

# **Opening Remarks**

#### This week's summary

Artificial Intelligence is in its infancy...a bit like the internet in the 90s...be ready for what will come. But as small businesses, where do you start? We begin priming you on those new horizons and the productivity gains to be had in all sectors.

Cybersecurity Awareness Month comes to a close and everyone should remain vigilant. I'm sure we all know a business, large or small, that has been targeted, be prepared!

Find out about changes in the law regarding flexible working. We also include further updates from the gov.uk website - this week looking at the General Export Facility.

### Best practice in sustainability

We welcome articles sharing best practice, and this week we have insight from ILG, working towards a significant sustainability target. I'm sure many of our members will find some useful ideas they can develop themselves.

#### How the business community can help the wider community

As business people we can all be useful in other areas of the community, MSVA is offering guidance for anyone looking at greater involvement in local initiatives. We also advertise a shop in the town available for a charity or registered social enterprise.

We open with a photo essay from the joint Power Networking event held last week. Scroll down further to find details of all the BHBPA events coming very soon. **Book events here** 

Become part of the fastest growing business group in Sussex. Join Here

Keep the stories coming in <a href="mailto:richard.cox@bhbpa.co.uk">richard.cox@bhbpa.co.uk</a> or call 07393 728688

# **Time For A Change:**

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# **The Power Networking Event**

The Big Joint Event organised this year by HHBA

We had a sell-out event at The East Sussex National.

This is an annual event, an opportunity for you to leverage the power of connections in what is the largest group of businesses in Sussex - the combined memberships of BHBPA, HHBA, EGBA and now GDB.

A huge thanks to Sue Llewelyn from <u>HHBA</u> for all her hard work putting this together (it was their turn this year), and to <u>Brooke Gwynne</u> from <u>The East Sussex National Hotel</u> for their hospitality.

At our combined events you'll find more businesses connecting for a networking event than anywhere else in Sussex, right here on your doorstep in Mid Sussex.

Here is a selection of some of the feedback post event:

- 'The power of networking & collaboration was in full force last night & a joy to experience'
- 'A fantastic networking event'
- 'Awesome venue & great turnout'
- 'Such a vibrant atmosphere'
- 'Tremendous turnout'
- 'Fabulous evening'
- 'It was a fantastic evening, lovely to meet some new faces'
- 'It was an extraordinary chance to exchange insights'









With 160 booked on the event it was a sellout.

Next year BHBPA will be organising the event and it will be held here in Burgess Hill in April 2024.

We have capacity for an equally large event that is already planned at the Porsche Centre Mid Sussex. Details to follow...



# **Zero-By-Thirty for 100% Sustainable Fulfilment**

Like any growing 3PL, every year ILG operates more warehouse space, ships more parcels, consumes more packaging, uses more energy and generates more waste.



Long before the current climate crisis, we became acutely aware that our commercial success was having a mounting impact on the environment. We needed to do something about it, and quickly. Because the bigger our business grew, the tougher it would be to root out unsustainable practices and shift our climbing emissions into reverse.

So, back in 2018, we went public with a tangible and ambitious target for shrinking our CO2 footprint. We gave ourselves a five-year deadline for cutting our emissions by 35%. It felt like a bold target for a rapidly expanding, energy-hungry fulfilment business. And, with obstacles like Covid and Brexit just around the corner, keeping our collective eye on the prize proved even more challenging than we could have imagined. But, we did it. Last year we smashed our 35% reduction target eight months early and went on to cut our CO2 emissions by 56% as we passed the five-year milestone.

ILG staff worked tirelessly to hit that target, but it was only the first step. The astonishing and deadly climate events of the past year are a stark reminder that every organisation needs to go further and do more. So ILG is making a commitment to become a net-zero\* business by 2030. We hope ILG's 'Zero-By-Thirty' mission sets an example to our people, customers and the wider logistics industry to respond urgently to the threat of climate change.

How are we going to do it? First, our progress so far is good evidence that we can adopt more sustainable behaviours without inhibiting business performance. By setting 'sustainability' as one of our four strategic cornerstones, we keep it high on the agenda and an 'always-on' cross-departmental priority. Meanwhile, our small army of volunteer Green Champions encourage greener practices on the front-line in all our fulfilment centres and contribute a rich source of new ideas and fresh thinking on how to suppress any negative environmental effects of our day-to-day work.

We've switched all of our gas and electricity supplies to green energy. 100% of our waste is either recycled or processed to generate electricity – enough to power 60,000 homes! All of our cardboard waste is compacted and baled to minimise vehicle movements, and we work closely with packaging manufacturers to design planet-friendly boxes and cartons for our customers. We've started to recycle plastic waste from our warehouses too, turning baled plastics items into new refuse sacks. And we're upgrading our warehouse estate, by replacing older facilities with newer, more energy-efficient BREEM-excellent fulfilment centres, equipped with EV chargers, extensive skylights and motion-sensor LED lighting. But sometimes it's the smallest of initiatives that are the most visible across the business.

Under the banner 'ILGreen' our Sustainability Team are busy keeping staff motivated and educated in all things environmental, with monthly programmes of competitions and activities (eg Sustainable September), quarterly GreeNEWS newsletters and local promotions to eliminate waste. For instance, at our Northampton warehouse, replacing throw-away plastic cups with recyclable alternatives is saving over 51,000 items of plastic waste every year.

Of course, we need to do much, much more. Such as understanding how we can accurately measure the emissions associated with each individual delivery performed by our carrier partners, all of which are on their own sustainability trajectories. By evaluating these impacts we'll be better informed to choose greener transport options and mitigate the effects of thousands of delivery journeys. We are migrating our company fleet to hybrid vehicles or EVs and implementing car-share and other green travel policies. And we're working closely with our landlords and solar energy consultants to explore how solar panels can ease our reliance on external electricity suppliers.

To achieve 'Zero-By-Thirty' we will need to tick all these boxes and make countless other changes to the way we work. To help us, our ISO 14001 certification, awarded to us in May 2023, gives us a framework for managing our environmental impact and evaluating our environmental management systems, processes and policies. ISO 14001, an internationally recognised standard, is there to help keep us on track and compliant on our long road to net-zero.

Climate change affects us all. Like so many of our customers and our customers' customers, we're determined to do our bit to take responsibility for our footprint and do whatever we can to protect our planet. We're on our way to 100% sustainable fulfilment and 'Zero-By-Thirty'.

If you'd like to find out more about our sustainable fulfilment services, **contact us here** or complete the form below.

\*Scope 3 Operational



Our website address has changed from www.ilguk.com to www.international-logistics-group.com

## **BH Biz Stars 2024**

We're teasing you with what will be launched in January 2024. We'll have 10 awards up for grabs.

This week: **Green Champion 2024**In this category we will be looking for actions, not words!



#### The BH Biz Stars 2024 Green Champion Award goes to...

Following on from ILG's interesting initiatives above, it is worth pointing out that one of the BH Biz Stars awards next year will be 'Green Champion'.

This should be a company that has the environment in mind in all its activities. A company that realises the importance of weighing environmental factors against profit, encourages

staff to be green thinking and green acting and demonstrates an active recycling programme.

By being involved in our awards your team will gain even more focus on sustainability. We are sure this will be a very competitive category. **Stay tuned for the January launch...** 



## **Reasons for joining BHBPA**

To find out more, arrange a face to face or online meeting, please contact:

richard.cox@bhbpa.co.uk
07393 728688

# The Flexible Working Bill

### Flexibility Matters & Loch Associates

Flexibility Matters has joined forces with Pam Loch, Employment Law Solicitor and MD of Loch Associates, a multi-service law and HR business, to bring you a webinar on the Flexible Working Bill and how you as employers will need to adapt.

The webinar is free and taking place on 8th November, 10.00 – 11am.

On 20th July 2023, the Flexible Working Bill achieved Royal Assent and will come into effect in 2024.

"Delivering on a 2019 Manifesto commitment to encourage flexible working, the Act requires employers to consider and discuss any requests made by an employee". Kevin Hollinrake MP, Minister for Enterprise, Markets and Small Business

This sounds great for employees, but as an employer, where do you start? How do you ensure you are doing the right thing and not falling foul of the law?

#### Emma and Pam will look at:

- 1. What are the new requirements for employers?
- Employees' right to request flexible working from day one – how will this affect employers?
- 3. How can employers benefit from the Act and what you can do to be ready?

Join us on 8th November, as the first step in ensuring your business is armed with the facts and tools to enable you and your managers to be ready for the Flexible Working Act to come into force next year.

#### **EventBrite Link**



## **Small Business, Al and Growth**

Where do we even start?

#### **Help to Grow - Autumn Alumni Event**

We are pleased to announce that our guest speakers discussing the topic of Small Business, Al and Growth: Where do we even start? at our Autumn Alumni Event on the 16th November 2023 will be:

**Dr Naeema Pasha** who is recognised for her expertise in the future of work and AI leadership, and her work on ethical and inclusive AI. Among her accolades are her listings in the Top 50 Global AI Ethics Thinkers and HR Magazine's Top 30 Global Thinkers 2021. Naeema has also contributed to significant reports and has been featured in prominent publications such as WIRED, FT, and BBC.

**Claire Bown** who is the dynamic force behind Insert Space, an innovative workforce analytics firm harnessing the power of AI and data analytics. At the helm of Insert Space, she's spearheading the creation of InsertAI, a trailblazing SaaS platform set to democratise their distinctive methodology. Additionally, she's one of the founding members of Brighton AI.

**Jody Raynsford** who is the author of the bestselling book 'How To Start A Cult'. Jody is a seasoned brand strategist, mentor to aspiring Cult Leaders, and a storyteller with a knack for fostering deep connections. Alongside co-founding award- winning podcast Bad Boy Running, Jody has crafted best-selling promotions that have grossed millions for his clientele.

To secure your space to listen and be a part of this expert panel discussion facilitated by the excellent Richard Freeman from Always Possible, please follow the link below: <a href="https://www.ticketsource.co.uk/help-to-grow-university-of-brighton/t-novplkp">https://www.ticketsource.co.uk/help-to-grow-university-of-brighton/t-novplkp</a>





Drinks and snacks will be provided. Please let us know of any dietary requirements via the ticket source link. Plus X is accessible via bus routes and Moulsecoomb train station. If you require parking please let me know your registration number or fill it in on the ticket source link and I will organise this with the university parking at Elm House.

To secure your space on this event - CLICK HERE

# **Manufacturing Engineering Technology Alliance**

Sussex manufacturers look to Al for productivity gains

Around one in four local manufacturers expect to adopt artificial intelligence (AI) in the next 12 months to improve business operations and productivity.

At the same time, there is strong support across the sector to achieve net zero, with many actively pursuing measures to reduce their environmental impact.

These headlines were revealed at the latest meeting of METALL (Manufacturing Engineering Technology Alliance), a forum for manufacturing, engineering and technology businesses hosted by leading Sussex and South East accountancy firm, Carpenter Box.



(Photo (I-r): <u>David Greenough</u>, NatWest, <u>Tony Summers</u>, Carpenter Box, <u>Marcus Wright</u>, NatWest and <u>Debbie Venn</u>, DMH Stallard)

Tony Summers, Partner and Head of Manufacturing and Engineering at Carpenter Box commented: "It's good to see the Sussex manufacturing sector successfully addressing many of the challenges it currently faces. Recovery from Covid was stronger than expected and there is growing interest in how AI adoption could positively impact productivity.

"Net Zero, of course, is a key focus for the sector and many businesses have already taken significant steps towards making their operations more environmentally friendly. These include electrifying their fleet of vehicles, insulating their buildings, adjusting their heating and cooling systems and installing their own renewable electricity or heating."

Also at the METALL event, Marcus Wright, Senior Economist, NatWest Group provided the forum with an overview of the UK economy and the key trends emerging for the manufacturing sector.

"The sharp rise in the cost of finance has led to a significant decline in the desire of businesses to stockpile goods," said Marcus. "Of those manufacturing firms planning to adopt AI, the most common reason is to improve business operations, however, the largest reported obstacles are lack of expertise and upfront costs."

He added that with inflation expected to fall to 3% by the end of 2024 and interest rates at or approaching their peak, trading conditions for manufacturers are expected to improve.

METALL is sponsored by sector specialists Carpenter Box, DMH Stallard and NatWest.







# **Cybersecurity Awareness Month**

### The role of education

As this Cybersecurity Awareness month comes to an end, it is important to remember that cybersecurity efforts should continue throughout the year.

## Why is cybersecurity important?

To protect sensitive, financial, and personal data, it is critical for individuals and organisations of all sizes to implement cybersecurity best practices. Creating and executing specialised cybersecurity plans and procedures is essential for both public and private organisations to safeguard and continue operating their businesses.

## You're a small business or charity, nobody will want to hack you, right?

It's understandable to think that way, but the size or type of your organisation has nothing to do with whether or not you're a target for hackers. We all have some data that can be useful for cybercriminals, who frequently target smaller businesses because they believe they have weaker security measures than larger corporations.

Also, many attacks are not specifically targeted but are rather opportunistic. Hackers use automated tools to scan the internet for vulnerable systems, regardless of the size or type of the organization.

Whilst it's impossible to protect your organization 100%, you can make yourself a harder target than the next organisation.

# WHAT IS YOUR CYBERSECURITY PERSONA?





#### How do you do that?

Besides implementing basic technical controls, a critical step is to educate your staff, since "74% of all breaches include the human element, with people being involved either via Error, Privilege Misuse, Use of stolen credentials or Social Engineering" (Verizon's data breach report 2023).

Cybersecurity is a behavioural issue, which is why this year's campaign emphasises 4 key security behaviours:

- 1. Use Strong Passphrases and a Password Manager
- 2. Turn on Multifactor Authentication
- 3. Recognising and Reporting Phishing
- 4. Update Software

The findings from 'Oh Behave! The Annual Cybersecurity Attitudes and Behaviours Report 2023' give us an idea of how we are doing in which of these behaviours. Of the 6,000 participants of the study:

- 24% create passwords longer than 12 characters
- 38% create unique passwords for accounts
- 31% have downloaded a password manager
- 67% use multifactor authentication (MFA) regularly
- 44% check messages for signs of phishing before taking action
- 36% always install software updates

The report also showed the importance of awareness and education. 79% of respondents took action after a cybersecurity training:

- 50% say they are better at recognizing phishing
- 37% started using strong and unique passwords
- 34% started using MFA
- 28% started regularly installing software updates

Hackers target people because it is easier to steal a password, or convince someone to click on something, than it is to bypass a technical control. So, educating employees on good cybersecurity behaviours is critical for organisational resilience.

For a free and fun resource to do that, check out:

What is your cybersecurity persona?'

This is a quiz that was designed to spread information about good password practices.

You can share it with your staff and family, to encourage them to think critically about their cybersecurity habits, here is the link: <a href="https://bit.ly/40YlzlW">https://bit.ly/40YlzlW</a>



To discover how Cybility can help educate your staff on cybersecurity, check out our services: <a href="https://www.cybility.co.uk">www.cybility.co.uk</a>

# Helping your Business protect against Cyber Risks

Did you know human error accounted for 75% of Cyber insurance claims notified in 2022?



Data breaches happen, in fact 39% of UK businesses reported some form of Cyberattack or data breach in 2022, of which 32% of UK businesses and 24% of charities estimated they were attacked weekly according to the UK Governments Cyber security breaches survey.

Although it may not be possible to completely protect against Cybercrime, there are some important steps you can take to mitigate the risks of exposure and the potential reputational and financial damage to your business.

**Provide regular training for employees**, this could be included as part of your continuing professional development (CPD) programme. **Human error accounted for 75% of Cyber insurance claims** notifications in 2022 according to CFCUnderwriting. By creating an awareness culture towards Cyber threats, you are giving your employees the tools to help protect against phishing and social engineering scams that are usually a precursor or enabler for virus and other malware attacks.

**Have a clearly defined framework** and protocols for both recognising and reporting any suspected or actual Cyber events. This could include HR policies, reporting processes and points of escalation.

**Undertake regular risk assessment reviews**, with the continuous and evolving Cyber threats it is important to recognise areas of vulnerability and take action. You can find further support and guidance on carrying out a risk assessment on the UK Government National Cyber Security Centre website.

Have a response plan and defined policies in place. The outcomes and impact of a Cyberattack can range massively, therefore it's worth considering your responses across the scale. What procedures do you have in place for disaster recovery and business continuity, are you prepared for crisis management, do you have a communications plan?

**Ensure you have a specific Cyber Insurance programme in place**. There are insurance options available in the market to suit every scale and size of business. Depending on the insurer and policy, some covers can also provide access to further support and resources, or services to assist with your anti-Cybercrime strategy. You can find out more about Cyber Insurance with our useful article <a href="Cyber Insurance for UK SME">Cyber Insurance for UK SME</a> businesses.

If you would like to speak to us to discuss your Cyber Insurance requirements, or simply find out more about your options, please speak to us at **Bennett Christmas Insurance Brokers.** 



#### Contact

Richard Strange Business Development Manager

D: **01444 228154** M: **07855 053759** 

E: richard.strange@bennettchristmas.com

# Do you want to explore what it takes to be a Trustee and help local non-profits to start, grow and thrive?

We're thrilled to invite you to a series of enlightening events we are hosting on Friday, November 10th at The Cherry Tree Centre, Burgess Hill, RH15 8QB.

# Being a Trustee is an opportunity to apply and develop your professional skills whilst giving back to your local community.

Don't miss this opportunity to connect with like-minded individuals, share ideas, and learn from experts in the field. Tickets are limited to 25 per session so early booking is essential! Follow the links below to book via Eventbrite.

## 12:45 - 1:40pm

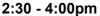
## What Does it Really Take to be a Treasurer?

Uncover the secrets behind being a Treasurer - an event that will reveal what it truly takes!

## 1:45 - 2:25pm

## **Debunking the Myths of the Role of Chair**

Have you ever pondered the reality behind the role of a Chair within a non-profit organisation? This event is all about challenging misconceptions and demystifying the role of a Chair.



## <u>Challenge Your Assumptions - Inclusive Trustee</u> Recruitment

At this unique in-person gathering, we invite you to challenge your assumptions about inclusive trustee recruitment. Explore best practices and learn effective strategies and tools to foster diversity and cultivate more well-rounded boards.





Please contact Katie Rabone, CEO of Mid Sussex Voluntary Action <a href="mailto:katie.rabone@msva.org.uk">katie.rabone@msva.org.uk</a> for more information, including how we can help your business to access the benefits of corporate volunteering.

#### **About MSVA**

We are a charity on a mission to support other charities, community groups, individuals, and businesses to create social change in their local communities.

We are all about impact. MSVA | Mid Sussex Voluntary Action

With over 500 members (free to join) and year-round events, we are the heart of the voluntary, community and social enterprise sector in Mid Sussex, including promoting and matching people to over 200 volunteering opportunities per year.



## msva.org.uk

We're available Monday to Friday, 10am to 3pm. You can phone us on: **01444 258102**Contact us

## **Shop Available**

For a charity or registered social enterprise

An opportunity has arisen for a charity or registered social enterprise to enter into a licence for unit 2 at 25 to 29 The Martlets, Burgess Hill. The premises will be licenced on a three-month rolling notice basis. Occupation will be from 1 January 2024. Rental will be £80 per month plus a share of utility costs. More information can be obtained from <a href="mailto:steve@burgesshill.gov.uk">steve@burgesshill.gov.uk</a>. Any offer made is subject to credit check and status. The closing date for enquiries is 15 December 2023.

## **Burgess Hill Community Partnership CIC**



Town Council Offices 96 Church Walk Burgess Hill West Sussex RH15 9AS

Phone: **01444 247726** Fax: 01444 233707

Email: steve@burgesshill.gov.uk



## **November Networking**

The Autumn edition of the Growth Hub Network Our morning event next month



# Thursday 16th November from 8.30 -11.00am A Site Tour of Time 24

Time 24 are a £13 million Turnover Company with 200 staff at sites in Burgess Hill and the Czech Republic. A long established Contract Manufacturer Time 24 have, amongst other things, built the wiring and electromechanical Assemblies on over 30000 Rail Carriages, 500 Aircraft Simulators and 1000 Radiotherapy Machines. Anyone travelling on a Train to London from Sussex will be surrounded by Equipment built by Time 24.

Excitingly the Company is now building Control Equipment for three of the world's leading Semiconductor Manufacturing Equipment Manufacturers. This Equipment will be built in Fab Plants around the world making the current massive global demand for Silicon Chips. During their 36 year history Time 24 have had to reinvent the Company on a variety of occasions to adjust to market trends, threats and opportunities.

Presentation from David Shore, co-MD and cofounder of Time 24:

#### Their agile journey

- The rapidly shifting digitised market.
- Future chip technology trends
- Retaining staff in a competitive environment





### **Spaces are limited**

We expect a great turnout for this event, there'll be plenty of time for networking but **book early** to avoid disappointment.

# **November Networking**

Porsche Centre Mid Sussex Our evening event next month

## Wednesday 29th November 5.30 - 8.00pm



Dealer Principal Andy Crabbe will give a short presentation with updates about the dealership and the last few quarters.

During the event Porsche Centre Mid Sussex will be offering test drives in their Taycan electric models and the new Cayenne models.

Register for a test drive upon arrival.







For our last event at the Porsche Centre we attracted over 60 delegates.

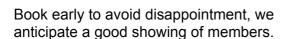
Light refreshments will be provided courtesy of Porsche Centre Mid Sussex.

Members - FREE

Non-members - Only one event to meet the group before we ask you to join.

We will also have a short but very informative presentation from Emma Cleary, from Flexibility Matters.

Are you ready for the new flexible working legislation?



Always use our booking system, this ensures you are listed on the delegate list





we send out the day before and we'll have a name badge waiting for you when you arrive.

Visit our website: **Book Here** 



# **December Networking**

The Christmas social gathering at The Woolpack

Tuesday 12th December from 4.30 onwards

This is always a popular event, and we expect those decorations from last year (see photo right), will have multiplied yet again...these tribble-like creations hanging from the ceiling remind me of this <a href="Star Trek episode">Star Trek episode</a>

Many thanks to Dee & Lance and the super team at The Woolpack.

There'll be a selection of festive treats awaiting you, including their renowned sausage rolls!





For all BHBPA events - BOOK HERE

## **General Export Facility**

Find out about our General Export Facility: its benefits, eligibility criteria and how to apply.

- Benefits
- Eligibility criteria
- UKEF guarantee fee
- How to apply
- Contact details for approved lenders
- · Becoming an approved lender
- More information

Visit the website to **find out more** 



Visit the HMRC website for email updates, videos and webinars - CLICK HERE

# Banner advertising in this newsletter

We're made the banners larger!

- 2024 March to May (3 months) £180
- 2024 June to July (2 months) £120
- 2024 Sept to Nov (3 months) £180

Maintain high brand awareness with our weekly readership. Typically 300-400 'opens' across our membership week in week out, with many 'internal distributions' in the larger companies following that.

If you'd like to find out more, get in touch: richard.cox@bhbpa.co.uk

07393 728688

To book any BHBPA events, or the events run by our members - CLICK HERE

## **All Upcoming BHBPA Events**

#### New events coming soon

We will have another event we'll be announcing shortly for late October.

Would you like to give a presentation at one of our general networking events?

We are always interested to hear from you if you have a 10-15 minute presentation covering a pertinent business topic. To discuss this in more detail contact <a href="mailto:richard.cox@bhbpa.co.uk">richard.cox@bhbpa.co.uk</a>

#### Thursday 16th November from 8.30 - 11.00am

Growth Hub Network
Site Tour of Time 24
FREE for all members

### Wednesday 29th November 5.30-8.00pm

Porsche Centre Mid Sussex Test Drives & Networking FREE for all members

#### Tuesday 12th December from 4.30pm onwards

BHBPA Christmas Social Networking The Woolpack FREE for all members

#### Please ALWAYS book our events on our website.

Whether it's an online event, or a site tour at one of our members, or a networking event at a venue. We need to know how many are attending. Spaces can sometimes be limited and we are finding increased demand. So book early!



## **Closing Remarks**

### We want to hear from you

We are keen to hear your stories, awards won, apprenticeships completed, sustainability improvements, your involvement with local schools and all and everything going on in various business parks in and around the town.

Let's celebrate your successes and achievements!

Deadline for copy each week is Thursday noon.

Contact me directly - richard.cox@bhbpa.co.uk

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