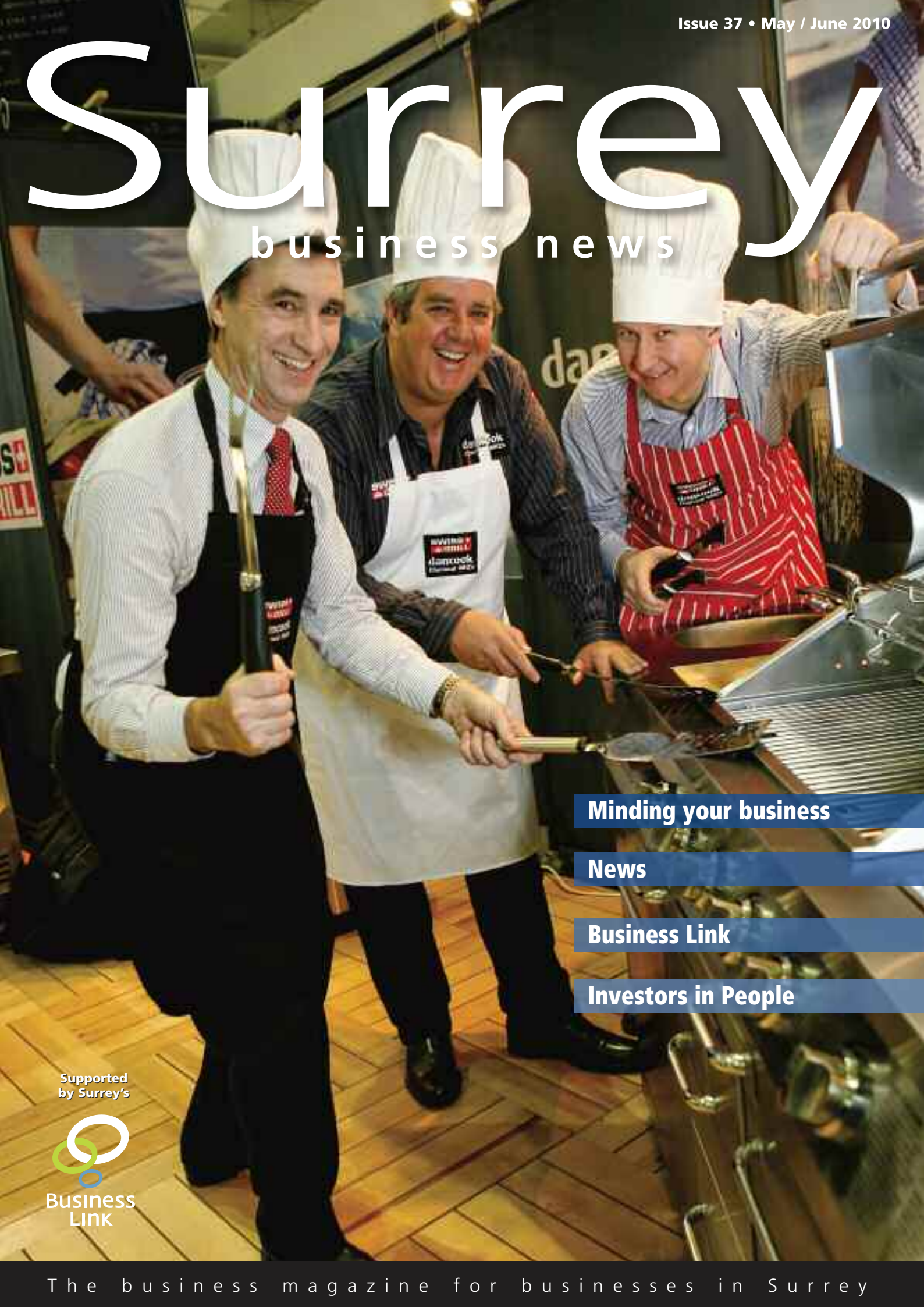


# Surrey

business news



**Minding your business**

**News**

**Business Link**

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The political landscape has changed since the last issue of Surrey Business News landed on your desk but successful business leaders are pragmatists and know how to win with the cards they have been dealt.

One thing though that has not changed is the fact that 'Green thinking' is good for business; it cuts down on waste, saves money and energy and has the added bonus of being good for company morale – by proving to your employees that you care about the environment.

And not all caring costs money. As always the pages of Surrey Business News are dotted with stories of the great charity fundraising being carried out by firms of all shapes and sizes across our county.

This too is a win-win situation for not only are you helping a great cause, but there is the added bonus of the public relations potential of proving that your company has a human face and isn't all about "work, work, work".

Of course another great way of promoting your company is to let us know what you have been up to, any major contracts you've secured, new recruits to the team, charities your staff have been supporting etc – so we can let the rest of the county's business community in on your good news.

Perhaps even take a look at our website [surreybusinesspublications.co.uk](http://surreybusinesspublications.co.uk) and see if your area of expertise is going to be the subject of one of our upcoming features, allowing you a chance to contribute and share your wisdom.

Regardless of who's calling the shots in Downing Street, we are all part of a community here and communities only succeed if we all pull together.

I look forward to hearing from you.

**Philip Jones**, Editor

# In this issue of Surrey Business News

<b>News</b>	Lloyds TSB appoints new Area Director	4
	Sounds like a sure bet	4
	Hotels find room for investment	4
	Trading computers for happy feet	5
	Win yourself some fresh air	5
	Is it a bird, is it a plane...?	6
	Sizzling success!	6
	Tax rules are getting tough	6
	A good document management system is essential	7
	Roffe Swayne retirement	8
	Partner and Director promotions at PKF in Surrey	8
	Turning your phone into money	8
	Gold-i toasts further success	9
	South East low carbon manufacturing benchmarking survey	9
	Landscaping and nursery business is champion at staff growth	10
	What is going on in the commercial property sector?	11
	Team-up will provide 'full body' training for leaders	12
	Barnett Hill in Guildford open for bedroom bookings	12
	Express response seals deal for label firm	13
	New addition to the Meadows Fraser team	14
	Beauty clinic celebrates second birthday with Bernie Nolan	14
	Entrepreneur heading for digital heights	14
	Sian goes to the head of the class	14
<b>Business Link</b>	Management team confirmed by Serco	15
	Free route to business improvement	15
	Workshops for winners!	15
<b>Feature</b>	Minding your business	16

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*Front cover image: A sizzling tale of success for Bravo Appliances! See page 6 for full story.*

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## News

## Lloyds TSB appoints new Area Director

Lloyds TSB Corporate Markets has announced the appointment of Sharon Geoghegan to the position of Large Corporate, Area Director, covering the Gatwick and South East region.

Sharon heads up a team of 20 dedicated relationship directors and managers which will focus on supporting businesses turning over in excess of £15m in the Gatwick and South East area.

Having spent the last six years looking after large corporates in Surrey and Sussex, Sharon's expertise, experience and wide network of business relationships will be invaluable in providing support to businesses in the region.

**The Gatwick and South East team are located in 2 City Place, Beehive Ring Road, Gatwick, West Sussex**

## Hotels find room for investment

Hotel brand Innkeeper's Lodge is hoping to bring new business to the area following an investment programme at its Redhill and Frimley hotels.

Innkeeper's Lodge, which has over 90 locations throughout the UK, will ensure that its hotels which adjoin the Toby Carvery restaurants on Redstone Hill in Redhill and Portsmouth Road in Frimley continue to provide the best accommodation for those looking to stay away on a

# Sounds like a sure bet

The country's first racecourse hotel opened at Lingfield Park Racecourse in May, thanks to the partnership of Arena Leisure, owners of seven racecourses nationwide, and Marriott Hotels.

With its mission statement of 'At Your Service', Arena Leisure and Marriott contracted Kent-based company Hobbs Parker Telecom to fit the resort with the latest telecommunications package.

These days you expect WiFi connection as standard in top hotels, but Hobbs Parker Telecom is installing a system that allows connectivity in all key public areas as well as both wireless and cabled access in every one of the luxurious 116 bedrooms.

It is also installing an on-site private mobile network (PMN) for the exclusive use of the hotel and its employees – one of only eight such networks in the country.

Key members of the team will



each carry a designated mobile phone and the network will be linked to the hotel's security and alarm system.

By having their own private network, hotel communications are secure and will, most importantly, remain operational in case of emergency.

Private mobile networks are now leading the way for creating greater on-site connectivity. The flexibility of keeping in contact with staff on large-scale sites is infinite, with schools, university

campuses, hospitals, manufacturing plants and even prisons all likely to benefit.

As Robert Woods, MD of Hobbs Parker Telecom, told Surrey Business News: "Private Mobile Networks are a very exciting development with much to offer for private or public enterprise. We're proud to be at the forefront of this advancement in business communications and to play a part in the launch of Lingfield Park's Marriott Hotel."

budget in the area, thanks to a major refurbishment.

Investment has now taken place at both hotels and includes a complete overhaul of the bedrooms and bathrooms following successful programmes in Aylesbury, Northampton and Stoke in 2009 – all of which have helped to bring more business and leisure guests to their respective areas.

Innkeeper's Lodge Marketing Manager Sarah Sansom said: "Despite our other investment programmes taking place during an economically difficult time, we have had fantastic feedback

and results – particularly in the number of additional guests who have been attracted to the sites.

"Our hotels have fantastic meeting facilities, great parking, serve a complimentary continental breakfast and have hi-speed wireless internet access. They also adjoin a fantastic pub and carvery. We believe that Frimley and Redhill have massive potential and this investment will give us extra impetus to promote it and to bring new business to the area."

Businesses in Redhill and Frimley are now being invited to

come down to the hotel for an exclusive look at the rooms and facilities. To register your interest, please email [redhilllodge@htpr.co.uk](mailto:redhilllodge@htpr.co.uk) or [frimleylodge@htpr.co.uk](mailto:frimleylodge@htpr.co.uk)

Sarah added: "Innkeeper's Lodge has built a great reputation for offering a fantastic value for money experience – but to keep those standards you need to continually re-invest.

"We're therefore pleased to offer companies in the area the chance to come down for a tour of the site."

## News

## Trading computers for happy feet

Godalming resident Mike Fraser, has put his best foot forward, left his corporate life in IT, and is now heading up a ground-breaking new footwear business, which has just opened in Richmond.

After 12 years at leading multi-nationals Alcatel-Lucent, GlaxoSmithKline and Reed Business Information, Fraser, 34, has opened Foot Solutions, which will focus on stylish, healthy shoes for all seasons, occasions and for athletes. These are designed to reduce afflictions like back pain and aching ankles and feet.



Mike Fraser opens Foot Solutions

According to research from London's Homerton Hospital 85 per cent of us wear ill-fitting shoes and so these are common complaints – even though foot pain is not normal, but triggered by the wrong shoes we buy.

"The solution is very careful analysis of the pressure points in your feet and your walking posture," explained Fraser. "We offer a free 30-40 minute assessment by staff trained in the biomechanics of the feet, who use state-of-the-art technology.

"That ensures bespoke solutions for all sorts of feet, using arch supports which help you with your balance and the alignment of your hips, knees and feet. Properly aligned joints mean less pain, and I wish I'd



Mike Fraser assess feet with screen showing pressure points

known earlier about the supports, which I only used at the end of my rugby playing career at London Scottish. They certainly helped address my injuries – primarily patella tendonitis in my knee."

Fraser ditched his corporate career because he wanted to run his own business. So, after completing an MBA at The Henley Business School, he found an opportunity with Foot Solutions, which claims to be the leader in properly fitted shoes and arch supports in the States.

"This is the first Foot Solutions shop to open in the South East and I believe that our free appraisal and individual attention will be of great interest. We want to provide the best service and the most comfortable shoes – or as they say in the States, we aim to make your feet happy."

Those who would benefit are those on their feet for three or more hours a day, including key groups like nurses, teachers, police and retail assistants. Business women in high heels would also feel less pain from their tight narrow shoes.

In the States athletes have already seen the difference arch supports make to balance and pain reduction and a reported 90 per cent use them.

**For more information please visit [www.footsolutions.co.uk](http://www.footsolutions.co.uk) or stroll into the shop itself at: 4 Red Lion Street, Richmond upon Thames, Surrey TW9 1RW**

### Foot facts

- An average day of walking brings a force of several hundred tons to bear on your feet
- The human foot contains 26 bones, 33 joints and over 100 tendons, muscles and ligaments
- The average person walks the equivalent of 3.5 times around the earth during their lifetime
- Most foot problems are caused or aggravated by poorly fitting shoes
- Foot Solutions opened its first store in the States in 2000 and now has 250 outlets.

### Win yourself some fresh air

Guildford-based, environmental solutions company Space Air is exhibiting on stand 318 at the Southern HomeBuilding and Renovating exhibition at Sandown Park, Epsom, 26 & 27 June.

Experts on the stand will be able to answer questions on the latest micro-generation scheme, available grants for heat pump systems and Daikin's highly energy efficient products, such as the Daikin Altherma air-to-water heat pump system, a low carbon ideal replacement to the conventional fossil-fuel boiler for heating and/or hot water for existing properties and new builds.

Space Air is celebrating its 30th year, and will be running a free entry competition where on both days someone can take away the Siesta 7 'Flash Streamer' air purifier, currently retailing at £305.50, an ideal air purifier for allergy and asthma sufferers (including hay fever), the purifier also decomposes 100 per cent of the H1N1 flu virus.

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## News

**Is it a bird, is it a plane...?**

Here's your chance to be a 'super hero'. The Surrey Care Trust is looking for volunteers to participate in the DIFC 5k Super Hero Run London 2010 on Sunday 13 June.

It's £20 to register to take part in the run, which starts in Greenwich Park, and the Trust is asking participants to raise £100 in sponsorship.

The Trust also has six places for the British 10K London Run on Sunday 11 July.

The run is staged on the world's greatest road route through the heart of London.

Passing many of the capital's truly world famous landmarks including: Wellington Arch at Hyde Park Corner, St James's Palace, Trafalgar Square, St Paul's Cathedral, the London Eye and Big Ben, finishing on Whitehall near Downing Street.

All the Trust's runners are being asked to raise around £250 in sponsorship to help it continue its vital work.

**For more information contact Vicky Nash on 01483 412751 or email [vicky.nash@surreycaretrust.org.uk](mailto:vicky.nash@surreycaretrust.org.uk) or visit [www.surreycaretrust.org.uk](http://www.surreycaretrust.org.uk)**

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# Sizzling success!

Surrey bankers have sealed a deal which will enhance barbecues across the UK this summer.

Support from the Guildford-based team from Clydesdale Bank for Bravo Appliance Co, of Chalton, included securing a £560,000 loan through the Government's Enterprise Finance Guarantee (EFG) Scheme. A further £500,000 was drawn down through Invoice Financing to assist with cashflow and liquidity. Bravo Appliance Co has developed a new Swiss Grill barbecue ranger.

Marks & Spencer, Harrods, Calor Gas and independent garden centres have already signed up to sell the grills.



*Grillers in our midst: Eric Vardy, Managing Partner at Clydesdale Bank's Guildford Financial Solutions Centre, John Hartwig of Bravo Appliances and Shaun Reynolds, Business Partner at Clydesdale Bank, cooking up a treat on one of Bravo's range of Swiss Grills at the Ideal Home Show in March*

## Tax rules are getting tough

Weybridge-based firm of accountants, TWP Accounting, is advising taxpayers to ensure they seek professional advice when completing tax returns to avoid being hit with penalties, in light of stricter rules implemented by HM Revenue and Customs (HMRC).

The new regime means that taxpayers can now incur penalties for inaccuracies in tax returns and other documentation, as well as for underpaying, or making late tax payments.

This was highlighted by a recent case in which a taxpayer tried to reclaim £3,000 in

overpaid tax, but HMRC calculated that he was owed only £1,000 and fined him £1,400 for the inaccurate calculation.

Tax experts are concerned that the latest regime is unnecessarily harsh, and that it is yet another way in which HMRC is trying to boost funds.

However, a HMRC spokesperson stressed that the regime is in place simply to ensure that everyone pays the right amount of tax and claim only what they are owed. They also pointed out that those who feel they have been treated unfairly can appeal at an

independent Tribunal.

Mike Dawes, TWP Partner, commented: "The calculation of a rebate can be a complex and confusing task, and it is vital to consult a professional for sound and trustworthy guidance.

"This case highlights the need for taxpayers to seek expert advice to ensure they submit accurate rebate claims so as to avoid being hit with fines."

**For more information about TWP, or for advice about your tax issues, please call 01932 704700 or visit [www.twpaccounting.co.uk](http://www.twpaccounting.co.uk)**

## News

## A good document management system is more essential than ever

A good document management system (DMS) is more essential today than ever before, according to Colin Fagg, Managing Director of Digital Paper Ltd.

The rapid changes in new technology and the Laws on Data Protection has seen demands and pressure growing on the business world for better, faster and more secure ways to provide access to files and documents.

Colin said: "Ways of unlocking and securing information locked away in paper files held in rows of expensive filing cabinets and maintaining these files in a 'live'



state can be achieved by using our DMS solutions.

"For example, Worthing Homes scan all documents in the post room as they arrive and the workflow process then automatically distributes them to the correct person or department saving time, ensuing documents

and letters do not go 'missing' and that enquiries are dealt with on time."

Digital Papers' InSyde Software DMS will also allow companies with remote offices anywhere in the world to access and exchange documents and data as if they were all under one roof.

Similarly, companies can now encourage home working and staff can gain the same benefit with simple and secure access to the documents and information they need.

Colin added: "Disaster recovery, data security, space saving and simple fast secure access to data are some of the automatic benefits of using our DMS system.

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## News

## Roffe Swayne retirement



(left to right) Roffe Swayne Partners, Chris Baxter, Sharon Ward, Richard Edmondson and Mark Leigh. Richard Edmondson, long standing Partner of Godalming chartered accountants Roffe Swayne, retired from the firm at the end of March. Richard joined Roffe Swayne in Haslemere in 1979 and became a Partner in 1983. He was based in Haslemere until 1998 before moving to the firm's Godalming office, Ashcombe Court.

# Partner and Director promotions at PKF in Surrey

The Guildford office of UK top ten accountancy and business advisory firm, PKF, has announced three new Partner and Director promotions.

Nick Warner has been appointed as a VAT Partner and will head up the Guildford office VAT team. Nick has been with the firm for six years and has extensive experience in VAT advisory and compliance matters including representing clients in their dealings with HM Revenue & Customs (HMRC) and advising on groups and international VAT issues. Nick is a regular speaker at events where he is able to share his excellent ability to convert complex legislation into practical solutions.

Jon Noble has been promoted to Director of Assurance and Advisory. Jon has been at PKF for 11 years and looks after a range of assurance clients

particular those in the charity, professional practices and small and medium enterprise (SME) sectors.

Julian Upton has been promoted to Director of Accounting and Business Services where he provides accounting, advisory and business support to growing and entrepreneurial businesses. Julian joined PKF in 1992 and divides his time between the Guildford and Alton offices.

Stuart Collins, Managing Partner of the PKF office in Guildford, says: "These promotions are very well deserved. Nick, Jon and Julian are real assets to the Guildford office and their collective tax, accounting and business advisory skills and experience will continue to benefit our clients and businesses in Surrey and the wider South East region."



Nick Warner



Jon Noble



Julian Upton

## Turning your phone into money

An independent consultancy that specialises in the fields of secure transactions, contact and contactless multi-application smart card and mobile technology, is helping fund a pioneering project at the University of Surrey concerning the security of mobile phones as transactional devices, with an emphasis on Near Field Communication (NFC) payments.

NFC technology is being

progressively introduced into mobile phones, and allows them to act like contactless smart cards (such as the Oyster Card and Visa payWave and MasterCard PayPass cards) or readers.

Thomas Diakos is undertaking this PhD research and, as part of this, will be spending a minimum of one month per year, for the next 3.5 years, at Consult Hyperion's offices in Guildford.

Thomas said: "Working at Consult Hyperion is such a rewarding experience for me because of the company's

innovative and enthusiastic approach to developing mobile security technology. Our aim is to provide a secure alternative to the way we use our credit cards for everyday transactions."

There are obvious risks associated with making transactions using the standard Chip and PIN format, as you cannot be sure that your PIN number and card details are not being stored on the reader.

However, although using your mobile phone keypad for such transactions appears more secure, it is evident that there are still some

possible vulnerabilities, and this is what forms the basis of Thomas' research.

Neil McEvoy, Managing Director of Consult Hyperion, states that the research will be focused on: "acquiring in-depth knowledge of the vulnerabilities of typical and specific mobile phones in order to develop appropriate protections for sensitive transactions."

**For further details on other research being carried out at the University of Surrey please see:**

**<http://www2.surrey.ac.uk/research/>**

## News

# Gold-i toasts further success

This year's Toast of Surrey Young Business of the Year winner Gold-i is celebrating further success having also been named as a finalist in the prestigious 2010 Global Entrepreneurship Competition.

The Global Entrepreneurship Competition recognises the success of early stage businesses and provides the winners with a financial prize of up to €20,000 and the opportunity to showcase their projects to investors at HiT Barcelona in June – an international event which brings together business leaders, innovators and entrepreneurs.

The award was open to

selected companies from 19 countries, representing the world's top Entrepreneurship Centres. A judging panel consisting of senior executives of multinational companies and private equity fund representatives assessed the entries and analysed their business plans in order to select the finalists.

According to Tom Higgins, CEO of Guildford-based trading technology company Gold-i: "We were initially put forward for the award by Malcolm Parry, Managing Director of Surrey Research Park, and are delighted to have been selected as a finalist,



beating a wide range of innovative companies from across the globe.

"The judges were looking for ambitious and skilled teams, technology with a sustainable competitive advantage and growth potential across a global market. We were thrilled to hear that Gold-i ticked all the boxes for them and look forward to the final results in Barcelona."

Gold-i is the UK's leading systems integrator to the global FX & CFD market place. The company's vision is to stay at the forefront of trading technology, providing a competitive edge to its clients, globally. For further information visit [www.gold-i.com](http://www.gold-i.com)

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## South East low carbon manufacturing benchmarking survey

The Manufacturing Advisory Service (MAS) South East and the Low Carbon Innovation Network are working together to conduct an online low carbon benchmarking survey amongst regional manufacturers.

Dominic Brown, Senior Manufacturing Specialist, MAS South East, said: "Environmental drivers and a low carbon economy are key to the future success of manufacturing in the UK – manufacturers should be looking to go leaner and greener, maximising energy efficiency and minimising waste, utilising the benefits of responsible manufacturing."

The results of the survey will help MAS South East and the Low Carbon Innovation Network determine how best to focus their on-going approach and service offering to the South East region with regard to opportunities and challenges arising from the move towards a low carbon economy.

Growth in market sectors such as renewable energy and low carbon transport and the changing demands from customers requiring environmentally-sound products is opening-up exciting new business opportunities.

Dominic continued: "It is clear

that South East Manufacturers want support in reducing waste, saving energy and ultimately making their businesses sustainable – as well as understanding legislation and help to adopt environmental management systems. Manufacturers want realistic, timely and cost effective methods to make this possible."

The results will be shared with all those manufacturers that have contributed online meaning all findings can be utilised to help individual companies' own low carbon planning going forward.

MAS South East will use the information to further support

manufacturers with additional environmental advice and guidance - beyond the traditional areas of compliance with legislation or meeting consumers' expectations of the green agenda. MAS aim to provide a range of tools and strategies that support the continuing drive for resource efficiency and cost reduction in manufacturing.

**The MAS South East Low Carbon Manufacturing Benchmarking Survey can be found at: <http://www.carbon-innovation.com/manufacturing/southeast/>**

## News

# Landscape and nursery business is champion at staff growth

Nurturing its staff as well as its trees and shrubs has helped an Addlestone-based landscape contractor achieve Champion status in a national awards scheme.

Woburn Hill's Gavin Jones Ltd has 250 directly employed staff and provides landscape construction, garden design & build, ground maintenance and plant and tree care nationwide.

It has recently been awarded Investors in People Gold status, meaning that the business has gone beyond the nationally recognised standard and achieved the highest award possible. It was then invited to become an Investors in People Champion to act as an ambassador for other organisations.

Yvette Etccl, Director of Business Development at Gavin Jones, said: "Our people are our biggest asset. The culture of the company is very supportive – people work together to ensure an inclusive atmosphere and understand the value of their



*BLOOMING MARVELLOUS: Trish Fraser, Managing Director of Quality South East (holding plaque), presents the Investors in People Champions plaque to staff at Gavin Jones, including Managing Director Will Clark (front, centre right)*

individual contribution to the organisation as a whole. We work hard, but we also have fun as a team.

"What shone through in our work with Investors in People was our workforce's sense of pride and their determination to show the customer that they care about doing a job well. As Champions we will be looking to take that message out to our clients, suppliers and other businesses in the horticultural and service sector."

She added that managers act as

role models for staff, and by working from their appraisals they can motivate and encourage them in their training and career development.

Gavin Jones carries a Royal Warrant for its work with the Royal Household's ground maintenance, is a Chelsea Flower Show Gold Medal winner and has worked with Investors in People since 2001.

The company celebrated attaining its Champion status with the formal presentation of the Investors in People Champion

plaque.

Commenting on Gavin Jones' achievement, Trish Fraser, Managing Director of Quality South East, the Investors in People Centre for Surrey said: "Gavin Jones is one of those organisations at the leading edge of people management best practice in the UK today. As well as its high levels of investment in supporting people's development, there is a strong team spirit. Managers are very much role models within the business and the end result is that staff feel that they are part of a family, not just a business.

"It is for these, and many more reasons, that Gavin Jones is a worthy Investors in People Champion and I look forward to working with them on promoting its real business benefits to other organisations in the South East."

**To find out more about the benefits of Investors in People visit [www.qse.org.uk](http://www.qse.org.uk), [www.investorsinpeople.co.uk](http://www.investorsinpeople.co.uk) or call 01329 822077**

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## Property

# What is going on in the commercial property sector?

by Mark Sherwood of Vail Williams

Values going up – values going down. Investors seeking secure income streams – the market wanting risk. A mismatch in supply and demand. A weak occupational market, but a lack of occupational space in some areas. Although all of the above is true because of the huge variety of factors influencing the commercial property market, the perception is often that there is a direct link between price trends in the residential and commercial sectors.

So what are these key drivers and where are they going? Prices have continued to rise for quality property with yields for some as low as 4.5 per cent, largely driven by re-rating of the entire asset class.

Investors have returned to the sector to chase the attractive initial yields that can be secured on long contracted rental streams. But the rise in demand for property has not been met by an adequate supply. Vendors do not want to sell at the bottom of the market, forcing a supply mismatch and a rapid price rise.

As prices rise, supply is rising, leading to a reduction in competition and we believe that this will gradually lead to a general levelling of prices.

Many properties are in a different part of the cycle with the two overriding factors being concern over re-letting should a building become vacant and the lack of bank finance. In our experience, banks are increasing their lending to the property sector, but this isn't happening as quickly as the market would like,



Mark Sherwood

constrained by prudent loan to value criteria. Yields are continuing to move beyond 10 per cent.

### But what of the future?

During the last two years, many property investors breached their loan to value covenants, resulting in the banks controlling significant property portfolios. Historically, this might have produced fire sales, driving the market down further.

But in 2009 the banks didn't react in this way and now, as prices stabilise, there are indications that banks are reviewing the future of these properties, with many of their commercial property assets being sold over the next couple of years. This will result in a significant rise in supply and may cause a dip in values.

In considering commercial property assets, we can't ignore wider economic factors that are creating a highly deflationary environment. The spectre of uncontrolled inflation is hovering just over the horizon and although experts are divided on governments protecting equity markets and commodities whilst reducing the value of their monstrous debts by inflating them away, there is a pervasive logic to it. Traditionally property has been

viewed as an inflation hedge.

A further concern is the precarious position of sterling, with overseas investors becoming attracted as it falls, but being unlikely to invest until they believe sterling has reached a floor.

### So is there any good news?

In my role as an advisor I meet many people who tell me their business is improving. As company's earnings continue to stabilise and rise, this is gradually resulting in the return of occupier demand.

We have seen significant new lettings and rising rents in the City of London and there are other rising location-specific demands. It

is the rental streams from the occupiers that are the principle attractions of the commercial investment market.

Macro factors and supply demand mismatches will continue to cause undulations, but at present the market is trending slightly upwards.

Over the next year these undulations are likely to continue, but it is also likely that the upward curve will steepen as confidence and the availability of finance return to the market.

**Contact: Mark Sherwood**

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## News

## Team-up will provide 'full body' training for leaders

Farnham Castle has teamed up with Roffey Park Institute, a leading leadership and management institute, to offer programmes for intercultural awareness and leadership.

"There is a clear synergy between the intercultural training we provide at Farnham Castle, and the calibre of Roffey Park's leadership programmes," said Jeff Toms, Director of Marketing and Client Services at Farnham Castle. "We are excited about this initiative which combines our quality resources with the aim of widening the breadth and scope of the programmes available to both organisations' international corporate customers."



The organisations ultimately envisage creating a unique course aimed at international managers in addition to a joint research project as well as marketing initiatives such as mutual web presence.

"Our portfolio of leadership and management programmes cover areas including personal effectiveness, people

management and leadership skills as well as the development of effective coaching capabilities," added Michael Jenkins, Chief Executive at Roffey Park.

"However, we believe that successful international managers need to acquire a set of intercultural awareness skills so they develop a personal affinity with the culture(s) they

are working.

"We always say, there are two parts to the development of the successful international manager – the cerebral and the functional.

"Therefore, bringing together these two key elements through established leaders in these fields makes complete sense, as we can now diversify our offering. In other words, now Roffey Park will provide the hearts and minds and Farnham Castle, the arms and legs."

**For more information about the new programmes please call 01252 721194. Information about Farnham Castle can be found at:**

**[www.farnhamcastle.co.uk](http://www.farnhamcastle.co.uk)**



## Barnett Hill in Guildford open for bedroom bookings

Barnett Hill, Sundial Group's Guildford-based conference and event venue, is now accepting bed and breakfast bookings from businesses and individuals.

Surrounded by 26 acres of beautiful grounds and gardens, overlooking the Surrey Hills Area of Outstanding Natural Beauty,

Barnett Hill has 54 en-suite bedrooms, leisure facilities and offers superb food to business travellers and tourists.

Tim Hall, the venue's General Manager, believes Barnett Hill brings something different to the local marketplace. "We're not in the business of luring

guests in with a low headline rate before presenting scores of additional charges for the sorts of things you should be able to take for granted," explains Tim. "We offer free, on-site car parking so you won't have to factor in extra charges just for coming to stay with us.

Likewise, we offer unlimited, free, wireless internet access throughout our venue to every guest, so you'll not have to go to the hassle and expense of acquiring credits or passwords just to stay in touch with the outside world."

## News

# Express response seals deal for label firm

A Croydon company has been able to meet a sharp upturn in orders after swift action from Clydesdale Bank freed up its cash flow enabling it to seal important deals with customers.

Label Express supplies self-adhesive labels to big brands and retail multiples from its premises on the Beddington Trading Estate. At the start of the year it found itself in a situation familiar to many medium sized businesses with orders picking up but cash flow suffering through some larger customers apparently delaying invoice payment.

"To meet the increase in demand in January and February

we were looking for flexible funding to give us access to cash as and when we needed it," said Managing Director Brian Edwards.

"One of the main problems we had identified was that some larger businesses were becoming more and more creative in their excuses for delaying payment to smaller concerns such as ours, which causes real cash flow issues."

With orders increasing and just a short timescale within which to meet them, Label Express challenged a number of different financial institutions to come up with a solution, setting them a deadline of just three weeks.

"By the time the board met to reach a decision, only Clydesdale Bank had been able to put its recommendations together with supporting paperwork on the table. That inspired confidence in us that they could deliver what we wanted and when we wanted it," said Brian.

Steve Brown, Business Partner at Clydesdale Bank's Croydon Financial Solutions Centre (FSC) in Lansdowne Road, agreed an invoice discounting facility with Label Express.

"We are seeing increased demand for our invoice discounting service," said Steve. "We release cash tied up in outstanding invoices to the

business allowing them to redeploy it where it is needed most – in this case, paying suppliers."

The deal agreed with Label Express allows the company to draw down funds when it needs them, an important facility as its order book gets healthier and healthier.

**For more information on how Invoice Financing can improve your cash flow or to find out about the range of services Clydesdale Bank can offer businesses call the Croydon FSC on 020 8774 4820**

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## News



### New addition to the Meadows Fraser team

Weybridge-based firm of solicitors, Meadows Fraser LLP, have further developed their growing legal team by welcoming Paul Gulbenkian as their latest consultant solicitor.

Recommended by the Legal 500, Paul is recognised as one of the country's leading experts in the field of immigration law. With experience of handling all aspects of immigration law, including business immigration, asylum, human rights, applications for British citizenship and appeals, Paul has taken cases to both the House of Lords and the European Court of Justice.

Paul is also a founder member of the Immigration Law Practitioners' Association (ILPA), as well as being the President of the European Immigration Lawyers Group (EILG).

**For more information, contact Meadows Fraser on 01932 852 057 or visit [www.meadowsfraser.com](http://www.meadowsfraser.com)**

## Beauty clinic celebrates second birthday with Bernie Nolan

After the reception and cocktails, there were a number of practical demonstrations in one of the treatment rooms, including electrolysis (to treat among other things, moles, age spots and spider veins on face, body and hands) and dermal fillers.

"It has been a fantastic two years," said Clinic Director Vicki

Smith, "and we're thrilled to have doubled our patients to 1,600 in that time. The clinic is always exploring new treatments and approaches, and in June we will be holding our very first male aesthetics evening for hair removal, fat reduction and skin rejuvenation."

**More information about Absolute Aesthetics can be found at [www.absoluteaesthetics.co.uk](http://www.absoluteaesthetics.co.uk) or by telephoning 01483 477 189**



*Fifty guests celebrated the second birthday of the Guildford beauty clinic Absolute Aesthetics with singing star Bernie Nolan of the Nolan sisters, who opened a new suite and helped cut the cake*

## Entrepreneur heading for digital heights

Young Guildford businessman and entrepreneur, Peter Richman, is celebrating the third anniversary of his first Plug and Play office in Guildford, with the announcement of the company's 300 per cent growth during the last 12 months.

Peter, 24, started Plug and Play in Spring 2007 and has just sold his first franchise, now open in Southampton.

Plug and Play specialises in digital marketing, designing websites, developing branding, managing e-commerce and printing for national and regional companies such as Red Bull, Bowmore Whiskey and

[livinginsurrey.co.uk](http://livinginsurrey.co.uk)

Peter attributes the 300 per cent growth to an increased understanding by customers of the accountability of digital marketing.

He told Surrey Business News: "During the recession of the last 12 months, marketing heads have been driven to keeping their businesses afloat while justifying their spend. Investing in web marketing is more influential and accountable – you can measure it, see its impact, and evaluate the investment. Companies which cottoned onto this last year have worked with us to manage the processes, resulting

in a win-win situation.

"We work with local businesses, such as [livinginsurrey.uk](http://livinginsurrey.uk), but have also been producing large-scale websites for national companies, such as The Harley Street Clinic. Without the larger overheads of a London agency, we can project our resources into our client's marketing strategy, rather than the high costs of living in the city."

**To find out how Plug and Play can help your business develop, go to [www.plugandplaydesign.co.uk](http://www.plugandplaydesign.co.uk)**

### Sian goes to the head of the class

Surbiton's 20-year-old Sian Maclaren has become the youngest person to open a Headmasters franchise with the opening of her salon in

Victoria Road.

Sian, who started at Headmasters on work experience at the age of 13 has had a life-long passion for hair and beauty and has always dreamed of opening her own salon.

Now after seven years of

training and becoming the youngest manager to ever work at Headmasters, Sian's dream has come true.

**To make an appointment at the salon please call 020 8399 0330**

# Management team confirmed by Serco



*The new Senior Management Team for the Business Link service in the South East (from left to right) - Peter Griffiths, Deborah Wyatt, Carolyn Watson, Sue Adams, Graeme Sibley and Laura Pelling*

Serco, which took over responsibility for delivering the South East Business Link service in April, has confirmed the appointments of all members of the service's regional Senior Management Team.

Transition to the new service arrangements has been overseen by Senior Serco Executives who will now work alongside the new management team to maintain current service provision and then prepare for transformation of the service during the summer. This will see the introduction of several hundred local Business Link access points right across the region as well as new service developments to reflect the precise needs of business communities in different areas of the region.

The new Chief Executive of Business Link in the South East is Graeme Sibley. Formerly Managing Director of a national

support services operation within the Parkwood Group, Mr Sibley also has extensive knowledge of the South East having held several senior management positions at BAA at Heathrow.

All other members of the Senior Management Team of Business Link have also been confirmed. Peter Griffiths, Operations Director, joins the organisation with detailed knowledge of the Business Link service having previously been a Director of Business Link Milton Keynes, Oxfordshire and Buckinghamshire (MKOB).

Carolyn Watson, the former Director of Finance and IT at Sussex Enterprise, has been appointed Head of Finance. The former Human Resources Manager at Business Link Surrey, Sue Adams, has been appointed as Head of Human Resources.

A former Director of Business

Link in Hampshire and The Isle of Wight, Deborah Wyatt, now assumes responsibility as Director of Partnerships. Laura Pelling now becomes Marketing and Insight Director, having previously coordinated Business Link's marketing activities in the region.

"We're absolutely delighted to have recruited such a dynamic and highly talented management team that blends proven experience of the Business Link service in the region with senior management experience from other sectors of industry," says Serco's Transition Director Martijn Noordewier. "This combination of experience will enable the future delivery of the Business Link service to benefit from a balance of pragmatism and fresh ideas as we look to develop and improve access to the support services available to new and established enterprises right across the region."

## Free route to business improvement

If you're looking for a free, impartial and confidential assessment of your business ideas and potential, a 90-minute Business Review with an experienced Business Link Adviser is the perfect solution.

With the overall aim of developing a practical action plan for improving your business, it will help answer questions, solve problems and set objectives in areas including your operations, sales and marketing, people development, cash control and more.

**Available at a host of locations to suit you throughout Surrey, a one-to-one clinic may be organised in advance by calling 0845 600 9 006 or emailing [success@businesslinksurrey.co.uk](mailto:success@businesslinksurrey.co.uk)**

## Workshops for winners!

June brings with it two free opportunities for small business owners and managers to improve their knowledge and skills in a hands-on environment, with special Business Link workshops on Boosting Sales and Profit (Dorking, 11 June) and creating Winning Websites (Woking, 15 June).

**Just part of Business Link's ongoing programme of workshops on a vast range of topics, both are taking bookings now on 0845 600 9 600 or [success@businesslinksurrey.co.uk](mailto:success@businesslinksurrey.co.uk)**

# Minding your business

Good corporate behaviour makes for good business practice whether it's operating in an environmentally friendly way or ensuring the wellbeing of your staff. Surrey Business News has spoken to some experts in the field to see how they can help your company.





## Managing safety, when less is more

Health and safety at work is about saving lives, taking practical steps to protect people from real harm and suffering. This is the Health and Safety Executive's view, and it's one that Surbiton-based Assured Safety & Health completely supports.

"It's not about endless paper," said Martin Larmour, Managing Director of Assured Safety & Health. "I'm convinced that the more paper you generate, the more you obscure the real issue, and people just switch off. In

many cases 'Less is definitely more'!"

As a Chartered Safety Practitioner, Martin has worked in Health and Safety for over 20 years and is passionate about raising standards of safety management while keeping the 'bump' to a minimum.

"I'm a great believer in standards, but this is as much about clear communication and leadership – that's where the real change comes from" said Mr Larmour.

Assured Safety & Health aims to provide companies with effective risk management strategies.

"Effective H&S management make great business sense: you protect your workforce, save on absence costs, save recruitment and insurance costs, and just as importantly, you maintain a high reputation. At Assured Safety & Health we never forget you've got a business to run."

**For more information  
Assured Safety & Health can  
be contacted on  
020 8873 0976**

## Are you green, lean and legal?

It's not always easy to keep up with the latest laws surrounding disposal of your business waste, but did you know that you're risking a fine if you take it home or to the local community recycling centre to dispose of?

And how do you make sure your business has the green credentials customers look for these days?

You can find out by visiting Surrey County Council's new online environmental toolkit, Surrey Green Steps.

It's been developed to help your business find out more about the legal requirements for your sector and get simple tips to save money and be greener. You can even create your own individual Environmental Management System to improve your company's green credentials.

**So why not visit  
[www.surreygreensteps.com](http://www.surreygreensteps.com)  
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Want to avoid a fine, make green savings for your business and improve your environmental credentials? Then visit Surrey County Council's new online environmental toolkit for businesses at [www.surreygreensteps.com](http://www.surreygreensteps.com).

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)  SURREY COUNTY COUNCIL  
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## Charcoal company 'cleans up'

C-Cure Solutions, the latest spin-out company launched from the University of Surrey by academic researchers, and in partnership with Forest Research – part of the Forestry Commission – has been established to provide more efficient methods of remediating polluted land, air and water by utilising specialist charcoals.

C-Cure Solutions is benefiting from the help of the University's Business Incubation Centre, SETsquared, based in the Surrey Technology Centre (STC) to commercialise the charcoal-based products in order to provide a cost-effective way of reducing pollution in areas contaminated with heavy

metal or organic pollutants.

"The successful trials using our specialist charcoals have attracted a great deal of attention, particularly from the mining and waste industries," said Dr Frans de Leij, co-inventor and member of University's Faculty of Health and Medical Sciences. "Our products are already being tested in Cornwall, Anglesey and at Sellafield, but there is also a great deal of international interest too which is very exciting."

The charcoal essentially immobilises the contaminants and encourages the degradation of organics, resulting in the breaking down of pollutant-receptor linkages. It addresses the problem of sites that are polluted with mixed pollutants such as heavy metal and hydrocarbons.

"This kind of innovation really does capture the imagination and demonstrates what can be achieved through sheer hard work and then being brave enough to take an idea from the lab and develop it further through a partnership with expertise from somebody like the Forestry Commission," added Dr Malcolm Parry, Director of the Surrey Research Park.

Sarah De'Lacy, Director of SETsquared, added: "We are delighted to be working with, and trying to help companies like C-Cure Solutions, that have evolved from the academic world with a fantastic idea/product. Now the next stage is to develop this commercially, and the early interest already received is encouraging."

The success of C-Cure Solutions is another reminder of the innovative work that SETsquared and the Surrey Research Park support, allowing these groundbreaking ventures to come to life. With office space, investment readiness and mentoring, as well as access to its high-calibre network of experienced entrepreneurs, potential investors and business professionals, the SETsquared Centre is a good environment to start a technology, science or design-based business.

The Surrey Technology Centre, which is home to SETsquared - Surrey is also in itself a great environment for businesses to engage in a broad spectrum of research, development and design activities.



## Grundon Waste Management

Grundon Waste Management is a leading local supplier of integrated waste management solutions. Operating from a Waste Transfer Station and Materials Recovery facility (MRF) at Randalls Lane in Leatherhead, its services include the collection and treatment of mixed recyclables and general waste.

In addition, the company deals with all aspects of hazardous waste management, including contaminated waste, clinical/medical waste disposal and the collection & treatment of batteries and waste electrical and electronic equipment (WEEE).

Grundon owns and operates a fleet of purpose-built collection vehicles for all of the main types of container, from 240, 660 & 1100 litre waste wheelers



through front end loaders (FELs) and skips up to 40 yard Rolonofs. For customers requiring higher-capacity solutions the company supplies the full range of mobile and static compactors with optional bin-lifting equipment.

The company also owns a range of industry-leading treatment facilities, including Transfer Stations, Materials Recovery Facilities, Hydroclaves, Clinical / Hazardous Waste

Incinerator, Hazardous Waste Transfer Station and a Green Waste Treatment facility.

In 2010 Grundon opened its new Energy from Waste plant at Colnbrook near Heathrow. With a capacity of 410,000 tonnes per annum this offers customers a secure alternative to landfill for the disposal of residual solid waste, whilst generating 34 MW of electricity for export to the National Grid.

Grundon aims to deliver the highest possible standards of service quality and customer care. In January 2009 the company was awarded the Royal Warrant of Appointment by Her Majesty The Queen in the category of Waste Management.

**For more information contact Grundon on 0870 167 6163 or e-mail them at [info@grundon.com](mailto:info@grundon.com)**



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For details please call **0870 167 6163** or e-mail [info@grundon.com](mailto:info@grundon.com)



## GRUNDON

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