

# MANOR ROYAL NEWS

The newsletter for Manor Royal Business District

## Manor Royal says "Go for it!"

ISSUE 2

That was the message from the "Who cares?" event that took place at Thales at the end of October. More than 120 delegates signed up and 75 took part in an interactive voting session to tease out how the Business Group should fulfil its mission to "promote Manor Royal as the business destination of choice for employers, employees and visitors".

An overwhelming 97 per cent agreed that it was either important or very important that the Business Group works to improve and promote the area.

Among the areas regarded as top priorities were:

- Promoting business and trade
- Improving appearance and resilience and
- Reducing costs and improving facilities

Other issues relating to broadband and parking were also mentioned in the debate that followed.

The event was a key part of trying to engage 200 businesses by the end of the year and sits alongside a programme of face-to-face meetings and other events to find out the needs and wants of businesses and occupiers.

*Trevor Williams, Manor Royal Business Group Chair, with Raj Vithlani from Fastsigns who produced the Manor Royal banners*



Delegates were among the first to find out what the Business Group is planning to do and 89 per cent of the audience agreed that what was being proposed covered the right areas.

Having received a definite mandate to move forward, the task now is deliver some immediate actions with the funds already available and to put in place a plan for longer term, on-going activity.

In this issue of Manor Royal News, a key part of improving communications in the Business District, you can find out more about what is happening. There is much more online at the new dedicated Manor Royal website (see inside for details).

As always we welcome your feedback and comments.

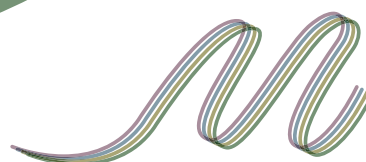
## Featured in this issue

Chairman's Message

Safe and Sound

Manor Royal Goes  
Virtual

Who Are You?



**MANOR ROYAL** CRAWLEY GATWICK  
BUSINESS DISTRICT

# What next?

## Welcome to the second edition of Manor Royal News.

We published the first issue in June. Since then we have made good progress as we have been endeavouring to spread the word about MRBG and find out what you think are the priorities for the area.

Steve Sawyer, Manor Royal Business District Manager, has been working tirelessly to engage with businesses to explain our plan and gather views, concerns and issues.

In September there was a Resilience and Security event hosted by Virgin. Around 40 businesses and organisations were represented. Following this the Incident Response Plan - Operation Diamond - was published and we will soon be launching the Safer Premises intranet.



In October we held an event at Thales and launched the Manor Royal website. The purpose of the event was to bring as many businesses together to present

what has been achieved and highlight what it could be done in the future. It provided you with an opportunity to discuss and comment on the emerging business plan. Electronic voting pads were used and the feedback was that the plan was addressing the right areas and that it is important to continue what we have begun.

Based on that, we will continue to work to further refine and deliver the plan. Your engagement remains important. It will enable us to become a group of strength. One that can influence the decision makers to help take Manor Royal to the next stage.

I hope you enjoy Manor Royal News and, as always, stay in touch.

**Trevor Williams**  
**Chair**  
**Manor Royal Business Group**

**The message is clear. Improve appearance, improve facilities and promote inter-company trading. This is the evidence from meetings and the voting from the October Who Cares event - see voting panel.**

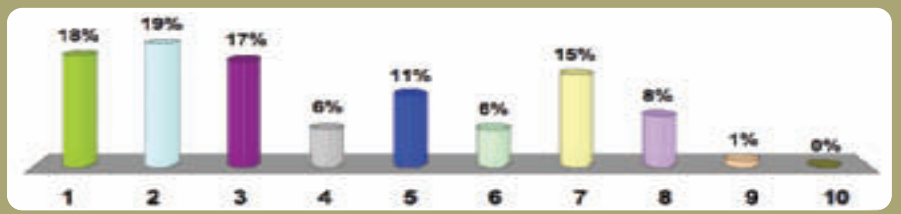


The Business Group is responding by looking at how it can allocate resources to match and deliver:

- The new website
- More issues of Manor Royal News
- Manor Royal Business Watch
- Introduction of jogging and walking routes
- Replacing tired, old "industrial" signs with more modern signs reflecting the new brand and the different zones.

## What does Manor Royal need? (Top THREE)

1. More on-site facilities and services (shop, nursery, gym etc)
2. Improved maintenance and appearance
3. More inter-company trading
4. Better promotion and marketing
5. More businesses - too many vacant sites/ premises
6. Better sense of 'community' e.g. via social, cultural or sporting activities
7. Opportunities to share and reduce costs (e.g. waste and recycling)
8. More secure/ better approach to area security
9. Something else
10. Nothing it's ok as it is!



The new website is already up and running and work behind the scenes is underway to deliver on the other areas.

Not everything can be done immediately and those things that take a bit more time and effort to

deliver need a clear plan. Details will appear online and, where appropriate, be posted on LinkedIn and Twitter.

To find out more contact the Business District Manager or go online at [www.manorroyal.org](http://www.manorroyal.org) and check in the News section.

## Get in touch!

If you have a comment on this newsletter or a story for a future issue contact Steve Sawyer on **01293 683235** or email him at [steve@manorroyal.org](mailto:steve@manorroyal.org)



# Welcome to the neighbourhood

**Manor Royal, the largest business park in the Gatwick Diamond area, is continually attracting interest from new occupiers, developers and investors. We provide a special welcome here to Copthorne Motors and Glenn Freight, as well as picking up on some planning and development news.**



## A "logistical" move for Glenn Freight

Crawley based Glenn Freight Services Ltd has been providing worldwide logistics solutions since it was established by Graham Ingarfield in 1974. Earlier this year they made the move to Manor Royal taking up space at the Gatwick International Distribution Centre, Cobham Way.

"This is a great move for Glenn Freight, as we are now strategically based in the heart of West Sussex's leading commercial centre," Graham's son, Jeff, explains. "This enviable location also provides easy access for our fleet of vehicles, to London, its airports and the south coast."

Having ridden the economic storm of the past few years, Glenn Freight see a very bright future ahead in Manor Royal. Visit [www.glennfreight.co.uk](http://www.glennfreight.co.uk) for more details.



## Copthorne Motor in

Seven years ago the Copthorne Motor Company started business at their Copthorne Road premises, but now it has expanded its operation into larger premises equipped with the very latest MOT and servicing technology in Royce Road (off of Fleming Way).

They provide good value, reliable servicing and MOTs for cars, vans, motorcycles and shuttle buses for both businesses and private individuals.

The move has also helped the Copthorne Motor Company enhance the quality of customer service and experience. Free collection and delivery, free courtesy cars where appropriate and a free shuttle bus service are all part of the offer alongside free hot refreshments, TV entertainment and Wi Fi facilities for visiting customers.

Lesley Fouche, Account Manager, thinks the move is already paying dividends. "We are currently enjoying a



very healthy level of repeat business and new growth largely stemming from our relocation and competitive pricing," she said.

True to their word the Copthorne Motor Company has a special opening offer of free MOTs on all serviced vehicles and a 50 per cent discount for Manor Royal employees who just need an MOT. Quote Ref L007 or visit the promotions section on the Manor Royal website for more details.

Visit [www.copthornemotorcompany.co.uk](http://www.copthornemotorcompany.co.uk) for more details.

## Welcome also to:

- Hermes Europe, a logistics technologies company, who have taken up a massive 45,000 sq ft of the newly refurbished Axial premises (industrial space) in Napier Way
- Co-ordination Catering Hire who have moved into the Gatwick International Distribution Centre
- AMEY who have taken up 5,000 sq ft of office space at the Explorer Building, Fleming Way to create their South East Design Hub.

If you are a company new to Manor Royal and want to let people know about it, either in a future edition of Manor Royal News or online, contact the Business District Manager or go online for details.

## What's the deal?

Manor Royal's biggest single opportunity site - the 30 acre former GSK site off of Manor Royal - has been sold to Exton Estates. A welcome sign of confidence in the area, the site was sold for a reported £9m and is the largest land sale of the year so far.

Local firm Aerotron, as part of their business expansion plans, have acquired and obtained planning permission to develop land to the north of their existing premises in Jenner Road.

At the time of going to press, Lynton Developments had gained planning permission for a major development just north of Manor Royal for a Tesco dot.com home delivery facility.

If you are looking for property, land or premises visit the property and planning section of the new Manor Royal website. Undertake your own online search or complete a property enquiry form.

# Safe and sound

**Avoiding disruption to normal business activities, protecting staff, property and premises and generally doing what we can to keep Manor Royal working was the subject for "Safe Place, Secure Business" seminar at Virgin in September.**

The key message was that Manor Royal is a safe place. While there have been some recent isolated incidents, the crime statistics are in line with expectations for an area of Manor Royal's type and size. However, it is important that steps are taken to send a clear message to deter criminal activity and ensure the area does not get a reputation as a "soft target".

Referring to issues of a major incident, the Fire Service stressed the importance of being prepared, having a plan and providing the emergency services with the information they need.

In response Operation Diamond - the high-level incident response plan for Manor Royal - has been produced. It provides advice about how the area will respond to a major incident and guidance for how Manor Royal businesses can prepare for the worst.

Operation Diamond, including the zonal map to help manage, navigate and organise security and emergency responses, is available online in the Business Life section.

## Which zone are you in?

We want to identify volunteers from each zone. Representatives from Zones 2 and 3 have already been found. You will help form the Community Resilience and Security Group for Manor Royal, attend quarterly meetings and be the eyes and ears for your zone. If you are located in zones 1, 4 or 5 and are interested, please contact the Business District Manager.



Manor Royal Business District Zonal Map



Note: Zones 2, 3, 4 and 5 cover the "core" Manor Royal area while Zone 1 covers the nearby County Oak, Betts Way and Metcalf Way area.

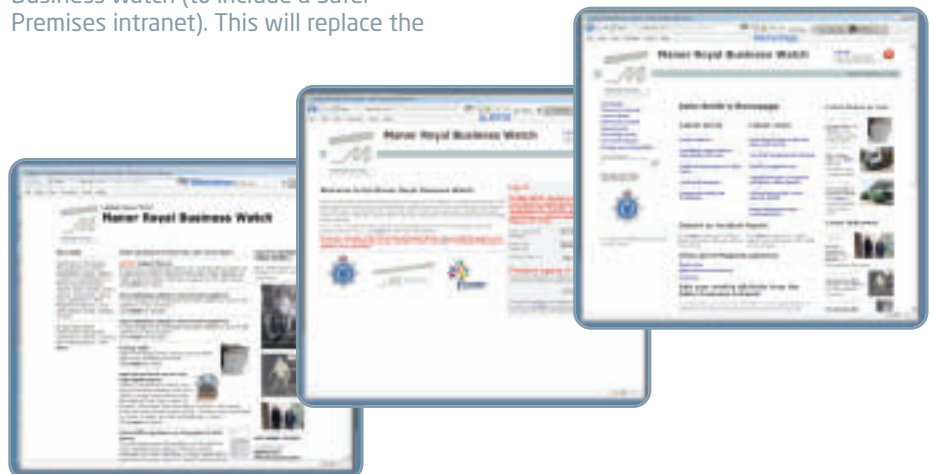
## Keeping Watch of the Business District

Communication and working together in a coordinated way to deter crime, report incidents, share expertise and receive regular alerts and updates is key to making Manor Royal even safer. It also helps to build a strong community. But it has to be easy, well managed and supported.

Hence, plans to introduce Manor Royal Business Watch (to include a Safer Premises intranet). This will replace the

existing email security network and has the benefit of being linked to the existing Crawley and Gatwick Business Watch scheme already covering other parts of the town.

The scheme will be free to Manor Royal tenants and members of the existing email network will be among the first to benefit. Anyone on Manor Royal can sign up for alerts and to become part of the network. Contact the Business District Manager for details.



# Manor Royal goes virtual

Manor Royal now has its very own place on the web. As well as a fresh new look incorporating the Manor Royal "ribbon" brand, the website has a host of new features. The intention is for [www.manorroyal.org](http://www.manorroyal.org) to be the "go to website" for all things Manor Royal.

## About Manor Royal

All the essential facts. A good start for people looking to locate here or those who want to read a potted history.

## Local life

For those that run a business or work here this section provides an area to promote various offers and promotions. Plus there's a noticeboard to share more informal news items to help build a community on Manor Royal.

## Planning and property

The first port of call for those who need help finding property or finding out about how planning works across the Business District.

## Want to contribute?

As a Manor Royal business or employee your contributions and comments are very welcome. Think of it as your website. Feel free to post comments online or contact the Business District Manager if you have something to say.

## Location

Find out how easy it is to get to and around Manor Royal, access key travel information and take a virtual tour.



## News and events

The latest news will appear here, plus you can download the current and previous issues of Manor Royal News.

## Business life

The Business Group (MRBG) works on behalf of the Business District. Everything it does is available here. There is also a handy Document Store to make it easy to download maps, presentations and key documents.

## Key contacts

Finding the right person can be tricky, so this section should make that much easier. If you get stuck you can always contact the Business District Manager.

## Home

Watch the movie and grab some news snippets.

## Get in touch!

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



# Geophysics, security, logistics

Scale and diversity - just two of the many great things about the Business District. Here we give a flavour of some of the diverse businesses of Manor Royal.

## Serious about security

Niton Equipment was founded 15 years ago by MD Tony Deveson, who previously served in the military and Sussex police forces and recognised the exacting needs of the modern law enforcement professional.

Niton Equipment remains a local family run business and for over 10 years has been based at Niton House on Priestley Way, during which time it has built up an enviable reputation as a leading supplier of police, military, business and personal security products.

With its own design team, Niton is the only company that manufactures UK specific uniform to comply with UK uniform requirements, allowing it to be the first to bring its customers new innovations.



We count local firm Definitive Security among our clients who in turn support another local firm - Eezehaul. A nice circle of trade," says Niton's Owain Larard. "Now, more than ever, we look forward to being able to apply our experience in our own local community, and making sure that we all continue to thrive here on Manor Royal." See more at [www.niton999.co.uk](http://www.niton999.co.uk)

As part of its commitment to the area, Niton Equipment has come up with a special offer for Manor Royal firms. See the back page or go online at [www.manorroyal.org](http://www.manorroyal.org) to find out more.



## Innovation, exploration and discovery

CGGVeritas is the world's leading geophysical company, employing nearly 8,000 employees across the world. In 1996 its Europe, Africa and Middle East technology hub was relocated to Crompton Way and has since doubled in size to about 400 staff, comprised mainly of geophysicists, geologists, mathematicians and physicists working as seismic imagers and research analysts, supported by IT teams.

A business driven by innovation and powered by technology, CGGVeritas experts analyse the data recorded by their land and marine surveying operations, converting it to three dimensional image of the sub-surface to optimise their clients' oil and gas exploration activities.

As Ian Thornton, Senior Vice President, puts it: "Our business model relies on



innovation, service delivery and going that extra mile to satisfy our clients. Manor Royal has been an excellent location for us, with good transport links, and close to attractive locations for our employees to live."

With £85m UK turnover CGGVeritas is important to the local economy, but vital too is their contribution to the culture of innovation and technology that ensures the UK not only participates in the next generation of business but drives the direction in which it goes. See more at [www.cggveritas.com](http://www.cggveritas.com)

Read the full story online at [www.manorroyal.org](http://www.manorroyal.org)

Contributed by Peter Young, Facilities Manager, CGGVeritas.



## Local base, global movements

Allport Limited, part of the UK's largest privately owned freight forwarding organisation, has been active on Manor Royal for more than 20 years providing a wide range of freight forwarding, logistic, storage, warehouse and packing options.

They have been in their Faraday Road premises since 1997 and last year extended into an adjoining unit to bring the total useable floor space to over 20,000 square feet. With the introduction of additional racking, Allport has a total storage capacity of 38,000 square feet and is one part of a network of offices around the world.



"Allport make use of various services provided by other local firms," claims Eddie Macdonald, Development Manager. "Maintaining a presence on Manor Royal is important for face to face dialogue with customers and suppliers."

Find out more at [www.allport.co.uk](http://www.allport.co.uk) or contact Eddie on [eddie.macdonald@allport.co.uk](mailto:eddie.macdonald@allport.co.uk)

# Royal roll call

**Well done and congratulations to those Manor Royal companies whose efforts have been rewarded recently, including:**

**Aerotron Limited** who, expanding their operation in Jenner Road, won the Queens Award for Enterprise for the second time having tripled their export business since they first won in 2006. See more at: [www.aerotron.co.uk](http://www.aerotron.co.uk)



**Eezehaul** who, as part of its growth strategy to concentrate on developing its already successful expansion into more complex supply chain and warehousing solutions, has successfully sold its stake in APC, the UK's largest independent next day parcel delivery network. See more at [www.eezehaul.co.uk](http://www.eezehaul.co.uk)



**JCA Coatings**, which has a branch in the Oakwood Trade Park and is the third largest supplier of refinishing products to the UK body repair market, won Distributor of the Year 2011, sponsored by Pure, at the prestigious bodyshop industry event awards ceremony. See more at [www.jcacoatings.com](http://www.jcacoatings.com)

**Get in touch!**



**Cova Security Gates**, based on the Sussex Manor Business Park, whose innovative new Crash Tested Sliding Cantilevered Gate has been put forward by Henry Smith MP for the prestigious government-led Made by Britain initiative. The was announced by Vince Cable to recognise the best in British manufacturing and industry. See more at: [www.covasecuritygates.com](http://www.covasecuritygates.com)

Contact Steve Sawyer on **01293 683235** or email him at [steve@manorroyal.org](mailto:steve@manorroyal.org)

## All that glitters - fancy being a winner?

Success always deserves to be recognised. Entries for the Gatwick Diamond Business Awards 2012 opened in October. The awards dinner takes place on March 22 2012 at Effingham Park with presentations being made by comedian and impressionist Rory Bremner. If you are a Manor Royal business up for a nomination - good luck. Great to hear about your nomination, your business and, hopefully, your success. See more at [www.gatwickdiamondbusinessawards.com](http://www.gatwickdiamondbusinessawards.com)



# Manager's noticeboard

## Offers and promotions

Manor Royal offers great potential for inter-company trading. Here are just some of the special offers now available to fellow Manor Royal businesses and staff.

**Bon Appetit:** 20% discount on hot food vending service

**Niton Equipment:** 500 Floodsax (emergency flood protection) to give away.

**Piranha:** Discounts to businesses and staff on external property cleaning.

**Maya Bar and Restaurant:** Lunch time buffet special.

**Beautiful Nails:** Discounted beauty treatments.

**Copthorne Motors:** Free and discounted MOTs

**Intercleanse (Pest Control) Ltd:** Free pest control survey.

Contact the Business District Manager if you have a special offer to make.

Here are some bite sized bits of news picked out by Steve Sawyer, Manor Royal Business District Manager. To find out more and see the latest, visit [www.manorroyal.org](http://www.manorroyal.org) and have a look at the "Offers and promotions" and "Noticeboard" in the Local Life section.

Contact Steve if you have something to say, promote or report.

## Pallet problem?

Do you have unwanted pallets cluttering up your place? Local firm Eezehaul are happy to take them away. Contact the Business District Manager so your details can be forward on.

## Anyone for (table) tennis?

It used to be big on Manor Royal. If you fancy a game, for a bit of fun or competition, the Crawley and Horsham District Table Tennis League could be for you. Check the website for details or email George (Treasurer) on [georgegray21@googlemail.com](mailto:georgegray21@googlemail.com)

## Is broadband getting you down?

Post me a message if it is.

## Get In - the directory

You wanted a directory, so we are working to create one. In the early part of 2012 Burrows Communications will be contacting you for your details to be included in the new Crawley and Gatwick Business Guide and Directory.

Please respond to these requests as we will be using this information to create the online Manor Royal Directory.

In the meantime, view the Local Life section of the new Manor Royal website to see the current Guide and Directory and submit your details online.

## Free waste and recycling training for 2012

The University of Brighton is looking to deliver a free course for Manor Royal businesses looking to reduce waste, increase recycling rates and save money.

Led by expert Dr Ryan Woodard, participants will receive invaluable practical advice at convenient times.

Check the website or contact Nick Rodgers at the University of Brighton for details on 07983 443556 or [n.rodgers@brighton.ac.uk](mailto:n.rodgers@brighton.ac.uk)



University of Brighton

## Get in touch!

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