



## THE RESPONSIBLE BUSINESS STANDARD Audit Report & Certification Summary

Company:	Strategic Management Partners Ltd	Address (1):	Windmill Downs
Main contact:	Clive Bonny	Address (2):	58 Nevill Road
Position:	Founder	Town:	Rottingdean
E-mail Address:	CliveBonny@aol.com	County:	East Sussex
Telephone:	01273 308865	Postcode:	BN2 7HG
Web Site:	http://www.consult-smp.com/	Registered No.:	06973098
Industry:	Business Services	Close Company:	Yes
No. Employees:	1-4	Turnover:	Up to £100k

**Business Description:** Business Consultancy working from home from a separate annex.

### Certification Summary

Date of audit:	24th July 2017
Name of auditor:	Sadie Hopson
E-mail address:	info@eutheniatouch.co.uk
Lead Auditor:	Dr Trevor Gainey
E-mail address:	trevor@ingenious-quality.com
Certification No:	10566/17003

Based on the scope of the audit, the information provided and the findings of the auditor delivered in an accurate, professional, independent and objective manner, Strategic Management Partners Ltd has been awarded The Responsible Business Standard as follows:

**OVERALL AWARD: GOLD**

Award in each Section:

Workplace: <b>GOLD</b>	Environment: <b>GOLD</b>
Community: <b>GOLD</b>	Marketplace: <b>GOLD</b>
Ethics, Values & Transparency: <b>GOLD</b>	Business Processes / Continuity: <b>GOLD</b>

The certification is valid for two years on the basis of an annual light touch review to ensure there are no major adverse changes, time sensitive documentation is still in place/renewed as appropriate, and objectives are being met.

Signed on behalf of the Organisation for Responsible Businesses:

Jill Poet  
Managing Director

## SCORING KEY:

For each question, companies are scored 0 - 3 on their performance or n/a if appropriate.

Question scoring:

0 = does not meet requirements

1 = meets requirements to bronze standard

2 = meets requirements to silver standard

3 = meets requirements to gold standard

The award given in each section is normally based on the overall percentage:

40% = bronze

65% = silver

85% = gold

A major issue, such as a bad health and safety record, would adversely affect the normal scoring process in both the appropriate section and the overall result.

## Pre Audit Questions, Ratified at Audit

Strategic Management Partners Ltd (SMP) operates according to the Global Sullivan Principals to ensure ethical standards of business practice. A number of other policies such as Environmental Sustainability Policy and Code of Conduct confirm a robust approach to Corporate Social Responsibility.

SMP are active members of the following organisations and adhere to their codes of practice:

The RSA (Royal Society of Arts, Manufacture and Commerce)

The British Computer Society

The Institute of Business Consulting

The Chartered Institute of Personnel and Development

The Fraud Advisory Panel

The Organisation for Responsible Businesses.

Clive Bonny is the founder and managing director of SMP. His wife Sue works with him as a part-time assistant and they occasionally employ interns. SMP operates from a purpose built home office.

Clive confirmed the company has never been the subject of a Health and Safety Executive / Trading Standards / Environment Agency / Employment Tribunal / or any other legal investigation.

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## INITIAL AUDIT INTERVIEW

**Key personnel :** Clive Bonny **Position:** Founder/MD

Clive is the founder of the business and runs the company alongside his wife. They specialise in business consultancy in a number of key strategic areas such as intellectual property, business continuity and coaching, boasting the company strap line "Success Breeds Success when Values Sustain Value".

The couple clearly have a strong presence in the local community and are particularly known for their community initiatives (particularly with the Beacon Hub project).

Clive speaks with energy and enthusiasm about the exciting projects he is currently involved in and demonstrates a remarkable commitment to his position and reputation, the sheer magnitude of his achievements are quite astounding and he is extremely proactive in his approach to the responsible business agenda.

They remain active members of the RSA, British Computer Society, Institute of Business Consulting and the CIPD. He remains an advisor for the Fraud Advisory Panel. He is now a member of the UK Business Angel Association and involved with a local initiative the Green Growth Platform.

**Secondary contact :** Sue Bonny **Position:** Assistant

Sue works with Clive on a part-time basis and during the initial conversation it is evident that she shares Clive's values for best practice and continual development. She is particularly dedicated to helping with wildlife conservation.

# MAIN AUDIT

## WORKPLACE

### WORKPLACE Part One: Meeting legal requirements

<b>1. Does the company have Employers' Liability Insurance</b>	SCORE <b>3</b>
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Insurance is in place and the certificate is on display. Cover is for £10m with an expiry date of 11th October 2017.

<b>2. Is the HSE Health &amp; Safety Law Poster on display; or, alternatively, have individual health and safety law leaflets been provided to all employees?</b>	SCORE <b>3</b>
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The new H&S poster is on display.

<b>3. Is there a Health and Safety policy? (5 or more employees)</b>	SCORE <b>3</b>
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Although not a requirement, SMP does have a written Health and Safety Policy which is available for download on the company web site.

<b>4. Have appropriate Risk Assessment/s been carried out?</b>	SCORE <b>3</b>
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Risk assessments were last updated on 01/06/17 by Clive. Extremely thorough. Sue is familiar with these assessments and they are also part of the induction for interns.

<b>5. Are systems in place to ensure company vehicles (or vehicles used for company purposes) are insured, taxed, serviced and MOT regularly?</b>	SCORE <b>2</b>
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A diary management system is used for reminders of car renewals. Minimal vehicle use for business.

<b>6. If EU rules on drivers' hours apply, how is the company ensuring they understand and meet legislation.</b>	SCORE <b>n/a</b>
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<b>7. Are employment contracts issued for all members of staff?</b>	SCORE <b>3</b>
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Contracts are issued for all members of staff including his wife.

<b>8. Are employee complaints / grievances policy / procedures in place?</b>	SCORE <b>3</b>
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Policies are in place.

<b>9. Are correct procedures in place to ensure employees are eligible to work in the UK?</b>	SCORE <b>n/a</b>
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<b>10. Is Equality and Diversity practiced in the workplace?</b>	SCORE <b>3</b>
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Equal Opportunities policy available on website.

## WORKPLACE Part Two: Striving for excellence

<b>1. Does the company have a Company Handbook and / or a comprehensive range of HR policies.</b>	SCORE <b>3</b>
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Given the small size of the workforce, there is an impressive range of policies and procedures which are completely transparent for all stakeholders to access, a fact which is excellent for interns to become familiar with internal procedures.

<b>2. Are appropriate induction programmes carried out?</b>	SCORE <b>3</b>
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When interns join SMP they are given a full induction and asked to keep a daily diary to record their activity.

<b>3. Do all staff receive appropriate training?</b>	SCORE <b>3</b>
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A fundamental part of the company ethos and Clive's personal perspective is based on continual professional development and he has in place a clear structure for business objectives for the year, most of which are already completed! He is continually striving to exceed standards to ensure that he provides the very best service to his clients. His commitment is evidenced by the number of awards he has received and been nominated for, including Most Innovative Reduced Cost Consultancy 2017.

<b>4. Is Self-Development encouraged, promoted and supported?</b>	SCORE <b>3</b>
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Interns are also encouraged to take opportunities for personal development whenever possible, such as attending master classes in business.

<b>5. Is Driver Training given where appropriate</b>	SCORE <b>n/a</b>
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<b>6. Are appraisals held regularly; are they 360?, are KPIs set?</b>	SCORE <b>3</b>
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Clive conducts regular reviews of KPIS for both himself and the business which are incredibly comprehensive and use the ORB standards as a foundation for categorisation. Appraisals of interns or Sue are relatively informal though documented as part of the diary keeping process.

<b>7. Are staff engaged in decision making. Is their feedback encouraged?</b>	SCORE <b>3</b>
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There is a wonderful open environment across the business and it is evidently extremely inclusive. A review of a previous intern clearly demonstrated the level of involvement.

<b>8. Are any rewards and incentives offered?</b>	SCORE <b>n/a</b>
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<b>9. Are any employee benefits offered?</b>	SCORE <b>3</b>
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Sue works part time, her contract includes holiday. Additional leave is available when needed.

<b>10. Is Workplace Wellbeing promoted and encouraged</b>	SCORE <b>3</b>
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Both Clive and Sue are still actively involved with the British Heart Foundation and take part in the annual HeartWalk. They are extremely active and live a healthy lifestyle. Clive's personal experiences are one of the driving forces behind the Slim Roast products.

<b>11. Are the necessary checks made on Contractors and Sub-Contractors</b>	SCORE <b>n/a</b>
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### **WORKPLACE Part Three: Continuous improvement**

<b>Agreed objectives for workplace improvements.</b>
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SMP already exceed the minimal requirements necessary for a business of this size and nature and their commitment to best practice is extremely commendable. Objective is to maintain this standard.

### **WORKPLACE Part Four: Comments and suggestions**

#### **Auditors comments and suggestions for improvements**

No additional comments

### **WORKPLACE Part Five: Results**

<b>Level scored by Auditor</b>	<b>GOLD</b>
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<b>Confirmed by Lead Auditor</b>	<b>GOLD</b>
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## ENVIRONMENT

### ENVIRONMENT Part 1: Meeting legal requirements

1. Do the premises operate under any Environmental Permitting Regulations (EPR) permits: includes PPC (pollution, prevention & control), waste management licenses, water discharge consents, groundwater permits?	SCORE n/a
2. Evidence proper storage and handling of hazardous substances, including COSHH notices if applicable.	SCORE n/a
3. Is the company required to comply with waste packaging legislation	SCORE n/a
4. Is the company required to register under WEEE legislation?	SCORE n/a

The company is not required to register under WEEE legislation but they do have policies to ensure WEEE products are disposed of appropriately.

5. Site Waste Management Plans for construction projects over £300,000.	SCORE n/a
6. Is general waste storage and disposal legislation being complied with?	SCORE 3

They have a waste separation facility and all waste is collected by council.

7. Recognition of and compliance with any other industry specific environmental legislation:	SCORE n/a
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### ENVIRONMENT Part Two: Striving for Excellence

1. Have the owners / senior management identified the environmental impacts of the business?	SCORE 3
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This is one of Clive's areas of expertise and both Clive and Sue are acutely aware of their impact on the environment.

2. Is an Environmental Policy in place?	SCORE 3
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The environmental policy is documented and communicated to all staff and interns as well as being published on the website.

3. Is an Environmental Management System (EMS) in place?	SCORE 3
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All actions are clearly documented within the environmental sustainability policy and includes periodic reviews of paper use, switching off office electrical items etc.

**4. Are any forms of energy management in place, other than bills?**

Electrical items are switched off when not in use. Bills are used to compare and reduce usage as appropriate. Recent replacement of bulbs to low watt bulbs , 400 bulbs replaced for free.	SCORE <b>3</b>
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**5. Are sources of renewable energy being used?**

	SCORE <b>1</b>
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Utility Warehouse. SMP uses Utility Warehouse for energy and a green tariff is not available. Currently reviewing providers as prices are going up.

**6. Are appropriate Stock Control systems in place**

	SCORE <b>n/a</b>
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**7. Are any processes in place to minimise packaging materials?**

	SCORE <b>3</b>
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Email is the main source of communication to reduce paper usage. There is minimal packaging for incoming goods which is all recycled

**8. Is a Waste Management System in place?**

	SCORE <b>3</b>
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Yes. This is documented in Environmental Sustainability Policy, available on the website and communicated to all staff and interns.

**9. Are systems in place to measure and reduce water usage**

	SCORE <b>3</b>
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March 2017-Southern Water conducted an audit on water usage and fittings. A comparison of usage with the bills revealed discrepancies which has resulted in the upcoming installation of a new meter.

**10. Are any systems in place to reduce the impact of all transportation used in the business?**

	SCORE <b>3</b>
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SMP is based in a home office and uses public transport where possible.

**11. Are employees engaged in reducing environmental impact?**

	SCORE <b>3</b>
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Clive and Sue are both involved in the environmental policies of the business. Interns are briefed as part of their induction.

**12. Is the supply chain monitored for environmental credentials?**

	SCORE <b>3</b>
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A full background check of suppliers is conducted.

<b>13. Are environmental concerns and objectives communicated to suppliers and other stakeholders?</b>	SCORE <b>3</b>
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The Environmental Policy is available on the website. Clive is also well known locally by business, consumers and local groups for several local environmental projects such as Passivpod, Proearth and Valetpro.

<b>14. Apart from monitoring its own environmental impact, does the company make any positive contribution to any other conservation schemes?</b>	SCORE <b>3</b>
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The Beacon Hub project is progressing well to provide a learning space relating to local ecology and heritage for local residents. Chris Packham is a supporter. Other conservation initiatives include monthly beach clear-ups and a marine protected area.

### ENVIRONMENT Part Three: Continuous Improvement

<b>Are environmental impacts being monitored or are there any plans to do so in the future?</b>
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Wherever possible, impact is monitored and measured

<b>Agreed objectives to reduce environmental impacts?</b>
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Again there are limited objectives which can elevate the business beyond their already existing impressive levels of commitment to their environment. Sole objective is to maintain this standard.

### ENVIRONMENT Part Four: Comments and Suggestions

#### **Auditor's comments and suggestions for improvements**

No additional Comments.

### ENVIRONMENT Part Five: Results

<b>Level scored by Auditor</b>	<b>GOLD</b>
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<b>Confirmed by Validator</b>	<b>GOLD</b>
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## COMMUNITY (PEOPLE)

### COMMUNITY Part One & Two: Striving for Excellence

<b>1. Is there an awareness of the main social / economic problems facing the community where the business is established?</b>	SCORE <b>3</b>
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Clive is a member of a number of local groups including the Chamber of Commerce & Sussex Enterprise. Clive also speaks regularly at local events and is well known for supporting the local community.

<b>2. Do directors / owners / senior management personally get involved in community activities?</b>	SCORE <b>3</b>
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Both Clive and Sue are very actively involved in the Beacon Hub project and are currently crowd funding to raise the investment to create the intended vision.

<b>3. Are employees encouraged to get involved in community projects?</b>	SCORE <b>3</b>
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Sue is actively involved in a number of conservation initiatives and has been acclaimed for the commitment to planting suitable hedgerows and plants to attract local birds and bees. She is also a staunch supporter of a local dog charity.

<b>4. Does the company engage in any other philanthropic activities?</b>	SCORE <b>3</b>
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Clive and Sue are actively involved with the British Heart Foundation and take place in the local Annual Heart Walk.

<b>5. Are goods and services sourced locally where possible?</b>	SCORE <b>3</b>
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Goods and services are sourced locally whenever possible. This includes the provision of office stationary and IT.

<b>6. Are local staff employed where possible</b>	SCORE <b>3</b>
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SMP is a family business and therefore staff are local, as are the interns from local universities.

<b>7. Is anything being done to support Youth Employment</b>	SCORE <b>3</b>
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Clive is involved in promoting apprenticeships and supports local education initiatives. Students from the local secondary school help at the Beacon Project as part of the Head, Heart, Hand project.

### COMMUNITY Part Three: Continuous Improvement

<b>Are there any plans to increase community involvement or, if involvement is already quite high, will this be maintained?</b>
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The Beacon Hub continues to be the main area of focus as well as a number of other complementary projects. Clive plays a pivotal role in the local community and there is every indication to suggest this will continue.

## COMMUNITY Part Four: Comments and suggestions

### Auditors comments and suggestions for improvements.

No additional comments

## COMMUNITY Part Five: Results

<b>Level scored by Auditor</b>	<b>GOLD</b>
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<b>Confirmed by Lead Auditor</b>	<b>GOLD</b>
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# MARKETPLACE

## MARKETPLACE Parts One & Two: Legislation & Striving Towards Excellence

<b>1. Is any other specific legislation applicable to this business? If so, is it being complied with?</b>	SCORE <b>n/a</b>
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Standard business regulations apply.

<b>2. Is Public Liability insurance in place?</b>	SCORE <b>3</b>
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Public liability of insurance of £2m is included in the extended PI insurance cover.

<b>3. Professional Indemnity Insurance</b>	SCORE <b>3</b>
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PI in place for £2m. Policy 31/12/2017. This is an extensive, extended cover policy as detailed in questions 2 and 4

<b>4. General Business Insurance</b>	SCORE <b>3</b>
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General business insurance is predominantly included in the extended Professional Liability cover which also includes full legal support and 24 hour helpline. Business equipment is included in household insurance.

<b>5. Are there clear business processes in place?</b>	SCORE <b>3</b>
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Clear business processes are in place: protocols and policies including consulting methods, learning methodology & project planning procedures are available on the website. Clive also has relationships with other consultants/coaches in the area if there is a need.

<b>6. Does the company have appropriate procedures in place to ensure all products are fit for purpose?</b>	SCORE <b>3</b>
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Clive has very clear protocols in place when meeting clients to ensure he has a full understanding of their requirements, as detailed on the website project planning procedures.

<b>7. Is good customer service a priority?</b>	SCORE <b>3</b>
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Good customer service is a priority. The IBC code of Professional Conduct and Practice and SMP code of conduct documented and available on website. Clive has been voted as one of the top Growth Voucher consultants in the country.

<b>8. Is clear consumer information provided?</b>	SCORE <b>3</b>
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Clear consumer information is provided on the SMP web site including the data protection policy.

<b>9. Are complaints handled efficiently and appropriately?</b>	SCORE <b>3</b>
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Feedback is readily encouraged and greatly valued. A feedback form is available online.

<b>10. Are any after sales services offered?</b>	SCORE <b>n/a</b>
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Consultancy/Coaching is an ongoing professional relationship.

<b>11. Is a service provided to vulnerable people e.g. children, the elderly, physically or mentally handicapped?</b>	SCORE <b>n/a</b>
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<b>12. Is the typical customer covered by any specific legislation?</b>	SCORE <b>n/a</b>
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<b>13. Are suppliers, staff and the Revenue always paid on time?</b>	SCORE <b>3</b>
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A system is in place to ensure all creditors are paid in a timely manner.

<b>14. Does the company consult with and / or get feedback from customers and suppliers?</b>	SCORE <b>3</b>
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Clive values his relationship with his suppliers, particularly given that the vast majority of these form part of the valued local community.

<b>15. Is there an anti-Bribery and Corruption Policy</b>	SCORE <b>3</b>
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Covered in SMP code of conduct, published on website.

<b>16. Is a fair and ethical purchasing policy in place?</b>	SCORE <b>3</b>
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A Fair and Ethical Purchasing Policy is included within the Global Sullivan Principles to which Clive is committed to working in accordance to.

<b>17. Is an animal testing / animal welfare policy in place?</b>	SCORE <b>n/a</b>
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### **MARKETPLACE Part Three: Continuous Improvement**

<b>Agreed objectives to make improvements in the marketplace.</b>
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Again the core objective is to maintain existing high standards. Clive is fundamentally committed to excellence in all he does.

## MARKETPLACE Part Four: Comments and suggestions

There are no additional auditor's comments or suggestions for improvements.

## MARKETPLACE Part Five: Results

<b>Level scored by Auditor:</b>	<b>GOLD</b>
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<b>Confirmed by Lead Auditor:</b>	<b>GOLD</b>
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## ETHICS, VALUES AND TRANSPARENCY

### ETHICS, VALUES & TRANSPARENCY Parts One and Two: Legislation and Striving for Excellence

<b>1. Does the company have a company code of conduct?</b>	SCORE <b>3</b>
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A written code of conduct is published on website..

<b>2. Are personal values of the business owners / directors extended to the operation of the business?</b>	SCORE <b>3</b>
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From the outset, it is readily apparent that Clive lives and breathes that values of his business. His passion is clear in all that he does, from his published work to his many professional accolades and awards.

<b>3. Does Senior Management fully understand and commit to the Companies Values?</b>	SCORE <b>3</b>
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Sue's values echo that of Clive and the wider business.

<b>4. Are business ideas shared and discussed with stakeholders?</b>	SCORE <b>3</b>
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Clive is a leader in driving forward ideas for development and this is not limited to his client base as he readily relishes the opportunity to speak about business activity and innovative suggestions for best practice. In the interest of transparency his business documents are all available online. Clive is an active member of many associations and has written a number of publications to help local business owners such as a recent release 'Writing Rites and Wrongs'.

<b>5. Are responsible business practices shared and promoted with others?</b>	SCORE <b>3</b>
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Clive is the author / joint author of a number of articles and books on the subject of responsible business, including one entitled Business Ethics.

<b>6. Are company details displayed?</b>	SCORE <b>3</b>
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All company details are on the web site and business stationery.

### ETHICS, VALUES & TRANSPARENCY Part Three: Continuous Improvement

<b>Agreed objectives to encourage ethical behaviour, internally or externally?</b>
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Continue to maintain these exceptional standards and importantly, spreading the good word!

### ETHICS, VALUES & TRANSPARENCY Part Four: Comments and suggestions

There are no additional auditor comments or suggestions.

## ETHICS, VALUES & TRANSPARENCY Part Five: Results

<b>Level scored by Auditor:</b>	<b>GOLD</b>
<b>Confirmed by Lead Auditor</b>	<b>GOLD</b>

## OTHER BUSINESS PROCESSES

### OTHER BUSINESS PROCESSES Parts One and Two: Legislation and Striving for Excellence

<b>1. Is any document control in place?</b>	SCORE <b>3</b>
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Documents are regularly reviewed and controlled.

<b>2. Are all employees clear on their roles and responsibilities?</b>	SCORE <b>3</b>
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Both Clive and Sue have clear job roles and responsibilities and interns are given an extremely thorough job description.

<b>3. Are any business continuity plans in place?</b>	SCORE <b>3</b>
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Business continuity is one of Clive's areas of consultancy and an area of expertise, so unsurprisingly his policy is extremely robust in this area. He has solid relationships with other consultants upon which he could call on if necessary. He has a lengthy continuity plan relating to key worker illness, disruptive legal action, client failure, quality assurance, ICT failure and more.

<b>4. Is there adequate data back-up?</b>	SCORE <b>3</b>
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System backed up with cloud technology in real time

<b>5. Is the business registered under the Data Protection Act?</b>	SCORE <b>3</b>
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Yes Registration Number: Z2427300 Date Registered: 21 December 2010 Registration Expires: 20 December 2017

<b>6. Are insurances in place to protect the business against losses?</b>	SCORE <b>3</b>
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The Professional Liability insurance offers extended cover in areas such as liable and slander and product liability

<b>7. Are systems in place to ensure all financial and legal reporting responsibilities are carried out</b>	SCORE <b>3</b>
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Comprehensive systems are in place. Reporting provided by Crunch Accounting

## OTHER BUSINESS PROCESSES Part Three: Continuous Improvement

**Agreed objectives to maintain and improve business processes and continuity.**

Again, to maintain the existing high standard, particularly in the area of business continuity.

## OTHER BUSINESS PROCESSES Part Four: Comments and suggestions

There are no additional auditor comments or suggestions.

## OTHER BUSINESS PROCESSES Part Five: Results

<b>Level scored by Auditor:</b>	<b>GOLD</b>
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<b>Confirmed by Lead Auditor:</b>	<b>GOLD</b>
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## SUMMARY AUDITOR COMMENT

A glowing gold recommendation for a company which provides a prime example of the big difference a small business can make!

Clive exudes passion for his business, the environment and the community and goes to great lengths to keep building on very solid foundations and ensuring that excellence is achieved in all areas.

The Beacon Hub is a particularly exciting project with so many clear benefits on a wider scale and I wish them every luck with this project and the many other endeavours they are involved in!



**Organisation for Responsible Businesses Ltd**

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