Proud Members of Surrey Chambers of Commerce

Leatherhead and District Chamber of Commerce

MEMBERS' NEWSLETTER — JULY 2017

In This Issue

Your Chamber
Welcome to our New Members
Come to Breakfast with the Chamber
Speed Networking Evening
A Business Date for your Diary
Stickers & Buttons!
Lunchtimes with a Difference
Bamber at Leatherhead Theatre
Bullying in Surrey's Workplaces
2017 Business Awards Winners

Welcome to your July Newsletter - we hope you'll enjoy reading it.

Newsletters are circulated during the last week of each month - please do let us know if you have colleagues who would also like to receive a regular copy.

Would You Like to Contribute or Be Featured in Your NEWSLETTER?

Please do let us know if you have a special offer, an announcement or an article you'd like to share with your fellow Members.

Perhaps you have recently won an award or can offer some business advice - or maybe you'd like to put your business in the *Spotlight*.

WE'D LOVE TO HEAR FROM YOU!

PLEASE SEND YOUR CONTRIBUTIONS TO info@leatherheadchamber.co.uk

YOUR CHAMBER

CLICK BELOW TO GO STRAIGHT THERE

EVENTS DIARY

Your Member Benefits

Member-to-Member Offers

Membership Directory

Your Board of Directors

WELCOME TO OUR NEW MEMBERS

Metro Bank
Provider of banking facilities, based in Epsom
Mr Gary Taylor
Local Business Manager
Email Gary

Pink Spaghetti PA Services
Personal/Virtual Assistant Service, based in Leatherhead
Mrs Hannah Johnstone
Franchise Owner
Email Hannah

OMG Graphics & Signs
A signage firm, based in Bookham
Mr Iain George
Owner
Email Iain

Being in Business Ltd
Help for accountants and other professional service providers, based in Newdigate
Mr Stuart Kerslake
Founder
Email Stuart

Swan Centre Management
Shopping Centre Management services, based in Leatherhead
Mr Richard Keel
Centre Manager
Email Richard

NETWORK WITH US!

Leatherhead Chamber
Business Breakfast
Wednesday 16 August
7:30am to 9:30am
Mangobean Coffee House, Leatherhead KT22 8AB
CLICK HERE FOR MORE

Leatherhead Chamber Speed Networking Evening

Wednesday 6 September
5.30pm to 8.00pm
The Olive Tree Restaurant, Ashtead KT21 1HU
CLICK HERE FOR MORE

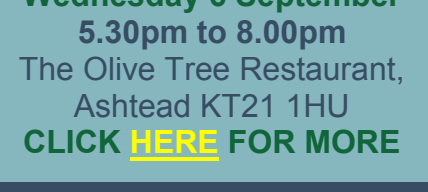
Upcoming Business Event

Member Event: Surrey Hills Networking Evening
Thursday 31 August
5.30pm to 7.30pm
The Cock Inn, Church Lane, Headley KT18 6LE
CLICK HERE FOR MORE

CHAMBER STICKERS AND BUTTONS

Would you like to let your business contacts and clients know that you're a Member of the Leatherhead & District Chamber of Commerce?

Window Sticker (above) & Button (below)



Stickers for your Windows and Button Images for your website or letterheads are available for your exclusive use.

CLICK HERE FOR MORE

Would you like to do something a little bit different during your lunch breaks this summer?

The Leatherhead Concert & Arts Society offers Music on Thursdays at LMC and Wednesdays at Christ Church - **weekly 12.30 lunchtime concerts in Leatherhead, lasting 35 to 45 minutes.**

There will be no fewer than six lunchtime concerts this August. The concerts are free to enter, with a retiring collection to cover costs.

CLICK HERE FOR MORE

An Evening At

the leatherhead theatre

Leatherhead & District Local History Society
presents
Bamber Gascoigne
original presenter of University Challenge
on Friday 17 November at 8.00pm
Tickets: £10.50

For more information and a booking link, please click HERE

Managed by The Leatherhead Chamber

The Leatherhead Street Market takes place every Thursday and Saturday between 9.00am and 5.00pm, come rain or shine.
VISIT THE MARKET

Survey finds evidence of bullying across Surrey's workplaces

MTC

From name-calling to constant belittling, it seems that bullying is rife in Surrey's workplaces, according to a new survey from M Thorne Consulting, HR specialists serving the SME sector.

Early results indicate that this is a problem across different age groups and organisational sectors.

"*Whether in the public, private or charity sectors, bullying is taking place in workplaces around the county. The results so far show that people from all backgrounds, levels and organisations can be affected*" said Mara Thorne, Director.

Chamber Member Mara launched the survey after discovering that her cousin Laura had left her job on account of bullying.

"*After a constant barrage of criticism, Laura lost all confidence in her ability even to do everyday work tasks. She developed chronic insomnia, and succumbed to an array of minor health complaints. Eventually she had a break down and left on medical grounds.*"

Mara says that often the victims think the issue lies with them, whereas more often than not it's because of how they are being treated by the organisation.

What is bullying?

As Mara explains, bullying is defined as "*unwanted conduct which violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment*".

It may consist of a pattern of behaviour - such as persistent criticism, being allocated demeaning tasks, or being shunned - or it can be a serious isolated incident of, say, sexual or racial abuse. It can be obvious or subtle, face-to-face, or indirect - being attacked or threatened on social media, for example.

Sometimes it is prompted by the person's gender, marital status, race, disability, religious beliefs, sexual orientation, or age - all characteristics protected by law - but that is not always the case. Something as trivial as the person's appearance (obesity, hair colour etc.) can be sufficient to trigger bullying behaviours on the part of others.

Sometimes bullying occurs when somebody (perhaps the supervisor, or other team members) decides that a person is no longer wanted in the team or the organisation. Sometimes, legitimate management techniques, designed to improve performance or address conduct issues, are misused, and the behaviours cross the line into bullying.

Mara believes organisations should take a more proactive approach in dealing with bullies.

"*Organisations that are serious about eradicating bullying need to be prepared to take tough action, including dismissal if needs be, against those who are found to have engaged in bullying behaviours at work. There are often policies in place already, but some organisations seem to be turning a blind eye to what is going on. Bullying is bad for the victim, and bad for those who witness it but feel powerless to make it stop - and it is also bad for business. It can lead to higher absence levels, higher staff turnover, and a culture of fear and blame, all of which harm productivity and can result in lost business.*"

Mara will be pleased to assist any organisation that does not have a bullying policy in place, or that needs guidance and support in dealing with allegations of bullying. Contact details can be found on her **website**.

If anyone reading this article has been affected by bullying and has not yet completed her survey, Mara is encouraging them to do so now, by clicking on this link.

"*Hopefully, if we continue raising the profile of this issue, which is so often swept under the carpet, we can help prevent people in Surrey from being bullied at work in the future.*"

Mrs Mara Thorne
M Thorne Consulting Limited
11 Merrylands Road, Bookham
Leatherhead KT23 3HP

01372 700 139 | 07789 465 603

Congratulations to all the Winners, Runners-up and those Commended in the 2017 Leatherhead & District Business Awards - and we're especially delighted to see so many Leatherhead Chamber Members amongst them!

- **Barton's Bookshop**
- **Be Kassapian** (Be in the Kitchen)
- **Helen Bullen** (Fine Fettle Multi-healthcare)
- **Liquid Productions**
- **Sell Electrical**
- **Royal British Legion Industries**
- **Waytime Technologies Ltd**

Very well done to you all on your achievement!

THE RESULTS

Business of the Year 2017 Sponsor: Leatherhead & District Chamber of Commerce
Winner: Waytime Technologies Ltd
Runner-up: Sell Electrical
Commended: Liquid Productions

International Business of the Year Sponsor: Gatwick Diamond Initiative
Winner: HH Global
Runner-up: Haltermann Carless
Commended: Cara Technology

Business Person of the Year Sponsor: Prowse & Co. Ltd
Winner: Helen Bullen
Runner-up: Be Kassapian
Commended: Peter Snell

Start Up Business of the Year Sponsor: Mole Valley District Council
Winner: First Hand Recruitment
Runner-up: SMART Business Supplies Ltd
Highly Commended: Liquid Gold Whisky Co.

Contribution to the Community Award
Sponsor: Exxon Mobil
Winner: Bocketts Farm Park
Runner-up: Royal British Legion Industries
Highly Commended: B@titude

Retail/Hospitality Establishment of The Year
Sponsor: Platinum Business Group
Winner: Barton's Bookshop
Runner-up: Bike Beans Cycle Café
Commended: AuBel Chocolates

To read more and to see photographs from the Awards Dinner held at the Old Chapel at St. John's School, Leatherhead on 4 July 2017, please click **HERE**.