

# It's full steam ahead for our business boosting summer

**An action-packed summer lies ahead for Surrey Chambers of Commerce and its members with three major events to help businesses find new leads and leave the recession behind.**

## Grow Your Business

SURREY CHAMBERS will have a strong presence when the Grow Your Business exhibition returns to Guildford Spectrum Leisure Complex on Wednesday, May 12.



grow  
your business

Now in its third successful year, Grow Your Business assembles experts to provide practical solutions to everyday business problems and services that can help you manage your business more effectively.

Admission is free and there will be a programme of free seminars and one-to-one clinics.

For further information on Grow Your Business, contact either James or Paul Webster on 0118-973-1976 or email [info@websterpartnership.co.uk](mailto:info@websterpartnership.co.uk)



## Kempton Park Expo

OUR OWN EXPO at Kempton Park Racecourse on Tuesday, June 22 is a sure bet for boosting business, with hundreds of companies from across the county expected to exhibit and visit.

Louise Punter, Surrey Chambers CEO, said: "Not only will you raise your company's business profile and build your database, but you will also develop invaluable relationships – possibly for new partnership-working and joint ventures – as well as gaining valuable feedback about your products and services.

"As we emerge from recession, it's never been more important to get out and meet face to face with business colleagues, to keep the momentum going.

"At the Surrey Chambers Business Expo you will be able to network with hundreds of other Surrey business owners and managers, listen and learn from the many experts in attendance, meet new potential suppliers, develop new partnerships and build new contacts."

The Expo also offers seven free seminars on topical issues such as new business strategies and innovative marketing practice and a chance to sample speed-networking,

Visit the website to book your place.



## Meet the Venues

**AND NOW for something completely different... Surrey Chambers is bringing together the top 30 venues in Surrey in a showcase which is the first of its kind.**

The event, on Thursday June 10 from 4pm to 7pm at Denbies Wine Estate near Dorking, is a must for anyone considering hiring a venue and will give Surrey's venues – from stately homes and wine estates to purpose-built conference centres and hotels – the chance to show what they can offer.

Exhibitors will be provided with 6ft tables and white linen cloths and can bring additional pop-up stands to make their offering more eye-catching. They will be supplied with tea, coffee, soft drinks and sandwiches. Drinks can also be bought at the bar by exhibitors and visitors.

For further information on Meet The Venues, visit the website.

# NewsLink

•NewsLink is written and published on behalf of the Surrey Chambers of Commerce and distributed to members free of charge.

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The Reivers12 team – Colin is fourth from left.

# From Big Ben to the Eiffel Tower by rowboat

COLIN HAYDEN COOK is about to take on the toughest challenge of his life.

As part of the 12-strong Reivers12 team, Colin will take part in the London to Paris Rowing Challenge, racing 480 miles over six to seven days. Starting on 10 May, the team will make their epic journey in a traditional Thames Watermen Cutter.

Reivers12 hope to raise £100,000 for CHASE, the local children's hospice and Children with Leukaemia. The team is seeking help from local businesses to ensure they realise their goal.

The challenge has been completed only six times before. There will be four teams of 12 rowers, with six rowing at any one time. The longest stage, the English Channel leg, will last up to 48 hours with continuous rowing and with crew changes in the middle of the Channel.

Colin has been training for 12 hours a week since last summer, with expert guidance. "Finding time to undertake so much training when we are all working full time is an achievement in itself," he said. "The training can be gruelling, but there is a great team spirit and a real commitment to not only make this happen but to win the race. This really spurs us all on."

The team needs to be fit enough to row long repeat sessions with little or no sleep, as well as battling the elements.

"None of us have done anything like this before. We have no idea how we will cope

physically or mentally in the open seas in the dead of night," said Colin, "but it is the fear of the unknown which is part of the attraction."

Colin has always been involved in sport, but has stepped up a gear since he turned 50 in 2007.

In June 2007 he completed The Three Peaks Challenge, along with several colleagues from HFS Milbourne, the Guildford-based wealth management company. This involves climbing Ben Nevis in Scotland, Scafell Pike in the Lake District and Snowdon in North Wales, within 24 hours.

In March 2009 Colin bought a bike for the first time and six months later cycled 633km from Munich to Venice over five days across the Alps. Having never rowed before Colin is now putting himself through the ultimate test. The Reivers12 team consists of 12 men from the south of England from all walks of life.

"We are trying to encourage as many local businesses as possible to donate £100 each then we will go a long way to achieving our goal. All companies donating will become a Reivers 100 company and be listed on the website. We plan to hold a fundraising get together after the event when we will share our experiences over a glass of champagne."

To find out more about the London to Paris Rowing Challenge or to make a donation visit the website.

[www.reivers12.co.uk](http://www.reivers12.co.uk)

## Charcoal cure for contaminated land

C-CURE SOLUTIONS, the latest spin-out company launched from the University of Surrey by academic researchers, has been formed to provide more efficient methods of remediating polluted land, air and water by utilising specialist charcoals.

C-Cure Solutions, in partnership with Forest Research, is now benefiting from the help of the University's Business Incubation Centre, SETsquared, based in the Surrey Technology Centre (STC) in commercialising the charcoal-based products to provide a cost-effective way of reducing pollution in areas contaminated with heavy metal or organic pollutants.

# See through the cloud – be clear on facts

HUNDREDS of passengers caught up in the flight cancellations because of the volcanic ash crisis still aren't sure how much of their costs can be reclaimed, if any, and from whom.

Helena Woodward-Vukcevic, commercial litigation solicitor at local firm Hart Brown, explained: "By purchasing an airline ticket you are entering into a legal contract and if the airline is not able to honour it or fulfil their obligations, for whatever reason, they are in breach of that contract."

"The EU has clear rules which should ensure a high level of protection for passengers travelling with a European airline to and from an EU airport. Those whose flights are cancelled should be able to either obtain reimbursement of their tickets, or re-routing under satisfactory conditions, and should be adequately cared for while awaiting a later flight."

"This 'Right to Care' includes hotel accommodation and free meals where a stay of one or more nights becomes necessary as a result of cancellation. Some airlines have challenged these rules, resulting in some passengers receiving no assistance, while others have been properly provided for."

Helena adds: "If passengers had to organise their own return travel, or extended accommodation, they should apply to



**Helena Woodward-Vukcevic**

the airline for reimbursement of reasonable costs on their return. These EU-imposed obligations cannot be limited or waived by an airline and if they have not provided the assistance that they are legally obliged to, passengers have a right of redress."

Travellers outside the EU and those hoping to use their travel insurance policies are also unclear on their position. Some insurance policies will not pay out as they exclude volcanic eruption from cover. Hart Brown advises those affected to check the wording of the policy and speak to the insurers as some have agreed to pay out under the cancellation element of the cover.

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

## Eagle Radio Trust helps local groups

Fifteen local charities, clubs and community groups benefitted when grants totalling more than £5,000 were awarded by the Eagle Radio Trust at Pennyhill Park Hotel.

The Trust was set up to support smaller organisations in Surrey and Hampshire and raises funds through events, donations and on-line auctions of celebrity memorabilia donated from visitors to Eagle Radio's studios in Guildford.



CFS driver Jim Netthal with Daniel and Melody Auldjo.

## Truck drivers to the rescue

A RESCUE mission by Cranleigh Freight Services (CFS) drivers returned two teachers safely home when they were stranded by the grounding of airplanes during the volcanic ash crisis.

Teachers Daniel and Melody Auldjo from Scotland were returning from China, but became stranded at Schiphol airport in the Netherlands.

Hearing of their plight, CFS driver Les Phelps got permission to offer them a lift back to the UK, via Calais, in the trucks of two other drivers.

Their epic journey ended in time for school on the Monday morning.

Daniel and Melody said: "We will never forget the generosity shown by everyone involved and would like once more to say a heartfelt thanks to all involved in getting us home."

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## WILKY

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Jenny Chay and Thelma Edwards from Surrey NHS Oral Health Promotion Teams help visitors to the showcase brush up on dental hygiene techniques.

## Record attendance for showcase training event

THE COUNTY'S biggest event for the adult social care sector attracted hundreds of Surrey care providers to the Copthorne Hotel, Effingham Park.

Organised by employers' representative body Surrey Care Association, the Surrey & Sussex Care Showcase welcomed care sector proprietors and managers, training providers and

anyone with a professional interest in social care.

A record 900 delegates registered to attend the packed programme of free seminars covering topics such as dementia training, safeguarding adults, business continuity and CQC registration updates.

Erica Lockhart, Chief Executive of Surrey Care Association said: "Care pro-

viders have faced massive changes in the sector over the last year and it is vital that they keep up to date to meet the challenges ahead.

"This year's record attendance at our showcase is a clear indication that, even at a time of economic downturn, Surrey's social care providers are looking to protect the future of their services to the community."

## Consult Hyperion funds mobile phone security research

CONSULT HYPERION, an independent consultancy specialising in secure transactions and multi-application smart card and mobile technology, is helping to fund a pioneering project at the University of Surrey.

The project concerns 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, who is undertaking this PhD research and will spend time at Consult Hyperion's offices in Guildford, said: "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 the research.

[www.surrey.ac.uk/research](http://www.surrey.ac.uk/research)

### LEADERSHIP INSPIRATIONS

## Building leadership qualities not just skills

While there's a place for formal leadership training I firmly believe businesses often miss the point by spending far too much time, money and effort developing leadership skills, rather than leadership qualities.

Think of the leaders (either living or dead) you really admire. What is it that makes them so special? The answer is their character and qualities, not their technical skills. Nobody remembers Churchill for his ability to run a good appraisal or Gandhi for his time management skills! Think of the challenges your business faces in the next decade – what would you rather have?

- Leaders with a range of technical skills like business planning, change management, presentation skills ...or

- Leaders with a developed range of personal qualities like approachability, passion, bravery, consistency, empathy and

originality.

Perhaps it's time to switch off the projector in the training room and get people out of your business and deployed in activities such as:

- Leading a volunteer organisation. This is a great test – volunteers don't tolerate poor leadership, they just don't turn up the following week!

- Working on meaningful projects – if your management team spent 48 hours building a sensory garden for deaf-blind children it would laugh and cry together and learn more than it did in the previous 48 months

- Working together as a cross functional team on key cultural building activities such as community projects, business awareness for GCSE students at the local school or even outdoor exercises in the hills (followed by a few beers in the bar)

Yes this takes some courage because you need to free up your people's time for these activities, but they're less costly and the return is richer – and you'll develop a lot more inspirational leaders throughout the company to help with the challenges of 2010 and beyond.



Gordon Bromley.

If you would like to comment on any aspect of this article I would like to hear from you. For more information about Experiential Business Learning, or joining the Entrepreneurs Board, contact Gordon Bromley at [gordon.bromley@chiefexecutive.com](mailto:gordon.bromley@chiefexecutive.com) or call him on 07802 461431.

[www.surrey-chambers.co.uk/leadership\\_inspiration.php](http://www.surrey-chambers.co.uk/leadership_inspiration.php)

# Afternoon of fun for local businesses

CHILDREN'S HOSPICE charity CHASE will benefit from an action-packed afternoon of fun for local businesses organised by Guildford PR agency The Wordbox Group to celebrate its 15th birthday.

The Wordbox Knockout Challenge takes place on Thursday, 10 June from 3pm to 7pm at Stoke Park, Guildford and all proceeds will be donated to CHASE.

Jane Newick, managing director, The Wordbox Group, said: "The idea is that, in return for a small charge, businesses can enter a team of six people to take part in a range of games. There will be something for everyone, from the quite energetic to the more genteel. It's early days in terms of planning, but inflatables, props and foam may well be involved so be prepared for an afternoon of mayhem. Essential skills will include team work, patience and a sense of humour!"

There are sponsorship opportunities and a raffle with top quality prizes on offer. The afternoon will end with a presentation of the Wordbox Knockout Challenge trophy followed by a barbecue.

CHASE provides care to families with a child who will not live to reach adulthood because of their medical conditions. "The money raised at the Wordbox Knockout Challenge will make a fantastic contribution towards the £4m it costs every year to run our vital service," says Natalie Madigan, corporate fundraising manager, CHASE.

Visit the website for more about the challenge and to download an information pack.

[WWW. thewordbox.com](http://www.thewordbox.com)

## Meet the members... ha ha bar & grill

Situated in the centre of Guildford town centre, ha ha is a restaurant that caters for all occasions.

Some of its attractions include a budget-busting £6 lunch menu and a mezzanine area that is available for private hire, free of charge. Presentation equipment is available for lunch meetings.

Ha ha is also a favourite venue for after work drinks with a comprehensive range of cocktails on offer to help guests celebrate the summer.

Especially popular is the £3 cosmopolitan club held every day from 5pm till 8pm and all night Friday, accompanied by live music.

Chamber members are eligible for a 25% discount card. For more information, contact Kirsty on 01483 573 534 or email [haha.guildford@bayrestaurantgroup.com](mailto:haha.guildford@bayrestaurantgroup.com)

[WWW. hahaonline.co.uk](http://www.hahaonline.co.uk)



A taste of things to come at the Knockout Challenge?

## Ash cloud has silver lining

WHILE MOST of the UK's aviation industry was grounded by the volcanic ash clouds, Redhill Aerodrome saw an increase in business

Phil Wright, Senior Air Traffic Officer at Redhill, said: "As the ban did not affect general and business aviation aircraft that did not require the use of controlled airspace, the impact on our business has been largely positive.

"This is really as a consequence of private flying being relieved of some of the constraints it normally suffers due to the high levels of air traffic in controlled airspace.

"Some of the companies based at the aerodrome who provide helicopter executive charter services have also seen additional business. Business needed to go on and helicopter charter was an efficient way of ensuring it did."

One example was a company needing to get a key executive to Dublin to conclude a property deal. London Helicopter Centres, one of Redhill's helicopter operators, provided the service, enabling the deal to be concluded in a shorter time than if a scheduled flight had been used. The customer is now a convert to business aviation.

Rotormotion Ltd and EBG Helicopters also saw more business.

## Harlequins fixture to be shown on Sky

THE ROUND 16 engage Super League fixture between Harlequins Rugby League and Crusaders Rugby League on Sunday, 6 June has been moved to a 5.45pm kick-off. The fixture was originally scheduled to start at 2pm and will now be broadcast live on Sky Sports. Tickets are available from £15 adults, £5 concessions and under 16s from the Quins Ticket Line on 0871 527 1315 or from the website.

[WWW. quins.co.uk](http://www.quins.co.uk)

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## PEOPLE & PLACES



The victorious team.

Photo courtesy of Lewis Cleveland.

## Accountant tots up ice hockey victory

Trainee Accountant **Grant Rounding** of Sunningdale-based Davis Burton Sellek Chartered Accountants celebrated victory when his team, the Bracknell Hornets, won the English National Ice Hockey League (ENIHL) South final on April 19.

When he's not crunching numbers at Davis Burton Sellek, Grant can be found speeding around ice rinks across the country with fellow ice hockey players, the Bracknell Hornets who took

the play-off title from the Isle of Wight's Wightlink Raiders.

Grant said "This was a really important game for the Hornets as we lost out last year to Invicta.

"It was a fantastic feeling to score for my team and a great victory overall.

"As well as being a great passion of mine, ice hockey is proving to be a real talking point with clients at Davis Burton Sellek."

## Wilky defies 'torrid' times

The Merchant Navy Officers Pension Fund, managed by **Wilky Fund Management**, has won a national award for outperforming the market – despite the toughest commercial property recession in memory.

The MNOFP portfolio preserved more value than any other segregated pension fund of £100m to £500m, achieving a three-year total return of -3.2% compared to the market average of -7.9%.

Announcing the IPD/IPF UK Property Investment Awards 2010, Ian Cullen, co-founding director at IPD, said: "Difficult times are precisely when these Awards matter most. If you can deliver market-beating returns in the most torrid of circumstances then you genuinely deserve to be rewarded and recognised."

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## Start of a new chapter for Keith

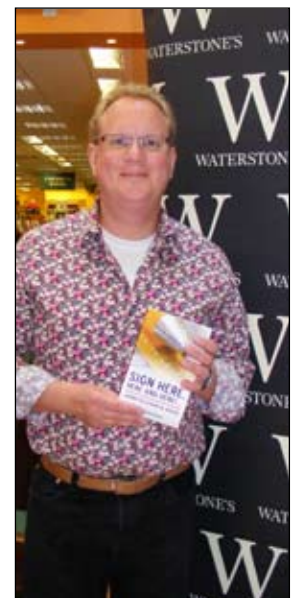
THE PRESIDENT of the Guildford Committee of Surrey Chambers has added "author" to his list of achievements.

Chartered financial planner Keith Waterhouse says of the launch of his first book: "I have to admit to being a little daunted by the prospect of my first book signing in Guildford on the Bank Holiday weekend at the beginning of May.

"*Sign Here, Here and Here!...Journey of a Financial Adviser* details my journey through all things financial from 1985 to date, with some amusing anecdotes of events, technology and changes as they became the fabric of our normal lives.

"Towards the end, the focus switches to setting up and building a new business, with detail of the holistic approach that needs to be taken with sales, marketing, networking and overall business acumen to make sure that having the dream and making it happen come together."

The book signing at Waterstones in Guildford saw several books sold. Keith has caught the writing bug and his second book, *Addicted to Wedding Cake... Journey of Divorce*, is due for launch in late June.



Keith Waterhouse at the book signing.

# College students put politicians on the spot

ELECTION FEVER reached full pitch at Guildford College when the town's parliamentary candidates joined students for a *Question Time* style session that was filmed by BBC TV.

In the session, chaired by Guildford College Principal Clive Cooke, Conservative Anne Milton, Liberal Democrat Sue Doughty, Labour's Tim Shand, Mazhar Manzoor of UKIP and John Morris of the Peace Party vied to impress the students, many of whom voted for the first time on May 6.

After each offered a snapshot of their policies in a two-minute speech, they fielded questions on subjects ranging from engaging young voters and the handling of the economy to student debt and tuition fees, help with managing personal finances, the value of university degrees and education spending cuts.



Parliamentary candidates answer questions from Guildford College students.

## PLAIN SPEAKING LEGAL ADVICE

# Divorce courts respond to DIY detective work

by Fiona Sawkins, Head of Family Law, Herrington & Carmichael LLP

*Fiona Sawkins looks at how far a spouse can go in obtaining evidence*

A husband and wife going through divorce proceedings will be expected to make full disclosure of their finances so that a fair settlement can be reached. Obtaining full disclosure can be a problem if one spouse is reluctant to share details of all their assets.

It is well established by the courts that spouses can take documents they find lying around when they believe that their husbands or wives are hiding financial information, though the documents to be relied on must be copied and the originals returned. But exactly how far can you actually go when it comes to obtaining information? Is it acceptable, for instance, to hack into your spouse's personal computer to obtain information you think will otherwise be hidden?

The High Court in *Imerman v Imerman* [2009] EWHC 3486 (Fam) was prepared to allow such information as

the wife had seen the documents and it was too late to stop her using them. In this case the wife's brothers shared office and computer facilities with the husband and one brother downloaded, copied and printed documents from the husband's computer which were sent to the wife's solicitors.

The Family Courts face a dilemma; they want to ensure all relevant financial information is disclosed to them, but at the same time they want to uphold confidentiality, so as not to encourage the wrongful obtaining of information.

The way that the High Court achieved a fair balance was to admit the documents as relevant evidence, but to impose sanctions in relation to the wife's improper conduct. The husband would be entitled to remove documents that he claimed to be privileged, and the wife would be able to use the remaining documents in the proceedings.

Use of emailing and texting is now commonplace but as new electronic



Fiona Sawkins

technologies develop and methods of obtaining confidential information become more sophisticated it seems likely that the issues surrounding the obtaining of information are going to become more complex.

[www.surrey-chambers.co.uk/plain\\_speaking\\_legal\\_advice.php](http://www.surrey-chambers.co.uk/plain_speaking_legal_advice.php)

If you have an item of news for Newslink contact  
Jacky Byrne at [jackybyrne@btinternet.com](mailto:jackybyrne@btinternet.com)

## Bright young sparks from Firefly take top award

FIREFLY FROM Guildford High School won Best Company of 2010 in the Young Enterprise Surrey Finals for a manufacturing and merchandising scheme to fund microcredit business start up loans to women in developing countries.

At a ceremony at the University of Surrey, Louise Punter, Chief Executive of Surrey Chambers of Commerce, presented the trophy to the budding social investors. More than 70 student companies from Surrey schools took part in this year's Young Enterprise Company Programme. Each company creates a product or service, sells shares, raises capital and then sets out to make a profit, as with any commercial company.

Judges Louise Punter, Michael Watson of Watson Associates and Mike Lunch of Bookham Management were impressed by Firefly's success and commitment to empowering women



Representatives from "Firefly" with judges Mike Lunch, Michael Watson and Louise Punter.

at home and abroad, through sustainable business enterprise. So far Firefly have generated net profits of more than £2,000 from UK product sales and invested £1,200 in microcredit loans through Oikocredit UK. 'Firefly' will now represent Surrey at the South East Regional Finals on

16th June.

Other awards went to companies from Royal Grammar School, Guildford, Prior's Field, Godalming, St John's, Leatherhead and Rosebery School, Epsom. 'We were impressed, though not surprised, at the superb quality of all this year's

finalists', said Ken Henderson, Chairman of Young Enterprise Surrey.

Business volunteers to mentor these young companies for an hour or two a week are sought. Contact Kathy Gatum on office @yese.org.uk or on 01276 709580 for more information.

## Coming up... The Chambers Events Diary

[CLICK HERE>>>](#) [<<<FOR MORE DETAILS OR TO BOOK A PLACE](#)

### WEDNESDAY, 12 MAY

**Networking event – Grow Your Business Exhibition.** A unique event focused on helping businesses to develop and grow. Seminars, clinics and presentations. Guildford Spectrum, Guildford. Free for all.

### THURSDAY, 13 MAY

**Business Bridges Networking Evening.** Meet like-minded business people, promote your business and make great connections. Burford Bridge Hotel, Dorking, 6pm to 8pm. Free for all.

### THURSDAY, 13 MAY

**Breakfast Briefing – Leading the Road of Economic Recovery.** Speakers Richard Fox and Ray Lamb, The Learning Corporation LLP. Sponsored by AJ Bennewith & Co. The County Club, Guildford, 7.30am to 9.30am. Members £17.50, non-members £28.

### FRIDAY, 14 MAY

**HR Forum.** Speaker Ashley Holden, Partner and Head of the Employment Department, Herrington and Car-

**WE LOOK FORWARD TO SEEING YOU AT SOME OF THE CHAMBERS' EVENTS!**

michael. Sponsored by Herrington & Carmichael. The County Club, Guildford, 7.30am to 9.30am. Members £25, non-members £35.

### MONDAY, 17 MAY

**18-hole Stableford Golf Competition, followed by dinner.** Sponsored by Munday's LLP. Betchworth Park Golf Club, Dorking, tee off from 1pm, ends 9pm. Members £71, non-members £81.

### TUESDAY, 18 MAY

**East Surrey Business Breakfast Club.** The Red Lion, Betchworth. Members £12, non-members £20.

### WEDNESDAY, 19 MAY

**Property Group Lunch.** Speaker Julian Basely, Chairman and MD of the Earlex Group of Companies.

The Guildhall, Guildford, 12.15pm to 2.30pm. Sponsored by Hart Brown, Members £35, non-members £50.

### TUESDAY, 25 MAY

**Surrey Heath Business Lunch Club.** Pennyhill Park, Bagshot, 12.15pm to 2.30pm. Members £29, non-members £45.

### THURSDAY, 27 MAY

**Private Networking Reception and Sculpture Exhibition.** Birtley House, Bramley, 6pm to 7.30pm. Members £17.50, non-members £28.

### THURSDAY, 27 MAY

**Elmbridge Business Breakfast Club.** The Hilton, Cobham, 7.30am to 9am. Members £12, non-members £15.

### FRIDAY, 28 MAY

**Guildford Business Networking Group – Encouraging More Interaction Between Businesses in Guildford.** Yvonne Arnaud Theatre, Guildford, 12.30pm to 2pm. Members £10, non-members £15.

● All prices include VAT. For further information on any of these events telephone 01483 726655.