



Manor Royal News

MANOR ROYAL
BUSINESS DISTRICT

CRAWLEY & GATWICK

Be part of it!

THE OFFICIAL MAGAZINE OF THE MANOR ROYAL BUSINESS DISTRICT



Featured in this issue:

News from Balfe's Bikes, Intersend, IT Genie, Omega Services, B&CE, Espresso Solutions and many other Manor Royal companies

**Future Manor Royal
'Sneak Peak'**

Chairman says

After years of meeting through a screen, I'm looking forward to seeing you in-person again.

There's no doubting that online meetings have their place. For some, videoconferencing was already a feature of our business life even before COVID came along. Now almost all of us are familiar with Teams, Zoom or any number of other online conferencing systems.

Throughout the pandemic the Manor Royal BID converted its training and events programme to virtual delivery, which worked, but I'm pleased to say we have a full in-person events programme lined up for the year ahead.

Our new training programme is a hybrid of in-person and virtual delivery, and we have decided to retain our online training platform, which itself is new and improved and provides a convenient, flexible and free to access learning option for Manor Royal employees.

As for the rest, including the ever popular Know Your Neighbour event, they will be live and in person. Try as we might there was just no way we could run the 6-a-side football tournament via Zoom.

Our success is based on a number of things. Among them a strong sense of identity, community and influence. This has allowed us to build



connections and shape and deliver a vast number of projects

Meeting each other is a key component of that and I'm glad we can do that again particularly this year, at the end of which we will be voting for a new business plan and to continue the Manor Royal BID for another 5 years.

Trevor Williams, Chairman

Parking Permits How do you feel about a parking permit scheme for Manor Royal?

We are collecting feedback from businesses concerning the idea of introducing a parking permit scheme to help make the best use of available on-street parking for Manor Royal businesses, employees and visitors.

Historically a lack of on street parking has been made worse by various forms of long-stay and other parking on Manor Royal roads, not necessarily by people who work or are visiting the area.

After much investigation, the local authorities believe a parking permit scheme would solve the problem and help protect available space for those that have a reason for visiting or working in the business district. Permits would have to be purchased and would only be available to Manor Royal businesses.

Have your say at

www.manorroyal.org/pmp



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

Sign up for Manor Royal events at www.manorroyal.org/events

18 May 2022



Know Your Neighbour, Hawth Theatre
Includes launch of the Projects Pack, feedback on recent survey and your usual Know Your Neighbour exhibition and networking.

15 June 2022



Six-a-Side Football Tournament

22 June 2022



Charity Zumba at Elekta

05 July 2022



Connected Crawley #2
Informal breakfast networking with Crawley Town Centre BID, Gatwick Diamond Business and Freedom Works at Astral Towers

29 September 2022



People Conference
How do you manage and lead effectively in a disrupted world?

10 November 2022



Manor Royal Matters
Includes our year in review and preview of the new BID Business Plan

07 December 2022



Christmas at Lexus

31 January 2023



Manor Royal Showcase
Marks the opening of the BID Ballot when voting begins for BID3 (2023-28)

01 February 2023



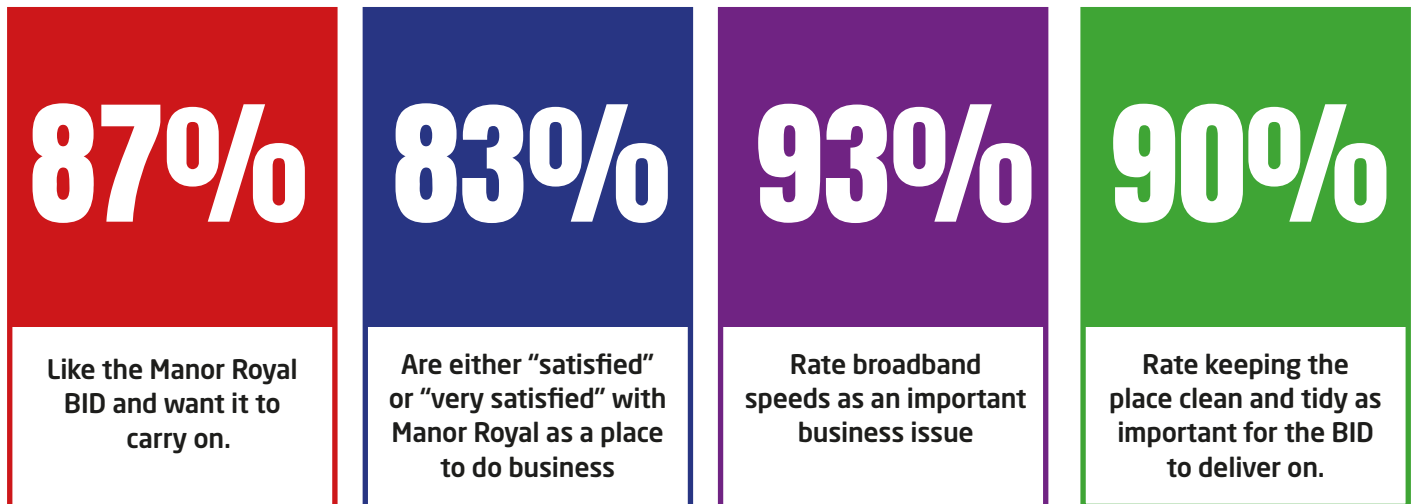
Businesses vote for the BID
A month long postal vote to continue the BID

The people have spoken

Over the past few weeks people from Manor Royal businesses have been responding to the Manor Royal BID Survey to feedback on what they like and what they think needs to be improved.

Further analysis is being carried out by Manor Royal-based market research experts PPL Insights, with the full results being shared at the Know Your Neighbour event at the Hawth Theatre on 18 May.

Here's a taste of what people are saying.



Do you agree? More results and reporting to follow. If you missed the survey you can feedback anytime by contacting the BID office at info@manorroyal.org

Omega Services

Family run Omega Services Ltd is a plastics supplier and fabricator based in the Stanley Centre on Manor Royal.

Jeff founded the company 28 years ago in 1994 so has a vast experience and expertise of the industry. Over the years, Omega have supplied hundreds of companies and have developed relationships with clients dating back over 25 years.

In late 2018, Jeff's son Oliver joined the company as a Digital Marketing Apprentice to help modernise the business and move the company forward. The combination of father and son has sparked a flame inside the pair's aspirations for the future.

With the coronavirus pandemic placing huge demands on the plastics industry, Omega have spent a lot of time supplying protective visors and

screens to companies all over the country.

However, with so much uncertainty in the future, Omega has launched a new e-commerce website designed to provide a seamless order process for custom plastic fabrication, that is quick and easy. As experts in the plastics and manufacturing industry, you can feel reassured that they will deliver what they promise - quality plastic sheets cut to your exact specification, and at the best prices. Whether you are looking for a made to measure Perspex splashback for your new kitchen or large batch trade orders, Omega have you covered.

Check out their website to view their extensive product range and place your first order today.

🔗 www.cutacrylicplastic.co.uk



Knights



Knights Estate Agents on Gatwick Road, Manor Royal are a full-service Residential Lettings Specialists whom also operate a FREE Landlord Mentorship for Investors. Ross Gardner is marking 10 years of being a Director for Knights and we caught up with him.

What are your highlights of the last 10 years working at Knights?

Where do I start! The last 10 years have been a whirlwind of change, learning, adaptation and expansion. I've also bought and sold twice, got married and had two children! I'm enormously proud of what has been achieved and I look forward to the next 10 years.

How have you seen Manor Royal change?

There's been some promising investment in the area and it's great to see the development and redevelopment of sites and also to hear the plans for future development. I'm looking forward to the McDonalds opening and enjoying a cheeky Big Mac...and I know I'm not the only one.

It's been a tough few years for many businesses, how does the future look?

It's been a very turbulent period and we have certainly felt the effects. As long as we stay focused on our clients and continue to deliver value; Knights will continue to grow. We launched our Landlord Mentorship last year which is a FREE service that helps Investors to become Landlords, effectively and efficiently whilst avoiding common mistakes and maximising returns. This has gotten off to a fantastic start.

What's the best thing about working for Knights?

The team and the satisfaction of a job well done. The 'customer-first' culture of Knights has developed positively over the years. When we receive a call or email of thanks from a landlord or tenant, it lets us know that we are making a real tangible positive difference in people's lives and that's an amazing feeling. In 'popular culture', it's cool to hate Estate and Letting Agents so when someone shows appreciation for a job well done....it means just that little bit more to us all.

www.knightsproperty.co.uk



First Female Director Appointed at Creative Pod



Manor Royal based, award-winning marketing agency, Creative Pod is incredibly proud to announce that their Head of Marketing, Sarah Lyons, has been promoted to Marketing Director.

Announced on International Women's Day, Sarah is the first-ever female director at Creative Pod and has gone from strength to strength since she joined the company in 2017. Sarah started as a Senior Marketing Executive and quickly progressed to Head of Marketing in 2018, looking after the marketing, design and website teams.

Matt Turner, Founder and CEO, said: "I couldn't be prouder of Sarah. It's been one hell of a journey, and we have moved

mountains to get to where we are today. After 16 years in business, it's about time we had a female director on the board!"

Sarah has helped develop the company in the last two years, increasing the marketing team from three to eight, the design team from two to five and helping to take home two company award wins at County Business Clubs virtual awards. Now that her team is in place and raring to go, Sarah is focusing on the company's strategy, with growth and structure being two of the key areas of focus. She is currently applying for the official Living Wage Accreditation and is working on Creative Pod becoming a client of 'The Drum Recommends'.

Sarah Lyons said: "I'm so lucky to say that I love my job. Every year as we evolve and achieve new things, Creative Pod feels like a completely different company and what a brilliant journey it's been. I love shaping it and seeing the company grow, as well as helping our clients achieve great things".

Creative Pod has more exciting news to share in the coming months, so stay tuned on their social channels and find out more here:

www.creativepod.uk.com

Heyland & Whittle supporting Ukraine



The war in Ukraine has deeply affected many people in the UK and particularly to many locally who have close links to Ukraine.

Owners of Heyland & Whittle on Manor Royal, Paddy & Ursula Heyland have a close family link to the unfolding humanitarian crisis as their son Will is married to a Ukrainian, Natasha. The couple went on a mercy mission from their home two weeks ago to meet up with four of her family on the Moldavian border, and have since been trying to bring them to safety to their home in the UK.

In addition, the pair wanted to help bring local people together who are desperate to help in any way, so Paddy & Ursula have created a donation point at Heyland & Whittle, to collect food and clothing for the brave soldiers of Ukraine.

They are collecting: Dried food, Dried soups, Men's underpants & socks, Energy bars, Tea & coffee. Paddy said;

"The War in Ukraine is devastating and deeply concerning to many of us here in the UK. Seeing the distressing reports and pictures of the unfolding crisis can make people feel helpless, particularly for those of us who have a close family connection to the crisis. But there is a way to help, If anyone can donate items for us to take to the London collection point, then please do bring them to us at Heyland & Whittle in Manor Royal"

All donations are taken to the Ukrainian club in London by Paddy once a week from where it goes directly out to Ukraine.

Please drop any donations to: Heyland & Whittle, 1 Crompton Way, Manor Royal. Crawley RH10 9QR, between 830am and 5pm weekdays.

www.heylandandwhittle.co.uk



New Crawley Innovation Centre announced

The new Crawley Innovation Centre will be located in the former Travel House building in the heart of the Manor Royal Business District.

The building, previously occupied by Tui, is in the Crawley Business Quarter on Fleming Way.

The 24,594 sq ft office building has now been purchased by Crawley Borough Council for £4.55m via Coast to Capital Local Enterprise Partnership (LEP) £8.65m Getting Building Fund grants secured by the council.

The building will be converted into the Crawley Innovation Centre to bring a much-needed economic, innovation and technological boost to the town.

The centre will help create more than 200 new jobs and benefit directly up to 40 businesses. In the longer term, the aim is to help attract significant new manufacturing business investment into Crawley, including at new industrial space in Manor Royal.

The project is a major priority in Crawley's Economic Recovery Plan 2022-2037 and it is also closely aligned to the Coast to Capital plan to Build Back Smarter, Stronger and Greener.

The Coast to Capital Local Enterprise Partnership (LEP) Board has approved a total of £8.65 million funding from the government's Getting Building Fund to enable the centre's conversion and launch by the end of 2023.

The project has also secured £2.5 million from the Crawley Towns Fund programme to invest in the operational establishment of the centre.



Manor Royal IT Support Provider Celebrates 15th Birthday

Incorporated 15 years ago this March, IT Genie have been supporting business clients throughout Crawley across London and the South of England.

Starting out in a 'cosy' office in Pound Hill in 2007, IT Genie was one of the very first IT Support providers to offer a guaranteed one-hour on-site response time. As we moved to premises in Zurich House in Crawley town centre and subsequently established our HQ in the heart of the Manor Royal on Kelvin Lane, our support is predominantly delivered remotely maintaining a sub-one-hour contracted response time.

We are 100% committed to making sure your business has the most reliable and professional IT services possible; Providing all-inclusive fixed-fee Managed IT Services, using best in class systems and expert technicians to keep your business running smoothly, dealing with issues before you even know they are there.

Committed to our clients' security, as well as an ISO 27001 Information Security System, IT Genie are accredited to the Government Cyber Essentials scheme. We are also accredited to ISO 9001 and 14001 to continuously improve our green credentials.



While keeping our birthday celebrations limited to an employee lunch take-away, we will be celebrating more at our summer event - and are very much looking forward to turning sweet sixteen.

Please contact us on 0345 0945 353 to request your free IT consultation to see how we can improve your Success Through Technology.

www.itgenie.com

ATTENTION TO DETAILING



Mavin Detailing was created in June 2019, moving in to Manor Royal for vehicle owners who share the same passion for the art and beauty of cars.

Urfan and Magic chose Manor Royal due to the large business community and the fact that so many Manor Royal companies support and help each other in the world of business.

Owner Urfan Javed said "We offer a full range of detailing and paint correction packages to suit our clients needs and we do so with unequalled quality and professionalism,



in our fully insured and secure studio located in Kelvin way, Manor Royal, Crawley."

"Our aim is to provide high quality car washing and paint protection packages which your car wash or dealership just simply cannot provide. If you truly care and appreciate the level of effort and detail that goes into correctly maintaining a vehicle then we recommend bringing your vehicle to us for regular maintenance or invest in your own gear, which we can provide via our online sale shop"

www.mavindetailing.com

£1million contract awarded for Manor Royal Highway Scheme's second phase

As part of the exciting Crawley Growth Programme, a total of more than £3million is being directly invested in a highways improvement scheme for Manor Royal Business District. The award of the £1.051million construction contract for Phase 2 has been awarded to Landbuild Limited.

These works include: Improvement of public realm on Manor Royal / Gatwick Road roundabout, Construction of an eastbound bus and cycle lane along Manor Royal, Improvement to crossing facilities along County Oak Way, Improvement of crossing facilities and regulation of traffic speed along Metcalf Way.

Bob Lanzer, West Sussex County Council's Cabinet Member for the Crawley Growth Programme, said: "I am pleased to see this important part of the Crawley Growth Programme continue to make strong progress. It is so important for a modern business district like Manor Royal to emphasise that the public highway is a shared space for all road users. That principle is emphatically asserted by this progressive project."



Councillor Peter Smith, Deputy Leader and Cabinet Member for Planning and Economic Development at Crawley Borough Council, said: "These improvements to the active travel infrastructure along Manor Royal should allow people the option of choosing the bus or to cycle rather than sitting in the all too frequent queues! I hope that this will also encourage people to choose a more active lifestyle for their health and wellbeing."

Steve Sawyer, Manor Royal BID Executive Director, said: "This appointment brings us another welcome step closer to improving the infrastructure and facilities in the business district. We know this is a priority for businesses and the schemes being delivered by the Crawley Growth Programme are crucial to realising the vision for Manor Royal as a great place to work and trade."

□ www.manorroyal.org/cgp

Official: Phoenix are GOOD!

Today marks our 1st year anniversary of being a Manor Royal Business District employer, and what a year it has been. Like our namesake, (Phoenix4Training LLP) we have risen from the ashes and the future is looking bright.

Like so many other businesses Phoenix4Training had a tough time throughout the pandemic, with many of our customers in the sectors we serve, particularly Hospitality and Health & Social Care, closing or being locked down for the better part of two years. However, being optimistic and proud of our offer we decided to set up office in Basepoint and to invest in some innovative technologies that make it easier for clients to engage with and achieve their objectives. We have a new website, a new learning platform and an e-portfolio system to store all your training materials and qualifications.

We started the year with one employee but have significantly grown with 5 staff now on payroll. It is with the help and support of these team members, along with our employers and their apprentices that we have been successful in being awarded a Grade 2 (GOOD) by Ofsted Inspectors when they came to visit us in February, so a

massive THANK YOU to everyone involved. We have also been successful in retaining our status on the Register of Apprenticeship Training Providers (RoATP).

To celebrate this success, we would like to offer our neighbours some free, or heavily discounted bundles of CPD training that is tailored specifically to meet your needs. Just give us call and we will work something out with you.

□ www.phoenix4training.com



'It's been a great ride!'

Here at The Real Pizza Company we have thoroughly enjoyed our time in Manor Royal and have met lots of great local businesses to collaborate with. A few deals here, a few pizzas there, we have been touched by everyone's helpful attitude.

We opened in September 2020 which has not been the easiest time for everyone but now see the business district coming back to life and are very much looking forward to a busy summer!

Starting this April, we are pleased announce our exclusive Manor Royal Loyalty Card which we will be handing out locally that can be used in store and on delivery so please keep an eye out! If you haven't received one, just get in touch on 01293 901025.

Due to the increasing demand, we are also opening for lunch from 12pm, 7 days a week. We offer bespoke deals for larger orders for that Friday feeling, Monday blues or Wednesday hump day so feel free to get in touch by telephone, in store or email

crawley@therealpizzacompany.co.uk

We hope to see you soon!

☐ www.therealpizzacompany.co.uk



SPRAYTECH - CELEBRATING 10 YEARS IN MANOR ROYAL

This year, SprayTech are celebrating 10 years based in Manor Royal.

SprayTech is a fully insurance approved vehicle body repairs workshop - approved by all leading insurance companies, providing repairs for all makes and models of motor vehicle, whilst using only genuine parts. The team are proud to be working with many Manor Royal and Crawley companies including Crawley Council, Virgin Atlantic, Siemens Rail and more.

For 10 years, SprayTech has been looking after bodywork for company vehicles in the Manor Royal Business District with companies repeatedly choosing the services provided by their vehicle body workshop, not only due to the precision and quality of their repairs but due to the added support available to navigate the inconvenience and complexities of the insurance process.

Darren Keene, Managing Director of SprayTech said "We are proud to call Manor Royal our home. With such a thriving business community, one of the best things about the

Business District is so many companies choose other Manor Royal business for services and support. It's home to over 800 companies and we've loved the 10 years we've been in the Enterprise Centre on Metcalf Way and hope there will be many more"

☐ www.spray-tech.net



Balfe's Bikes Gear Up for Spring



Balfe's Bikes are an independent cycling retailer run by cyclists, for cyclists. From humble beginnings in Dulwich in 2008 Balfe's have grown to be a well-established player in the cycling business, with 12 physical stores in total and a flourishing Ecommerce business.

The COVID-19 pandemic accelerated the business' growth substantially, with 10 of those 12 stores opening within the last 2 years alone. After Evans Cycles vacated their location on James Watt Way, Balfe's took it over in April 2021 and have been there ever since. Their Gatwick location houses not only their warehouse and distribution

centre (with over 30 amazing bike brands and a huge range of parts, clothing & accessories) but also a well-stocked customer facing store and workshop for all your servicing needs. The added bonus being that due to its location Balfe's Bikes Gatwick customers can access their entire product range within 15 minutes, and thousands of bikes are available for same day collection.

While the cycling boom of the past 2 years seems to have died down somewhat, Balfe's Bikes have been busy getting prepared for what they hope to be a busy spring/summer season. Now that Gatwick South Terminal has reopened and most businesses are returning to their office spaces (be it full time or working on a hybrid model), Balfe's are looking forward to welcoming more Manor Royal/Gatwick workers through their doors.

Whether you need a spring tune-up for your existing bike or you're looking for something shiny and new, Balfe's have got you covered.

Balfe's Bikes Gatwick is open 7 days a week and currently offers 10% off Clothing, Parts, Accessories & Servicing to Manor Royal Workers.

📄 www.balfesbikes.co.uk/gatwick/

InterSend to manage the storage, fulfilment and inventory reporting for Sussex Police



The Sussex Resilience Forum is a partnership made up of all the organisations needed to prepare for and respond to any major emergency within East and West Sussex.

The Forum covers the Sussex Police force area and includes the emergency services, local authorities, Environment Agency and health agencies along with voluntary and private agencies.

With the increasing need for warehousing storage and real-time inventory management, Sussex Police have chosen InterSend to manage the storage, fulfilment and inventory reporting.

Group Operations Director Martyn Newton says, 'We worked exceptionally quickly to transition the stock held by Sussex Police on behalf of The Sussex Resilience Forum. The stock was transitioned within the requested time frame and audited, and through our licensed online client portal, now provides accurate and timely reporting of stock. We are delighted to be supporting this important organisation for the counties of East and West Sussex.'

📄 <https://inter-send.co.uk/>

B&CE helps local school students realise their potential

B&CE, the provider of The People's Pension, are inspiring students from The Gatwick School in Manor Royal to realise their future potential with the Love Local Jobs Foundation's "Dare to Dream" programme.

The partnership with leading local employer B&CE, alongside the regional support from Crawley Borough Council for local schools, has enabled an additional seventeen hundred local young people in Crawley to benefit from participation in the programme.

The Dare to Dream programme is designed around developing vital life skills for the next generation.

B&CE's Organisation Capability Specialist Ian Tyers said: "B&CE has always had a commitment to play an active part in the local community. The staff were immediately drawn to mentoring on the Dare to Dream's programme.

"By offering to share their advice and experience they can make a real difference to local students, helping to inspire them to think about what they want from their futures, while also helping to build their own experience and skill set."

B&CE's mentors are playing a vital role in continuing Jack's message and preparing the students at The Gatwick School for their future careers.

Through sharing their own experiences and the skills they've picked up along the way, the students are able to instil confidence and realise their full potential.

KS4 Progress Lead at Gatwick School Olivia Newman said: "I've been lucky to be part of this project a number of times and it never fails to inspire me, and all the staff and pupils involved. The mentoring side is fantastic as it allows pupils to build relationships and have honest conversations with people that aren't their teachers or peers.

www.bandce.co.uk



Manor Royal Based Business Celebrates Their 10th Anniversary

Coffee equipment distributor, Espresso Solutions, is celebrating its 10th anniversary this year. To honour the occasion, the team are planning a year of special events and fundraising activities to celebrate with their customers & partners and fundraise for their charity partner, Orbis.

Due to sustained innovation and investment, they have increased turnover significantly over the last few years and have big plans for further expansion in their decenary year. Ryan Page, Managing Director and Founder of Espresso Solutions, said 'the last few years have brought their challenges but I'm incredibly proud of how our team



have responded, pivoted their roles and contributed to our growth.'

Having moved to Manor Royal in 2014, they have recently taken on a second warehouse at their base at Metcalf Way. This will allow them to provide their customers with a larger range of products - with a particular focus on home barista equipment - which has seen a surge in popularity during the pandemic.

Currently a team of 9, Espresso Solutions plans to provide local employment for at least 3 additional members of staff to work across their office and warehouse - with potentially more to come later in the year.

To make the most of their 10th year in business, they also recently partnered with international eye health charity Orbis UK. Espresso Solutions have committed to raise £10,000 in 2022 which will support Orbis's work to help protect people in the Sidama region of Ethiopia, a leading producer of specialty coffee, from blinding trachoma.

Speaking about the partnership, Marketing Manager, Lauren Bayross Payne, said; "We're proud to be supporting Orbis's efforts to eliminate this cruel disease and protect the sight of people in Sidama for generations to come."

<https://espresso-solutions.co.uk/>

Diversify or die - a story of hope with Manor Royal-based CID Spaces

In the Crawley Observer, our regular article 'From the Manor' features business people from the Business District. Here are two of the most recent pieces. If you'd like to take part in 'From the Manor' email steve@manorroyal.org

CID Spaces are a commercial interior fit out and office refurbishment business based off of the Gatwick Road in Zone 5 of Manor Royal Business District.

Anticipating changing times, Director Miranda Kennedy discusses how this Manor Royal company has discovered new opportunities and a renewed optimism for the future.

As a commercial refurbishment company, the sudden exodus from office spaces during the pandemic was a huge concern for our business.

This time last year we were preparing for most of our future work to be landlord dilapidations. As companies embraced home working and a more flexible approach, we imagined they would be looking to downsize from their current premises.

We were worried investing in the office working environment would no longer be a priority. Everyone seemed to be getting more and more comfortable holding virtual meetings and the daily commute was becoming a distant memory for many.

Thinking back to last year, Manor Royal felt like a scene from a Dystopian film at times. Our previously packed car park was often empty, and we were concerned most industries weren't going to start spending any time soon.

A couple of our neighbours had vacated the area and the usual buzz off the estate had disappeared. We believed it was a case of Diversify or Die and decided to reinvent and rebrand our business.

Having always taken on many school projects, and previously worked in Education myself, we set up a designated school refurbishment company - CID Study.Space.

The office refurbishment side of the business also got a new look and now trades as CID Work.Space and both companies operate as part of CID Spaces. New logos, websites, and vans (with sign writing by our Manor Royal neighbour Fastsigns) were the order of the day.

Fast-forward to today and we could never have predicted how busy we are. The newly created Study.Space side of our business has really taken off. Over the Summer Holidays we worked all over the Southeast to update student washrooms, pastoral areas, and classrooms ready for September.

For many students this has been the first 'normal' school experience they have had in two years, and we were keen to ensure students returned to safe and welcoming spaces. To tackle the additional workload, we have taken on new staff from the local area, and we are looking to expand further in 2022.

The office side of the company is

back to the levels we experienced pre-pandemic and we have made a great start in our new financial year. Whilst office working has undergone a huge change, we are now seeing companies adapting their provision for employees.

Offices are less about ensuring everyone has their own desk and operator chair and more about working collaboratively.

Coming into the office' might not be an everyday occurrence for staff and increasingly they need to see the benefits of working in a space that isn't their own home.

We know businesses are focusing on ways to draw people back in and making their spaces more attractive, fun and user friendly and we've enjoyed working with our clients to fulfil that brief.

Looking out of the window there are still lots of empty parking spaces but the Manor Royal buzz is definitely creeping back in. We are excited to see where 2022 takes us and continue to work with all our local neighbours.

Find out about the CID Group at

<https://cidwork.space/>



Bouncing Back Cleaner, Greener, Faster & Fitter



Nick Hill, Commercial Director for Brighton & Hove Buses and Metrobus, reflects on the changes brought about by COVID and how the bus can support a cleaner, leaner and healthier recovery.

During lockdown, particularly the first lockdown, we started to rediscover our local places and we became more

acutely aware of our environment and the impact we have on it. This is borne out by surveys conducted by the Manor Royal BID where businesses now rate sustainability among the top 3 most important issues for the Business District.

It is an issue we at Metrobus are also serious about.

A number of health conditions - including a variety of cancers, heart conditions and strokes to name a few - have been linked to poor air quality. A similar number of people are thought to lose their lives each year because of poor air quality as have lost their lives because of COVID. A return to "normal", therefore, is not a palatable option if we value our environment and our health.

Coming out of this crisis is an opportunity to change.

Whether you are heading to work in Manor Royal, going into town to go shopping, heading off for a day out on the train or lucky enough to be getting away for a break on a plane, our fast frequent buses can get you there quickly throughout the day - and often throughout the night too!

During the pandemic, we raised our cleaning game significantly, bringing in hospital grade chemicals and introducing extra cleaning in our town centre to tackle common touch points throughout the day - all to keep our customers and colleagues safe.



And it worked. Buses have since been proven to be one of the safest public spaces you could have been with little chance of infection being picked up on any surfaces inside the bus.

Our commitment to a cleaner greener future doesn't end there. We are investing in hydrogen fuel cell electric buses on our high frequency Fastway services between Gatwick Airport and Horley, which will make them Europe's first commercially operated hydrogen bus fleet. These buses do not generate any tailpipe CO2, unlike fossil fuels, and they can reach a 270-mile range or more with zero emissions.

With our partners we are working to deliver much needed new bus priority measures to speed our journeys up and improve facilities to enhance the passenger experience. Among the improvements planned as part of the Crawley Growth Programme we are introducing new bus lanes, changing road layouts, exploring new "super hub" bus stop areas in Manor Royal and other measures to encourage people to leave their cars at home and walk, cycle or take the bus.

Our message is simple: if you want to bounce back cleaner, greener, faster and fitter, why not try the bus!

Find out more about Metrobus at

www.metrobus.co.uk



Future Manor Royal - Sneak Peak

Since its creation in 2013, the Manor Royal BID has been responding to observations that the area lacks decent outdoor space, has limited facilities and poor public realm. From improved entrance ways, tackling “grot spots” and new parks areas we have come a long way since early area-wide studies flagged this as an area of concern.

But there is still so much more to come.

The Manor Royal Projects Pack, which is refreshed alongside the main BID Business Plan every five years, is a key document in setting out our programme of change to improve the way the area looks and feels.

Now into its third iteration, we share a sneak peak of our most ambitious Projects Pack yet and invite you to join us at Know Your Neighbour where the new Projects Pack (2023-28) will be launched.

You can view the current Projects Pack and the projects we have so far delivered at www.manorroyal.org/projects

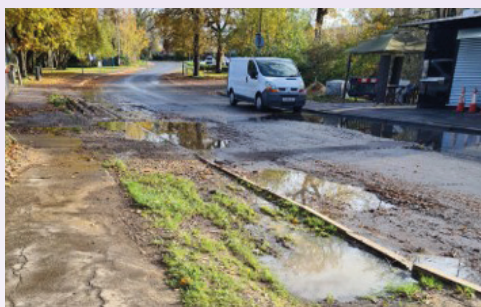


Superhub bus stop

Improving the spaces where people wait for a bus. Creating a departure lounge feel and improving the surrounding area to create a pleasant space to sit, meet and relax.

Microparks

Reclaiming unloved and neglected areas to create a network of spaces so that eventually no employee will be more than a five minute walk from decent outdoor space and seating.



Designing out “grot spots”

Looking at poor quality areas and coming up with ways to improve them, make them look better and keeping them looking good.

More sustainable

What we plant and how we maintain the area can have benefits in terms of air quality, wildlife and the environment. Our next Projects Pack will look carefully at this important area.



Find out about Manor Royal Projects at www.manorroyal.org/projects

Sign up for Manor Royal Events at www.manorroyal.org/events

New Manor Royal Training Programme

Our partnership with Crawley College to provide quality training, delivered locally at unbeatable prices is one of the most popular benefits of Manor Royal BID. The latest training courses run from April to October, and you can sign up now.

Over the past 12 months around 300 people have taken advantage of the Manor Royal BID Training Programme, collectively saving almost £25,000 on their normal fees, an average saving of about £85 per delegate compared to normal prices. To date, that adds up to an astonishing 1,500 learners saving Manor Royal companies over £160,000.

www.manorroyal.org/training



Get Dirty On Manor Royal

The Manor Royal BID works with Sussex Wildlife Trust to provide unique, cost-free conservation based volunteering and team building activities at Manor Royal's Crawter's Brook or at one of over 30 nature reserves across Sussex.

There are also opportunities to volunteer with our Maintenance Team with litter picking, planting and grounds maintenance activities.

So, if you fancy working with your colleagues to get fitter and help the local environment visit

www.manorroyal.org/volunteering



Thanks for sharing your opinion

Over the past few weeks or so businesses have been telling us what they think about the area, the Manor Royal BID and what they think are the big issues for them.

Over 30% of all levy paying businesses have responded to the survey highlighting everything from car parking, events, the general upkeep of the area and issues concerning sustainability and the environment.

The responses are being analysed by Manor Royal based PPL Insights - experts in market research - and the results will be shared at the Know Your Neighbour event, published online and form part of the evidence for the next Manor Royal BID Business Plan (2023-28) that businesses will vote on in February 2023.

Roads, junctions, signals and bus improvements

The Crawley Growth Programme is a multi-million pound programme of improvements being delivered across the town with West Sussex County Council, Crawley Borough Council and others.

A £3.5m series of improvements to signals, road layouts, bus facilities, walking and cycling upgrades and more are well underway with notable changes in evidence at Gateway 2 (around the Thales area at the junction of Manor Royal road and London Road).

Inevitably there will be some disruption associated with that but hopefully the pain should be worth it. Thanks for bearing with us!

www.manorroyal.org/cgp



Workplace mental health - where to start?

Minds that Work in May held a seminar for Manor Royal companies with the Manor Royal BID...

Employers recognise that they need to understand the impact of poor mental health in the workplace, particularly as we transition from the pandemic. A recent Deloitte study found that poor mental health in the workplace is costing UK employers £45billion per year!

The good news is that for every £1 spent by employers on mental health interventions, organisations get £5 back in reduced absence, presenteeism and staff turnover.

Given the business case is so well established and that COVID has brought a higher awareness of mental health challenges with the message "It's OK to be not OK", what holds organisations back from fully addressing the topic of mental health in a confident and proactive way for their employees and clients?

Concerns can include fears that opening the mental health can of worms will give everyone an excuse to take time off and that a disclosure culture without boundaries will be promoted, the reality is the can of worms is already open!

The good news is that a thriving mentally healthy and psychologically safe workplace culture isn't rocket science!

It's about feeling valued, looked after and comfortable to be yourself alongside being challenged to develop, perform and grow.

Upskilling managers is clearly a priority to enable them to not only respond to mental health issues that arise in a sensitive way but promote factors that support mental fitness and empower all employees to better manage their mental health and look out for others too.

A great place to start is the manager focused 'i-act' managing and promoting mental health and wellbeing workshop. It's evidence-based/informed and accredited by The Royal College of Psychiatrists, providing a wealth of tools in a user-friendly guide.

www.mindsthatwork.com



Bridgeham can get you from broken to brilliant!

Bridgeham Clinic in Manor Royal is owned Trevor Strutt, the Institute of Osteopathy's Principal of the year 2015 award winner, and Jo Strutt Pilates & Garuda instructor and ex West End musical theatre dancer/performer. The couple brought Bridgeham to Manor Royal in 2017 after making the final in the Institute of Osteopathy's of Practice of the Year 2016.

Treatment space was increased fivefold moving Bridgeham to the thriving County Oak Retail Park in Manor Royal. This enabled them to add a mirrored and barred onsite exercise and movement studio and a mirrored Pilates and Garuda rehabilitation machine studio.

Trevor & Jo continue to love their roles in healthcare with a passion whilst expanding the team of reception staff and practitioners.

Helping people to enjoy movement, solve the mystery of why their body does what it does continues to motivate them in daily practice.

They strive to help all people to "Be the best they can be" whether it be as a patient, a client, a practitioner or staff member.

It's why they've have launched "Your Broken to Brilliant Journey" for any one working in Manor Royal. They use the protocols of neutralise, stabilise, mobilise. In this way we can plan a treatment pathway for a successful outcome for each patient. And with an exclusive 10% off all services for anyone working in Manor Royal, start your Broken to Brilliant journey with Bridgeham Clinic today.

www.bridgeham



It's survival of the fittest for SP-PT and the health and fitness industry

It's survival of the fittest for SP-PT and the health and fitness industry

Sean Parkinson, owner of SP-PT based in Royce Road in Manor Royal, reflects on a challenging time for the health and fitness industry.

In this "From the Manor" column Sean provides a very personal account of how he coped, dug deep to adapt and why he is feeling optimistic about the future.

The effects of the pandemic have been widespread.

Few sectors were hit harder than the fitness industry and whilst home based tech companies like 'Peloton' managed to capitalise a market where consumers needed to exercise from their homes, the bricks and mortar fitness facilities were left in the dark, for a very long time.

The pre-conceived notion that gyms were dirty, sweat filled buildings led to a pro-longed closure with no end date in sight for gyms like mine in 2020.

Unfortunately, no one at the top was able to distinguish between the

facilities that do fit this profile versus the well-run outfits that take the cleanliness, health and safety of their customers seriously.

If being involved in the fitness industry for over 10 years has taught me one thing it is that when you think you are down and out, you can probably dig deep and call upon something, somewhere and still manage to achieve something brilliant.

And that's exactly what we did.

In the initial lockdown we created "survival kits" for our members consisting of bodyweight training straps and resistance bands. We took a backseat, furloughed all of our staff and I sat their trying to do it all by myself.

Alone, incredibly unsure of what the future may hold and desperately trying to keep the business from going under. We survived.

In the following lockdowns we took a completely different approach.

We didn't furlough our staff. We loaned every piece of equipment we had to

our members. We kept our timetable in place but pivoted to an online but personalised service.

We pulled out all the stops to create a positive focus for our members from the workouts themselves, to specialist guest speakers on sleep and mental health to quizzes and an "evening at the virtual races" where everyone dressed up and tuned in from their living rooms.

The big lesson we learned through each of the lockdowns was clear. Together we all achieve more.

In these situations where the chips are down, you have two options; complain and be negative about the situation which was ultimately out of our hands or focus on how we could respond to whatever is thrown at us in the most positive way possible.

Fast forward to today, we have weathered the storm and now operate at near capacity, continuing to run a private health and fitness space which is clean, safe and always focussed around providing the best service we can for our members.

My thoughts for the future?

Currently around 15% of people in the UK are gym members. UK Active predict that this will increase to 20% by 2025 (three million new joiners)

With just over 7,000 health and fitness clubs in the UK, the fitness business owners who are ahead of the curve and have the vision to grow and expand will be rewarded greatly. With more high quality, customer focussed gyms opening, the future for the fitness industry is very exciting right now.

Find out about the SP-PT at

www.sp-pt.com



A view from the Treetop

By Will and Graham Lovegrove,
Owners of Treetop Design & Print



Treetop Design and Print is a family run design and print company, based in The Bell Centre in Manor Royal. Established in 1984, this union of father (Graham) and son (Will) has its roots firmly set in the traditions of quality design and print. Combined with a modern, forward-thinking approach Treetop has grown into a full-service marketing solutions company.

From logo design and branding to building stunning websites and video creation, Treetop Design and Print has come a long way since it began almost 40 years ago when Graham started the business from his home in a converted bedroom in Southwater.

"I took a leap of faith with £185 in my pocket, a desire to run my own business and a genuine passion for design and print." Explains Graham, "We quickly secured work from colleges and charities - some of whom are still with us - and it grew from there."

Treetop soon out-grew a succession of buildings and business locations before moving to Crawley in the 1990s. For the last 14 years they have been in Manor Royal, which they now regard as their home providing Treetop with the kudos of being based in one of the county's biggest business parks.

Like father like son, Will also wanted to be his own boss but by no means was following Graham into design and print at Treetop going to be a foregone conclusion - nor was it going to be an easy ride.

"I got started literally on the shop floor - sweeping it!" Reflects Will, which he firmly believes was the best apprenticeship. "I got to learn everything about the business and the industry from the bottom up. When I talk to a client now, I know what it takes to bring an idea to life. That really helps. And, of course, if I need to jump on a job - I can."

The passion for what they do is a family trait that drives the business bringing a mix of traditional values and skill with a young enthusiastic team and modern techniques in a constantly evolving industry.

"To some extent advancements in technology have made the print process simpler," says Graham reflecting on the changes he has seen, "However, customer expectations have changed - everybody wants things quicker. When in the past people were prepared to wait two weeks for something, now they want it in two days. So, we have had to adapt but never at the expense of quality."

A constant programme of investment has allowed Treetop to evolve as a company, and to weather the recent COVID storm. They credit their great team, a host of loyal customers and their commitment to a cherished family business.

"It hasn't been easy but when it's your own business you go that extra mile." Says Will, "Our customer relationships became even stronger, and it speeded up our commitment to diversify the business."

That includes using recycled products, adopting efficient processes, putting in place excellent quality controls and even becoming vegan certified. *"This is not just about good business sense. This is becoming increasingly important to our clients and to us as people who care about the impact we have on the environment."*

Looking ahead Will is positive about the future.

"The economy and Gatwick is slowly picking up, we are more agile and flexible than ever, we've become even closer to our clients, and generally people want to push on after a couple of tough years."

From small seeds mature trees do grow and this father and son team are certainly looking proudly to the future from the top of their particular tree.

Find out about the Treetop Design and Print at www.treetopdesignandprint.com



treetop
design & print

› 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

The Manor Royal New Training Programme is out now! We've a host of heavily subsidised training available for you. We've a wide range of in person or online courses for you to book, see the full listing on our website - 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 at **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. See 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 18th 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

Manor Royal BID invites you on 26 June to join us at Elekta's amazing Cornerstone Building for an evening of Zumba with James, with all proceeds split equally between St Catherine's Hospice and Rockinghorse Children's Charity.

www.manorroyal.org/events



Be part of it!

KEEP IN TOUCH

Got something to share or promote? Email chris@manorroyal.org
Discover more about the Manor Royal Business Improvement District: www.manorroyal.org

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