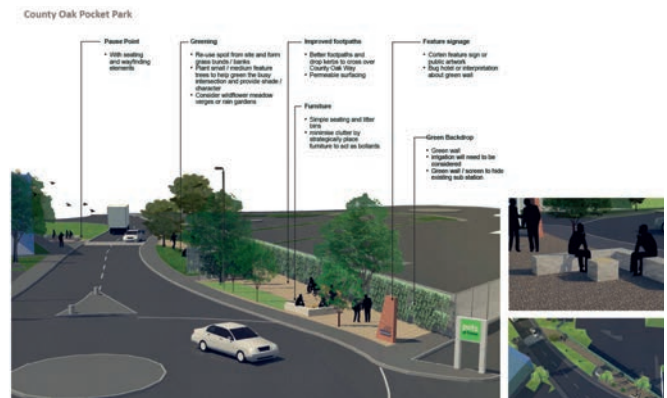
Previous Project Packs have been instrumental in delivering projects right across the Business District including Crawter’s Brook People’s Park, The Terrace Pocket Park, the new Micropark areas, key “Gateway” improvements, area-wide signage and initiated a new regime for maintenance.

The Project Pack has also been vital for attracting new investment to Manor Royal in the form of grants and other funding, like the Towns Fund.

As well looking at the potential to deliver more transformative projects, the third Project Pack now being produced by the Manor Royal BID, will come up with ideas for how to “design out” low level issues that undermine the quality of the environment (like grot spots and areas of weak public realm).

It will also have a much stronger focus on how we might create a better environment to support wildlife and nature, capture rainwater and improve air quality while benefitting employee health and wellbeing by adopting different planting schemes, areas of wildflower or tree planting.

The final version of the new Project Pack is expected to be ready for the Know Your Neighbour event in May.



Find out more about this and other projects at www.manorroyal.org/projects

➤ SUPPORTING SUSTAINABILITY



Commuting costs you, your business and your staff time and money. The Manor Royal BID provides all Manor Royal companies with free access to easit to help reduce cost, congestion and encourage sustainable travel.

easit is a transport initiative focused entirely on assisting businesses and staff by providing practical cost saving solutions and programmes, including discount on trains, car share scheme, cycling initiatives, cheaper bus fares, transport related discount offers and more.

The Manor Royal BID has made access to the easitNETWORK, and the full range of travel and transport

benefits, freely available to Manor Royal based firms so that all employees here can take advantage.

Almost 100 businesses are already registered as easit members collectively saving over £190,000 in usual membership fees, not including the savings those companies can provide to their staff.

The benefits of easit membership include;

- Significant savings on buses and trains
- Workplace charging solutions
- Dedicated members car share website
- Transport initiatives
- Cycle loans
- Co-wheels car club
- And more

What are the costs to my business?

Thanks to the BID - nothing.

Find out more and sign up at

www.easit.org.uk or email info@easit.org.uk

Don't forget to mention that you're based on Manor Royal



The Manor Royal BID's partners, Biffa Waste Services, provide an innovative approach to your Waste Management needs for businesses based in the Manor Royal BID area, helping the whole Business District with a host of sustainability aims.

Biffa Waste Services have over 100 years' experience in Waste Management and are the number 1 Commercial Waste provider in the UK. With over 8,000 customers in the South East, Biffa are well placed to find an innovative solution to increase the recycling capabilities of businesses located in the Manor Royal BID area. Biffa already provides a service to over 250 businesses in the

Business District and can provide a reliable, efficient and cost-effective solution.

Working in partnership, the team are continuously working towards more recycling solutions. Using the BID's waste partner means a reduced number of vehicles collecting waste, helping to reduce the carbon footprint in this area.

Hundreds of Manor Royal businesses have partnered with Biffa Waste, speak to the BID team for more details or contact Lucy Mabey at Biffa Waste.

T: 07736 598720

E: lucy.mabey@biffa.co.uk

Quantum: Making Wholesaling Greener

Every year the wholesale industry emits hundreds of tonnes of carbon dioxide into the atmosphere. At Quantum we believe in taking responsibility for our contributions to climate change. So we started our Green Initiatives to help combat, and eventually reverse the carbon output of our business.

It all started in 2020 when we made the commitment to reduce our reliance on fossil fuels. Did you know that a delivery van's CO2 output on a 50-mile round is nearly 22kg? Across the industry the damage this practise does to our climate is tremendous; it needs to be stopped. At Quantum we're doing our part by converting to a fleet of all-electric delivery vans

The EV-fleet launched in 2020, and by 2028 we aim to be employing only electric vehicles and using 0 petrol or diesel for our deliveries. But we aren't stopping there. In 2021, we're starting a new Green Project.

Saving the Climate, One Tree at a Time...

Quantum is fighting the climate crisis by planting trees. Starting this month, for every sale Quantum makes we are planting a tree somewhere in the world.



Our partner Ecologi is an expert company specialising in carbon recapture and reforestation. They work hard every day with companies like Quantum to reduce or offset our climate impact. The work Ecologi does is simply amazing, and Quantum couldn't be prouder to be playing our part by donating to their tree planting scheme.

How it works: You make a purchase with Quantum; we plant a tree. It's that simple. The funds for the project are taken entirely from Quantum's profits, so no cost is passed onto the consumer.

To learn more about our Green Initiatives, and to see how many trees we've planted so far see

<https://quantum-electrical.com/going-green-with-quantum/>

Crawley Borough Council Going Green

From their depot in Metcalf Way, Crawley Borough Council provide a range of essential services to residents throughout the town.

It is also home to the Manor Royal BID Maintenance Team who are dedicated to providing additional services to keep the Business District looking clean and tidy.

The Neighbourhood services and Manor Royal Maintenance Team are committed to contributing to the Council's stated aim of getting close to net zero as possible by 2030.

The team in Manor Royal is playing its part in this ambitious target, using equipment like the electric Mean Green ride on mower, electric blowers and electric hedge cutters and wherever possible replacing older vehicles with more efficient and environmentally friendly alternatives.



Litter and fly tipping collected on Manor Royal is sent for recycling. The aim is to recycle as much of the green waste and leaf material by chipping or shredding and reusing as

bark mulch to help with weed control.

Since 2020 the Council has created an additional 43 wild flower and natural areas with a wild flower mix of 26 different species of plants that are recommended by the RHS for pollinators and provides a great setting for other bugs, birds and butterflies.

The Crawley Borough Council Depot on Metcalf Way has solar panels on the roof, energy efficient LED lights that cover about 40% of the business. As older units fail the remainder of lights will be replaced and fridges, freezers, Flush systems and hand driers have been changed to more eco friendly appliances that run more efficiently.

Find out more at www.crawley.gov.uk/environment Find out more about the Manor Royal Maintenance Team at

www.manorroyal.org/benefits

Zero Emission Hydrogen Buses for Manor Royal

Twenty new, zero carbon emission, hydrogen fuel cell electric buses begin their journeys from June 2022 on Metrobus' Fastway routes 10 and 20 in the Crawley, Horley and Gatwick Airport area, emitting no more than harmless water vapour.

What's more, they have long range capabilities and can be refuelled quickly in depots. The hydrogen will be fuelled directly at Metrobus' depot in Manor Royal.

These single-decker buses are part funded by UK government and European Union zero-emission bus schemes, alongside a multi-million pound investment by Metrobus.

Passengers will also benefit from quieter journeys, greater accessibility and a more consistently comfortable climate as there are no engines on board. The arrival of the buses

from Northern Irish manufacturer Wrightbus means we can move some existing ultra-low emission buses elsewhere, retiring our oldest buses.

But the good news doesn't stop there. Metrobus is working with other local authorities to potentially introduce another batch of hydrogen buses to other Metrobus services operating between Crawley, Manor Royal and Gatwick and on to destinations in Surrey. If successful, this could be Europe's biggest local fleet of hydrogen buses and will mean the majority of services operating through Manor Royal become zero emission.

Manor Royal's rapid transit service, Fastway, is a network of guided busways and dedicated bus lanes designed to speed buses past congestion hotspots. It's one of many examples of excellent partnership work between Metrobus and local

councils, including introducing bus priority measures to speed up bus journeys for passengers. Little wonder that Fastway was selected to deploy the fleet of the future.

Go-Ahead, Metrobus' parent company, is the UK's largest operator of zero-emission electric buses, with a fleet of nearly 300 nationwide, but this is the group's first venture into hydrogen. The contract is part of Go-Ahead's commitment to a decarbonised bus fleet by 2035.

www.metrobus.co.uk



World leading innovation in solar heat and power - Naked Energy

In Manor Royal, we are proud to have world leading pioneering companies.

One of those is Naked Energy, a British design and engineering business, leading the global innovation in solar heat and power, with a mission to change energy for good. Through the deployment of its technology, the company is decarbonising heating and cooling globally, accelerating the transition to a net zero carbon world.

Heating and cooling buildings accounts for 51% of global energy demand. This demand is currently largely met by fossil fuels and produces 40% of all global carbon emissions.

Unlike electricity, heat is distributed across the economy. It can't be centralised and can't be transported in the same way as electricity. Heat must be generated from a local source. This requires distributed high energy density solutions.

After investing years into research and development for its Virtu product range Naked Energy is now growing at a rapid rate with exciting projects in the pipeline for 2022 and beyond. The Virtu product range is developed to meet the energy needs of heat networks, hotels & leisure centres, multi-family residential developments as well as

manufacturing businesses with a need for process heat.

The energy transition and solar thermal in particular provide exciting opportunities for plumbers and electricians. It is also estimated that the global solar thermal market itself is set to grow to around \$38 billion USD by 2026.

Naked Energy believes in working with local partners in Manor Royal and would be delighted to work with local installers and help them benefit from the ongoing energy transition.

[Find out more at nakedenergy.co.uk](http://nakedenergy.co.uk)



Laker - A Journey to Carbon Zero

Laker Builders Merchant in Manor Royal is an independent family-run business and are taking the green route towards being carbon neutral.

Having already made good progress by replacing Crittal windows with double glazed units, insulating all offices and shops to reduce energy consumption, changing the lighting system to LED, installing hot taps to replace the kettles, changing to an efficient oil based electric heating system, reducing the paper usage by 90% and many more initiatives. This year also joining Clean Growth Laker are fully on board with Co2nstructZero initiative to drive carbon out of the building industry, with aims to become a carbon reduction champion.

Steve Robinson states "For Laker becoming carbon neutral is a journey made up of many small steps, one of which was calculating our carbon output, so we may hereafter focus where we could make a big difference to the environment and our staff".

"As we are a business looking to grow and diversify, it was important that our partner can think long-term and work with us to support both our green ambitions and the commercial viability of our projects both now and in the future."



After approaching the market and much research later, Laker selected Forkway. To support Laker's ambition, Steve Noble, of Forkway recommended the new and innovative Lithium battery operated 3-tonne Counterbalance Forklift Trucks.

Steve Robinson is really pleased with the outcome, "We are thrilled with the partnership with have created with Forkway and the shared passion we have for the environment. We look forward to working with them for many years to come for all our materials handling requirements and are particularly excited for when we can take delivery of further electric Combilifts, so that our entire materials handling fleet is completely electric, meaning full savings in carbon emissions of 20 tonnes per year!"

<https://lakerbfs.co.uk/>

LoCASE Business Growth Grants

If you have a small-to-medium-sized enterprise (SME) in Manor Royal, there is a grants and support programme that can help you to become more competitive and profitable, whilst protecting the environment. LoCASE (Low Carbon Across the South and East) encourages low carbon solutions and is backed by the EU and local councils.

Who can apply?

SMEs with under 250 employees, Annual turnover under £44 million and a balance sheet under £39 million. (If the organisation is owned more than 25% by, or owns more than 25% in, another enterprise, they must meet this criteria.)

Find out more about the eligibility criteria here: <https://locase.co.uk/eligibility-criteria/>

OK...I'm eligible. But what's it FOR?...

The grant is for up to £10,000, representing 40% of a project's costs, and can be used for energy efficiency measures installed for your business - for example, covering the cost of installation, materials and equipment. Or, if your business offers low carbon (or 'green') goods or services, you can access a business development grant. You can claim for marketing, consultancy, equipment, IT software, product/process development, accreditation and certification...

Here are just a few examples of Energy Efficiency measures you can apply for:

- Energy efficient lighting and lighting controls
- New heating systems and controls
- Insulation
- Renewables for heat generation to include heat pumps
- Multi-function devices to replace

separate printers, photocopiers and fax machines

And some business development examples to consider:

- Plant equipment and machinery
- IT hardware and software
- Certification and accreditation
- Facilities hire i.e., specialist lab facilities for testing and R&D
- Specialist fees i.e., interpreter, patent lawyers, academics
- You can register your business interest at: <https://locase.co.uk/register/>

LOCASE

LOW CARBON ACROSS
THE SOUTH AND EAST

Elekta's Sustainability Program

Elekta - one of Manor Royal's largest companies, is driving forward with its already established Sustainability Roadmap.

Tim Rose - Elekta's Global Facilities Director who has been leading the Elekta UK Sustainability Program. "At Elekta we have carefully and strategically analysed our operations from a value chain perspective and identified our most important sustainability risks and opportunities. What we do matters, but how we do it matters more than ever. As a world-class company, we have global responsibilities not just to our shareholders, customers, and employees, but to the communities we work and live in and the world we leave behind to our children and grandchildren".

In 2018 Elekta established a

dedicated program with environmental targets, One set early on was to reduce power emissions by a minimum of 30 % across their UK site by 2022/2023 and move to 'Zero Landfill Waste' by 2021/2022. In 2019 Elekta UK moved to a 100% Green Electricity Supply. In 2020 they moved to a 100% Zero Landfill Waste Contract and in October 2021 Elekta UK moved to a 100% Bio-Mass Gas Supply.

Tim explains "For the first time in our history our entire Crawley campus and manufacturing factory is now supplied with a 100% Green Energy Supply".

Elekta now has a Senior Vice President dedicated to Sustainability and the Environment in place - Andy Scott, driving Elekta's initiatives forward to meet its environment challenges and goals and further cement the already strong environmental culture.



Tim Rose is now Chair of the Manor Royal Re-Energise Working Group to facilitate the transition of the Manor Royal Business District towards a sustainable future.

Elekta's 'Mission and Vision' is simple - to provide hope for everyone dealing with cancer by improving patients' lives. Their goal - to have a world where everyone has access to the best cancer care. Elekta has embedded Sustainability into the core of its organisational culture working as one team to meet its sustainability agenda - in short, they have turned their 'Ambition into Action'.

www.elekta.com

New Lexus Gatwick Business Centre open at Manor Royal Business District

Lexus Gatwick Business Centre is delighted to announce that as of January 2022 they are working in partnership with Toyota Business Centre to provide sustainable solutions to Manor Royal Business District users.

With a wide range of models to choose from, including Self-Charging Hybrid, Plug-In Hybrid and All-Electric vehicles, Lexus and Toyota are helping businesses transform their fleet to reduce costs, minimise emissions and achieve energy efficiency targets.

Both world-class leading brands offer small to large commercial vehicles that would suit any business needs and meet the drivers' expectations. Plus, various funding options to keep costs to a minimum and tax liabilities low.

Collene Costidell, Local Business Development Manager at Lexus Gatwick said: "We want to support

businesses and help them with their company car and fleet requirements by providing competitive prices, support and fantastic service. We call this Luxury that makes perfect business sense". In conjunction with Edward Bushnell, Toyota Business Centre Manager at Gatwick, they want to invite the local business community to the Centre and discuss the low-emission alternatives they have to offer.

With new company car taxes coming in place from 6th April 2022, Toyota and Lexus commercial and business range continue to offer attractive Benefit-in-Kind savings to fleet customers, with the

All-New Lexus NX Plug-In Hybrid at only 7% BIK - the lowest in the segment. In addition, both brands take pride in the quality and reliability of their vehicles and offer up to 10 years warranty on every new and used car. More information can be found on



the Toyota and Lexus Relax Warranty page.

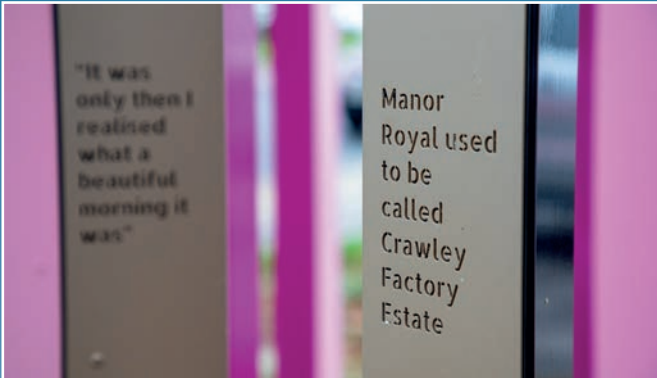
www.lexus.co.uk/owners/warranty/lexus-relax

As the world shifts to more sustainable ways of living, alternative-fuelled vehicles such as All-Electric, Self-Charging Hybrids and Plug-In Hybrids have become more compelling. With nearly 25 years of experience developing battery technology, Toyota and Lexus is paving the way to an electrified future.

www.lexus.co.uk/gatwick



First Manor Royal Micro-Parks now open



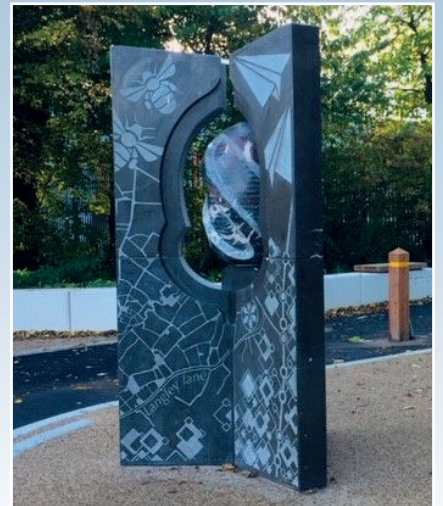
Manor Royal BID's first Micro-Parks have been officially opened.

Easy access to outdoor space, strong public realm and good facilities has never been so important for improving the way the place looks and in support of health and wellbeing.

The first four parks - that will eventually form a wider network of park areas so that no employee is more than a five minute walk away from decent outdoor space - were officially opened in January on Gatwick Road, the corner of Rutherford Way, the corner of Priestley Way and on Metcalf Way.

The project benefitted from a grant from the Crawley Towns Fund, a £21.1m allocation from Government to support economic growth and improve the environment across the town.

www.manorroyal.org/mystory



Thank You Keith...

The Manor Royal BID paid a fond farewell and bon voyage to BID Vice Chair, Keith Podrum.

Keith has been an integral part of the Manor Royal BID since before its inception and worked for decades on the Business District. Keith has retired as Managing Director of Pordum Foods and as Manor Royal BID, Vice Chair.

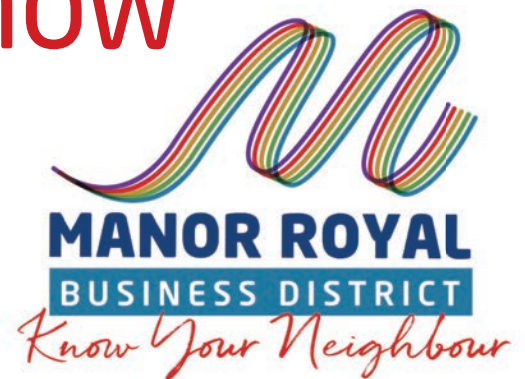
Manor Royal BID Executive Director, Steve Sawyer gave a heartfelt thank you to Keith personally and on behalf of the BID team, Management Group and Board for his support and dedication to Manor Royal BID over the years.

Chair of the Manor Royal BID, Trevor Williams went on to add that Keith "Has not only been a colleague but a friend to us all. His contributions have been invaluable and will be missed."

Keith, who has spent over 47 years in business, said: "It has been my privilege to serve the district from which my businesses have traded since 2000. I have seen major transformations in the area and the physical appearance has dramatically changed, for the better. I wish the BID every success, and will continue to stay in contact".



Manor Royal's Know Your Neighbour



Coming to a theatre near you (The Hawth, Crawley) is Manor Royal's most popular event of the year - Manor Royal Know Your Neighbour.

We are excited at the prospect of staging this event at The Hawth Theatre allowing us to have more stands, more vehicle displays and provide plenty of parking for visitors and exhibitors.

The event will take place on 12th May 2022 and is free to attend or exhibit for Manor Royal companies.

If you want to meet, connect and get to know who your Manor Royal neighbours are this is the place to do it.

There will also be an opportunity to get a sneak peak at the emerging themes, priorities and projects for new BID Business Plan.

Bookings are already being taken and you are advised to sign up promptly.

☐ www.manorroyal.org/events



Travel and Parking News

The Crawley Growth Programme is a town-wide package of improvements, including an investment of over £3.5m to improve key junctions, signalling, crossing points, cycling and walking facilities, a new bus lane, improved bus waiting areas and options to improve parking.

The work will be carried out in a series of phases. Some signal upgrades have already been completed at County Oak with more significant works impacting Manor Royal road, Crompton Way and London Road having started in January and lasting 14 weeks.

Keep up to date with latest developments at

www.manorroyal.org/cgp



Manor Royal Parking Permits

Despite the unprecedented events of the last eighteen months, tackling the perceived transport issues in Manor Royal continues to be seen as critical to our long-term success in sustaining and enhancing the attractiveness of the Business District.

The voting that we conducted at the Manor Royal Matters event last November placed "Tackling Parking and Transport" top of the list of issues to resolve by 67% of delegates. A consistent finding with problems caused by inconsiderate, rogue and long-stay parking previously highlighted among the frustrations.

A previous consultation indicated good support for introducing a parking permit scheme (parking management plan) for Manor Royal that would require permits to be purchased to park in public areas of the Business District and allow better control of available space for Manor Royal staff and visitors. However, COVID stalled introduction of the scheme.

Before it is progressed by the Local Authorities we wanted to consult businesses again - two years on - to make sure there is still support for the scheme.

Find out more and have your say at

www.manorroyal.org/projects/case-studies/manor-royal-parking-management-plan/



Roadworks

Recognising there is so much development, investment and work going on in Manor Royal at the moment we have set up a new webpage that provides links, information and plans (where available) of associated roadworks.

We will continue to keep you up to date online, via the monthly eBulletin and Manor Royal Business Watch and now you can check these pages any time.

www.manorroyal.org/roadworks



New to Manor Royal - Comply Sense

Comply Sense recently moved to the Manor Royal Business District, Specialising in First Aid At Work, Emergency First aid at work and Paediatric First aid at work also offering sensible health and safety compliance

The team help your business achieve better results by showing your staff you care for them and the environment they work in. Comply Sense also help you to comply to the current and changing legislation by being your compliance partners. They also provide a range of First Aid training courses.

Why they do it:

Comply Sense do this because they know that there are too many businesses that fall foul of regulations, there are also too many people still getting injured and even killed at work by preventable accidents.

How they do it:

They have different ways that we approach staff training, policy and risk assessments by way of on-site visits, refresher training and helping you to complete tasks such as risk assessments, training and advice on staff supervision.

Why training is so important:

- £110,000. This is the average amount a business was fined in 2020 for a breach of Health and Safety laws

- 6.3 million working days were lost to injuries in 2020
- 111 UK deaths by injury in the workplace in 2020
- 17.9 million working days lost to mental health issues

Darren Robathan, Managing Director said "We are delighted to be part of the Manor Royal community. With a huge range of First Aid training now available to book on our website, we've been incredibly pleased with the positive response from Manor Royal companies towards our services. We even offer one day a month where businesses are welcomed down to practice their first aid skills free of charge."

📄 www.complysense.co.uk



Crawley Chiropractic Centre new bigger clinic in Manor Royal

Crawley Chiropractic Centre has moved to new premises in Manor Royal

Now based at Freedom Works in Astral Towers, the clinic has doubled in size with brand new services offering clients Sports Massage, Chiropractic Care Plans, Health Workshops, Corporate Workshops, Corporate Lunch and Learns as well as Emotional Freedom Techniques.

Dr Danny Scahill said "we are delighted to have found a larger space for our clinic in Manor Royal, being on the business district for 7 years. Our new home will offer new and existing clients a range of exciting new services and look forward to welcoming people to Astral Towers"

"If you're struggling with one or more chronic health problems and you're looking for help, then be sure to book in now at



our Multiple Award Winning Chiropractic practice. "If you're looking for a natural solution without using drugs or surgery, then we want you to know that we can help"

"We've helped thousands of people just like you, so give us a call now to get started on your journey back to health".

📄 <https://chiropractorcrawley.com/> 01293 511265

During the pandemic Crawley Town FC pledged to give 2000 tickets to frontline workers and those who have been hit the hardest by the pandemic.



The Crawley Town Gratitude Scheme from Crawley Town FC involves major stakeholders across town forming a committee that is dedicated to improving Crawley as an area.

Partners include Manor Royal BID, Crawley Town Centre BID, Gatwick Airport, Crawley Town Community Foundation, Greenaway Foundation, Crawley Observer, Everyone Active (K2) and Crawley Borough Council. Each party in the committee will be helping to allocate the tickets to those who deserve them within the Crawley community.

Here in Manor Royal, the Crawley Town Gratitude Scheme has presented dozens of tickets to business district companies including DHL, Metrobus, Biffa, Welland Medical, Neurokinex

Gatwick and South East Coast Ambulance Service.

Kate Thornton-Jones of Neurokinex said; 'We are so grateful to have our dedicated Gatwick team on Manor Royal be recognised for their extraordinary work. Their specialist knowledge and positive approach make an incredible impact on people living with paralysis in our community. They really are changing lives for the better every single day. Everyone is looking forward to our team day out to watch Crawley FC!'

Dave Atkins, Operations Manager at South East Coast Ambulance Service NHS Foundation Trust said;

"We are so grateful for this nomination from Manor Royal BID and I know our

team will be delighted to have tickets to see any home game. A big thank you to Crawley Town FC"

Martin Harris, Managing Director of Metrobus and Brighton & Hove Buses said: "It's absolutely brilliant of Crawley Town FC, Manor Royal BID and other stakeholders to have come together to create the Crawley Town Gratitude Scheme to recognise the efforts of the key workers in our area who have played a part in keeping things going for the community during the pandemic.

"It's an honour that Metrobus' hard-working employees have been included and knowing just how tough it has been at times for all of our colleagues. I am absolutely delighted that they have been recognised".



If you know of a business in Manor Royal who you think should be recognised as part of the scheme, let us know.

📧 info@manorroyal.org





'Heads Up' is where we get to know the people leading businesses or working in the Business District a little better. In this edition, we talk to Yvonne Taylor, Managing Director of PPL Insights in Manor Royal.

PPL Insights is a leading market research agency specialising in consumer and sensory research on food and drink, personal care and household care products, both in the UK and internationally. Founded in 1995, they now support 20 of the UK's top 100 brands helping them deliver commercial success.

What led you to become Managing Director of PPL Insights?

"I have been involved with market research for a number of years, including working at Nestlé food research when it was based in Croydon. I moved to PPL Insights in 2007 and after a management buyout in 2014, became Managing Director"

What the best thing about working at PPL Insights?

"Discussing new ideas and innovating in the sector, meeting new clients and ensuring current clients are happy. I also love working with the people at PPL Insights - our staff are extremely dedicated and a pleasure to work with and our team of interviewers help our clients by interviewing the right consumers and find out what they think of their products. We also have a expert sensory tasting panels with around 35 people on the panel and they work on a wide range of products helping our clients understand the sensory blueprint of their products and their competitors"



You have many staff that have been with you for years...

"I'm incredibly proud of our team. I know no two days are the same for any of us and that is one of the best parts of the job. We conduct many food tastings for different brands, either new product launches or developing products, responding to changes in the law, testing against key competitors and so on, variety is definitely good!"

What is the best thing about working on Manor Royal?

"Access is key for our clients, staff and tasting panels. You can imagine we cover a large area and we're right in the centre here. Also with a Next and M&S, that's good for me!"

A little more personal now, what's the first record you bought?

"This is Little Jimmy Osmond - in my defence it was bought for me!"

Finally, where do you see yourself in 10 years time?

"The last two years for everyone has been tough with the pandemic, it was a grave concern at the start but the business performed very well and that's the aim for 10 years, for me to be leading the company to new heights"



› DIGITAL SIGNS

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.

□ www.manorroyal.org/digitalsigns



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➤ More from the Manor Royal BID

Subsidised Training from the BID

Manor Royal companies can benefit from a wide range of quality, heavily discounted training. To view the full listing and to book, visit www.manorroyal.org/training

CALL FOR NEXT ISSUE:

If your business has a great story to appear in our next edition of the Manor Royal News, maybe a member of staff who deserves recognition, or a team that has gone above and beyond, email

chris@manorroyal.org



Post your job for free

Hundreds of jobs are posted every year on the Manor Royal Jobs Board powered by LoveLocalJobs.com, saving over companies £46,000 and generating over 800 applications. If you have a job, get it posted - Free of charge. See more at www.manorroyal.org/jobs

MICROLEAN

The Manor Royal BID's partner 'MicroLearn', is a leading eLearning content provider, providing free and unlimited access to cutting edge e-learning resources for all Manor Royal companies.

www.manorroyal.org/Microlearn

KNOW YOUR NEIGHBOUR

Manor Royal's most popular event of the year is back. Manor Royal Know Your Neighbour.

It's on 12th May 2022 at the Hawth Crawley. It's free to attend or exhibit for any Manor Royal company.

Meet, connect and get to know who your Manor Royal neighbours

www.manorroyal.org/events



Discover more on the Manor Royal BID website www.manorroyal.org

With Spring and Summer on the way, Sussex Wildlife Trust provide a unique, cost free opportunity for Manor Royal based employees to join conservation based volunteering and team building activities at Crawter's Brook People's Park and at sites across the area.

For more details, see www.manorroyal.org/volunteering



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:
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Sign up for regular eBulletins

If you want regular updates on all things Manor Royal, sign up to the free monthly Manor Royal BID eBulletin service. A simple sign up process from the homepage of our website will ensure you get to know what's going on each month - no hassle, no missing important stuff.