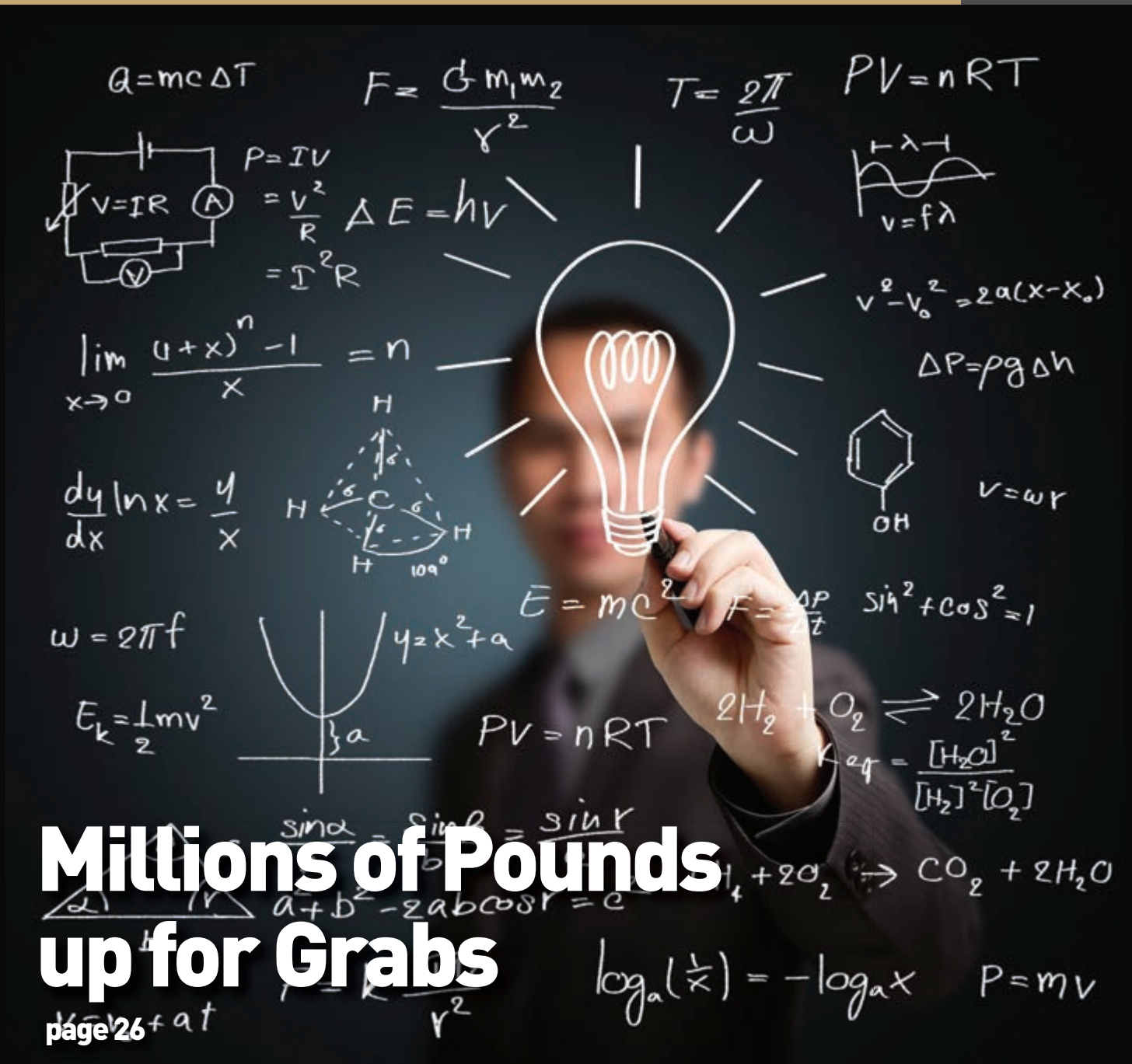


BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

March 2013

Issue 12



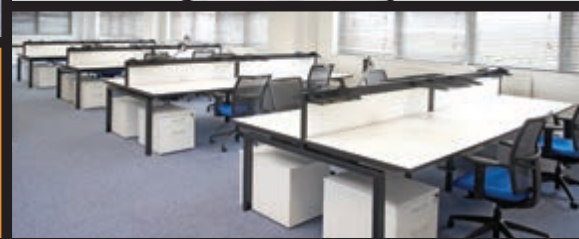
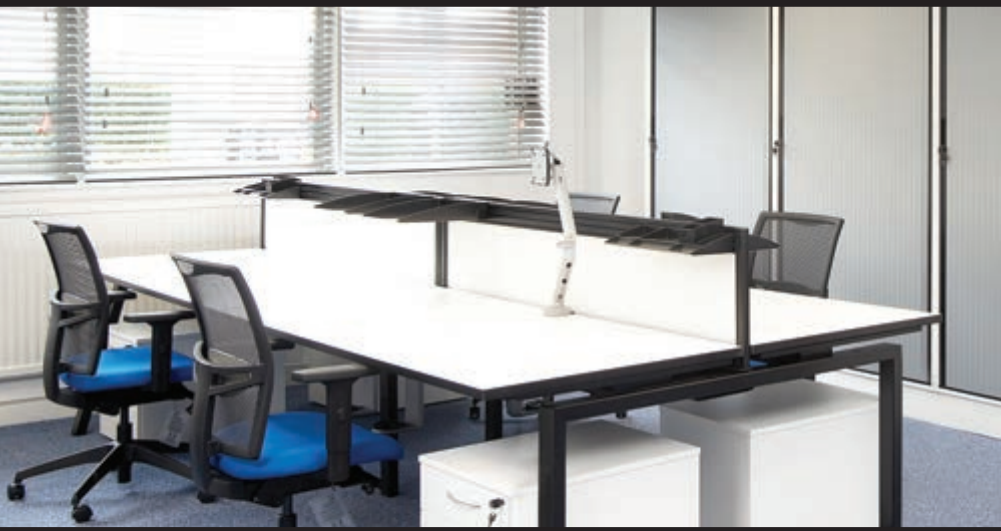
The background image shows a man in a dark suit and tie, holding a piece of chalk and drawing a lightbulb on a chalkboard. The chalkboard is filled with various scientific and mathematical formulas, including:

- $Q = mc\Delta T$
- $F = \frac{Gm_1m_2}{r^2}$
- $T = \frac{2\pi}{\omega}$
- $PV = nRT$
- $V = IR$ (with a circuit diagram showing a battery, a switch, a resistor, an ammeter (A), and a voltmeter (V))
- $P = IV = \frac{V^2}{R} = I^2R$
- $\Delta E = h\nu$
- $v = f\lambda$ (with a wave diagram)
- $v^2 - v_0^2 = 2a(x - x_0)$
- $\Delta P = \rho g \Delta h$
- $\lim_{x \rightarrow 0} \frac{(1+x)^n - 1}{x} = n$
- $\frac{dy}{dx} \ln x = \frac{y}{x}$
- $w = 2\pi f$
- $E_k = \frac{1}{2}mv^2$
- $E = mc^2$
- $F = \frac{\Delta P}{\Delta t}$
- $\sin^2 \theta + \cos^2 \theta = 1$
- $2H_2 + O_2 \rightleftharpoons 2H_2O$
- $K_{eq} = \frac{[H_2O]^2}{[H_2]^2[O_2]}$
- $H_2 + 2O_2 \rightarrow CO_2 + 2H_2O$
- $\log_a(\frac{1}{x}) = -\log_a x$
- $P = mv$
- $\frac{\sin \alpha}{a} = \frac{\sin \beta}{b} = \frac{\sin \gamma}{c}$
- $a^2 + b^2 - 2ab \cos \gamma = c^2$
- $r = k \frac{1}{r^2}$
- $v = at + \frac{1}{2}at^2$
- A diagram of a tetrahedron with vertices labeled H, C, and H, and an angle of 109° .
- A graph of a parabola $y = x^2 + a$ with its vertex at $(0, a)$.
- A chemical structure of phenol (a benzene ring with an OH group).

Millions of Pounds up for Grabs

page 26

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Elaine Burke (right) in Port Macquarie with Stoney the koala and Margret Meagher, organiser of Hello Koalas.

Business Backing for Toads Inspires Koala Project

Hull's award-winning Larkin With Toads project is inspiring another public art event on the other side of the world – and the man behind the Chamber's new corporate video is helping to tell the story.

The community and corporate success of Larkin With Toads prompted residents of the Port Macquarie Hastings region of Australia to devise their own event – Hello Koalas.

They sought the expertise of Cottingham-based arts consultant Elaine Burke, who led the planning and development of Larkin With Toads, and Elaine in turn recruited Dave Lee, who recently completed the Chamber video.

"My report highlighting the community pride and the £1 million boost to the local economy alerted the people of Port Macquarie to the huge success of Larkin With Toads," said Elaine.

"I was invited to Australia to tell them all about the fantastic event in Hull, and to help them secure support for a similar event featuring koalas. As part of that I showed them Dave's film."

As well as addressing the launch of Hello Koalas, Elaine spoke to audiences including the Port Macquarie Chamber of Commerce about the benefits art and culture can bring to business.

"The film is a great advertisement for Hull, including our business community," said Elaine.

"Many Members of the Hull and Humber Chamber supported Larkin With Toads and the organisers of Hello Koalas hope very much that they can secure similar backing from their Chamber Members."

The film will also be used to promote Swerving East, the follow-up to Larkin With Toads.

"Swerving East is an arts project which will extend throughout East Yorkshire and we're looking forward to revealing more about it very soon," said Elaine.

Dave Lee added: "It's remarkable to think that the success of Larkin With Toads is stretching around the world and I'm pleased to have been able to play a part in that."

To view the film visit You Tube and search for Larkin With Toads Dave Lee.

Chamber Dinner a Sell-Out Success!

The Hull and Humber Chamber held its Annual Dinner at the KC Stadium in January.

The sell-out event was attended by over 350 people representing more than 200 companies from across the Yorkshire and Humber region.

The Chamber's President, Associated British Ports' director for Hull and Goole, Matt Jukes, told guests that there are an awful lot of positive things happening in the region and urged people to shout good news about businesses here from the rooftops.

Guest speaker at the Dinner was Matthew Chinn, who is head of energy for Siemens' energy division in the UK and North West Europe.

He told guests that he believed the Green Port Hull development will happen if the right levels of support, particularly from central Government, continue.

He praised what he described as his 'dream team in Hull' which includes partner Associated British Ports, Hull City Council and local MPs.



A packed room at this year's sell-out Annual Dinner.

The Chamber's chief executive, Dr Ian Kelly, said he was pleased that this year's event had been such a success and hoped that next year's Dinner would be equally enjoyable.

The Chamber would like to say a big thank you to the companies which sponsored the Dinner. This year they were ABP, KRL Group Ltd, Young's Seafood, Nabarro, BP and Saville Audio Visual.



Pictured at this year's Dinner are (left to right) Chamber President Matt Jukes, guest speaker Matthew Chinn and Dr Kelly.

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www.creditsafeuk.com/chambers or call 0800 0778759 and quote The Hull & Humber Chamber of Commerce.



Contract Win for Hull Firm

Hull-based Member Reality Solutions beat off national competition to win a major new contract with Cambrian Granite Yorkshire.

Reality Solutions will deliver, implement, train and support the Sage 200 business software system designed for fast growing companies.

Cambrian Granite is one of the largest providers of the finest quality Granite and Quartz work surfaces to a national customer base.

Its managing director Mark Londesborough said: "We chose Reality Solutions to provide our Sage 200 software solution as they proved to us their service delivery is second to none."

Can Fresh Eyes Open Up New Opportunities?

By Paul Cliff

In the last edition of Business Intelligence I discussed the employability conundrum, 'How can young people develop skills for the world of work if they are not in the world of work?'

I quoted the latest CBI report that identified issues with the current education system and again, as I sit down to write this, the government think tank 'Policy Exchange' has again supported the argument that many school leavers churn between low-grade work and poor quality education. The report highlights the difference between the academic focus of the English educational system and the more vocationally orientated German system where high quality vocational education is revered and where youth unemployment is much lower.

This on-going debate focuses discussion around the needs of education meeting the needs of business through course programmes and qualifications. But what if we consider a different view? What if we consider what a young person can add to a business regardless of qualifications?

Young people, as well as being future employees, are also future customers, suppliers, employers and entrepreneurs. This group of individuals are much closer to the future than many of us are. They understand the digital world as they have grown up in it; they understand the importance of virtual



'friends' and are able to identify trends through their own connectivity. Information can spread much faster through social networks than it can via word of mouth. Product endorsement can be free and only a re-Tweet away, (RT for the uninitiated), advertisements can be subtly weaved into Facebook status and a viral video on YouTube can spread globally within hours.

The digital world aside, young people are able to understand and predict future consumer behaviour much quicker as they are future consumers. Within five years current 16 year olds are 21 and will be making decisions that we make daily but in a new way.

It is easy to suggest that young people lack the skills that we need as employers, but it is a much harder thought process to accept that as employers we lack the skills that young people can bring. So what if there was a school that develops young professionals

who can act as entrepreneurs but are also schooled in those skills said to be lacking in the 'Policy Exchange' report. A school offering qualifications and real world experience.

Hull's Studio School offers a unique environment that builds academic experience through exciting employer commissioned projects that apply core knowledge but encourage the development of the skills needed to succeed in the world of work. These skills can then be fine-tuned through the year-round work experience developed in organisations such as yours. All the while providing a new insight into the future. Find out more at hullstudioschool.co.uk

So if you would like fresh eyes on your business contact me: Paul Cliff, Director of Business Development at Hull Studio School, on **07931806518** or pcliff@hullstudioschool.co.uk. You could also follow us on twitter [@HullsNewEnergy](https://twitter.com/HullsNewEnergy)

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Libya Trip for Shipping Lawyer

Shipping lawyer and ships engineer Iain Butterworth of Myton Law visited Libya in November, where he was representing a London-based insurer client in a case which could result in a cargo damage claim of around six million US dollars.

Iain, a director of Hull-based shipping, transport and insurance law firm Myton Law, returned from Benghazi on November 15 following a visit on behalf of Navigators P&I (UK), the City of London based insurer of marine risks, which is part of the American-owned Navigators Group, Inc.

The case relates to a cargo of valuable corn being shipped from the Ukraine to Benghazi. During the trip Butterworth worked alongside the locally-appointed surveyor, the cargo owners, Libyan authorities and ship owner's locally-appointed lawyer, in order to try to find a resolution to the problem.

Other assignments in the past year have taken Iain to Thailand, West Africa and a number of European countries on a variety of shipping cases.

He said: "When I got the call to see if I would be prepared to travel to Libya, I was slightly reluctant, particularly when I reviewed the official travel advice. This painted a very different picture to what I found.

"The hotels, whilst scarce, are very good and, so far, there have been no security issues. The infrastructure is a mess and roads and buildings in extremely poor order.

"However, the place has massive potential. The climate is perfect. The country enjoys the longest Mediterranean coastline and has a very interesting history. It is also rich in resources so, theoretically, it has the revenue to rebuild. There is a lot of unfinished development which will hopefully start again once the country's political situation smoothes out.

"Being based in Benghazi, where the revolution began, I detected a sense of pride and everyone seemed very excited about rebuilding the country."



Iain Butterworth

Igen Secure Hat Trick of Monthly Awards

Igen, the not-for-profit company who deliver the Work Programme in Goole as a sub-contractor for NCG/ Intraining, won monthly awards for outstanding sub-contractor performance during September, October and November.

The achievement goes to the contractor who is most successful in meeting their target for moving clients into work.

Igen, based at 4 First Avenue, Goole, has taken on a new Employer Engagement Officer, James Major, who will work alongside Igen's existing team in Goole to ensure Igen continue to identify employment opportunities for their clients.

James is interested in speaking with employers in the area to explain the benefits of incorporating Igen's free services into their recruitment activities. He can be contacted on **01405 768690** or email: james.major@igengroup.co.uk



The AGE Grant - 16-24 Year Old Apprentices

Fisher Security is based in Goole, East Yorkshire, and specialises in the installation, maintenance and monitoring of CCTV, access control, intruder and fire alarm systems for customers across the Yorkshire region. The company has recently employed an apprentice from East Riding of Yorkshire Council and has taken advantage of the apprenticeship AGE 16-24 grant to do this.

Fisher Security already runs engineering apprenticeships, but it is the first time that they have recruited an apprentice into an admin role. They were keen to employ a local young person who demonstrated the commitment and enthusiasm to work for them.

Sarah Fisher, working in Accounts for Fisher Security, said: "I'd recommend that any local organisation considers offering a local young person an apprenticeship. We've found out through this process that there are young people out there who demonstrate the commitment and enthusiasm to work for us, but don't necessarily have the work experience and skills."

East Riding of Yorkshire Council assisted Fisher Security in finding candidates suitable for the role of business admin apprentice. Fisher was told all about the AGE 16-24 grant available and a representative came out to see the company with suitable CVs of candidates. The vacancy was also posted on the NAS vacancy matching service.



From left, Richard Weeks, Steve Ward and Dean Hordon of the new Renewables Division at Hall Construction Group

Renewables on the Agenda as Hall Group Marks Milestone

The Managing Director of one of the region's leading construction businesses reported expansion and recruitment as the company ended its 125th year.

Martin Hall said the Hull-based family firm Hall Construction Group is combating the struggling economy by undertaking major projects locally, regionally and further afield and by expanding into exciting new areas.

The fourth generation of the family to enter the business, Martin joined in the Centenary year of 1987 and has increased the Group's capacity to embrace construction, building services, joinery, plumbing and heating and now renewables.

Martin said: "We have a rich heritage and impressive history but we are always looking forward.

"We have identified and embraced new technologies and business opportunities and that includes embarking on our own green revolution.

"We have established a renewables department which is already delivering green technology on a large scale, notably with the construction of large, on-shore wind farms in Cumbria and the East Riding."

The Group's commitment to expansion brought a number of key appointments in its milestone year. Simon North became Group Operations Director and new arrivals included Richard Crone as Safety, Health and Environment Manager, Nick Rose as Building Services Estimator, and Stephen Oliver, who brought 20 years of experience with Wykeland Group to the role of Business Development Consultant.

A dedicated renewables team is led by Renewables Manager, Steve Ward, Sales Manager Richard Weeks and Assistant Renewables Manager Dean Hordon.

Steve said the initial target will be to explore opportunities arising from the Government's Green Deal and the Renewable Heat Incentive, which are designed to help householders and businesses increase the energy efficiency of their properties across the UK and recoup installation costs.



Members of the Strawberry team with Shaun Wright from Whizz Kids.

Strawberry Celebrates 20th Year in Business

When Strawberry was established by Jonathan Leafe in 1993, web browsers had only just been invented and the company had a total of two team members.

Now, as Strawberry enters its 20th year in business, it is one of Hull and East Yorkshire's leading creative and digital agencies with over 25 members of staff.

Strawberry started life in a small office on Strawberry Street in Hull. It remains in the same location to this day but occupies a much larger space with a design studio, web team and a growing digital marketing department.

Jonathan said: "To make 20 years in this industry is a miracle. Not many agencies make it this far so to have done so, and grown so much, is a real achievement.

"I think the key to Strawberry's success is our ability to evolve and adapt to changes in the industry."

To celebrate its 20th anniversary, Strawberry plans to launch a new website and has made children's charity, Whizz Kidz, its charity of the year with several key fundraising events planned for 2013.

Whizz Kidz is well known throughout the UK and supplies mobility equipment to disabled children and young people, whilst encouraging them to lead active lives.

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Keeping On Top of the Message in a Changing World

Marketing and communication is changing and changing rapidly and the reason is social media.

The sector is no stranger to change. When it comes to distributing press releases, for instance, the traditional way for decades was by post until the advent of fax, which was itself soon supplanted by email. Suddenly, a press release can reach a myriad of media outlets in seconds.

But even that process, speedy and efficient as it is, has been overtaken by Social Media and the way it allows people to comment immediately on a company's pronouncement. Today, the industry is contending with changes wrought by the likes of Twitter, Facebook and their ilk, all of which are rewriting the rules like never before.

PR professionals, while concerned that it is more difficult to control the message on Social Media, can nevertheless see great opportunities in the new ways of contacting customers directly.

For them, the main issue remains that Social Media allows a message to be questioned within seconds. Keeping track of comment has become a major part of the PR professional's working day.

Some of the gloomier pundits have predicted that this is end of traditional PR because now everyone can practice it, everyone can get a message out. PR professionals will tell you that the web's dramatic expansion does not mean that more traditional outlets are being ignored. Newspapers, radio and television remain important, it is just that for many PR specialists hits on the web is where their successes are increasingly being recorded. Certainly being recorded first.

The canner practitioners can see the advantages offered by the new platforms. PR is not dying, it's just evolving.

Marketing companies, too, are showing increasing levels of imagination as they respond to the new world. They are experimenting with the likes of podcasts, audio files, flash banner advertising and video, which offers opportunities for companies commissioning corporate films and taking advantage of the links of You-Tube for viral marketing.

They can see that a short film showing someone enthusing about a product can be a very effective marketing tool.

Marketing companies are also taking advantage of the exciting revolution in hand-held technology and the opportunities it offers for downloads. The Age of the App is upon us, too.

However, another media which is still popular is the most traditional one of all. For many companies, producing their own print publications remains the key to success and those who succeed are the ones who value creativity above everything else, who dedicate time and effort to getting the look and the text right, so that they make for attractive and informative reads.

For all marketing experts, though, one thing has not changed. Success is about making the client stand out. Whether it be attractive adverts in magazines and newspapers or inventive use of downloads and websites, creativity holds the key to success. And that won't change.

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From left, Adam Lansdell, Louise Lansdell and Daniel Broughton

Hull Company Appoints New Works Director

RapidServ has appointed a new works director.

Daniel Broughton joined the Hull firm in 2011 and has grown the business and implemented many new procedures to ensure smooth running of projects.

The family-owned renewable, heating, plumbing and electrical business was established in 2007.

Employing six staff, it offers services ranging from renewables, gas, plumbing and electrics. They are currently undertaking accreditation to become a Green Deal Installer.

Mr Broughton, who came to RapidServ with 15 years' industry experience, said "My new position is to play a part in the continuing development of RapidServ, working to advance the company and ultimately ensuring growth of the company."

"RapidServ has a great team now and we really pull together to ensure success. At the heart of the company is the importance of customer service and that it is committed to the local area."

RapidServ's managing director Adam Lansdell, who set up the company with wife Louise, said: "We could not be happier to welcome Danny on the management team and I know he will be a great asset to the company as he indeed already is."

Entries Sought

Entries are being sought for the 2013 Northern Lincolnshire Business Awards, organised by the Hull & Humber Chamber of Commerce in partnership with Grimsby & Scunthorpe Media Group.

The Awards, now in their 12th year, are open to all businesses in North and North East Lincolnshire. The Awards are aimed at new and established, large and small companies. As well as general categories, applications are also invited for awards in International Trade, Innovation, Training, Excellence in the Community, Business Growth and Business Person of the Year. Entry can be made online at www.northernlincolnshirebusinessawards.co.uk or by hard copy using the entry form in the brochure available from the Northern Lincolnshire Chamber Office (tel: 01472 342981) Deadline for entry is Friday 8 March.

The three final nominees in each category will be filmed and those films shown at the Awards Dinner and Presentation evening, to be held for the first time in Scunthorpe - at the Baths Hall - on Friday 17 May.

As well as celebrating the outright winners of each Award the Dinner will have a 1970s theme with entertainment provided by professional and local performers. Host Sponsors of the Dinner are North Lincolnshire Council and the event is also supported by Humberside Airport and Grimsby Institute of Further & Higher Education. A sparkling wine reception at the Dinner will be Sponsored by Clugston Group. Tickets for the Dinner are available through the Grimsby Chamber Office.

For further information on any aspect of the Awards please email info@northernlincolnshirebusinessawards.co.uk or telephone Anne Tate on 01472 342981

Harness the Power of the Mind

As much as 95% of what we do is a response to programmes which the unconscious mind runs.



Linda Johnson

the efficacy of hypnotherapy in stress and anxiety, improving sleep and reducing blood pressure; local studies have demonstrated how well hypnotherapy works for slimmers and nationally the NHS recognises its many benefits.

Hypnotherapy can help you and your staff manage stress, phobias, anxiety, panic attacks, fear, pain, insomnia, anger etc.

Release Your Potential can deliver bespoke stress reduction sessions, help staff give up smoking, run weight management programmes etc, all designed with you to help you improve staff well-being and increase efficiency and productivity.

Contact Linda Johnson on enquiries@releaseyourpotential.co.uk
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Because the unconscious mind works faster, and can process more information than the conscious mind, we are often unaware of how we behave.

Irrational symptoms, negative thoughts and unwanted behaviours can all be the result of an event which our subconscious mind wants to protect us from.

Hypnotherapy, which involves deep relaxation, is when the unconscious mind is most sensitive to reprogramming. Neuroscience has demonstrated



QES Results: Humber Confidence Boost to End 2012

The economic figures to conclude 2012, were a welcomed confidence boost following the concerning Quarter three figures and recent job losses experienced in the Humber region, latest research by the Hull & Humber Chamber of Commerce has indicated.

Throughout 2012 we had seen Exports lead the way and, though they dipped ever so slightly at the end of 2012, it was welcoming to see that UK Sales and Orders have begun to strengthen.

At the same time last year we saw UK Sales in negatives, so it is pleasing to see UK Sales strengthen with a rise of 14% to a balance of 20% to end the year. Home orders have also seen a positive increase of 18% to a balance of 20%.

Exports continue to remain high, though down slightly on the previous quarter. Export Sales were observed at a balance of 61% (down 3%) and Export orders at 53% (down 1%). Again, these figures continue to be comparatively higher than other areas within the Yorkshire & Humber region.

We have welcomed the fact that some key business confidence indicators saw increases in Quarter four.

Cashflow improved by 5%, though still remaining in negative figures, at -18%. Rises were also seen in investment in training, up 6% to 10%. Although Investment in plant/machinery decreased with balances falling into negative figures at -2%.

Having seen a decrease last quarter, businesses have reported employment balances are up again by 3% to 11%. However, employment expectations have dropped considerably by 15% to 6%, suggesting that this may have been a temporary phenomenon in the run up to Christmas.

Positively, following a considerable drop of 14% last quarter, an increase was seen in the number of businesses operating at full capacity, at 30% (up 7%).

A slight increase of 1% to 32% was observed for businesses experiencing difficulties in recruitment. The main difficulties were reported by businesses seeking Management staff (24%), followed by Skilled/Manual staff (18%).

Going forward, more businesses are reporting positivity about their turnover and profit expectations. Turnover expectation balances rose 2% to 33% and profit expectation balances increased by 4% to 12%.

Fewer businesses are expecting to increase their prices over the forthcoming quarter, with 24% reporting that they will be increasing prices, down 8% on the previous quarter.

'Other overheads' continue to be the main price pressure amongst businesses at 53% (up 4% on the previous quarter). After the increase observed last quarter, raw material cost concerns dropped 6% to 30%, though they continue to remain the second main price pressure amongst businesses. Externally, businesses reported that inflation still continued to be their main concern at 47% (down 4% on the previous quarter).

Dr Ian Kelly, Chamber Chief Executive comments:

"Despite some high profile job losses announced recently this is a more positive set of economic results than we had expected in the run up to Christmas.

"After a concerning Quarter three, we are pleased to see that local business confidence is climbing again and now the Government has put forward its Energy Bill, we are hopeful that much anticipated investment in our area will emerge."

Chambers of Commerce Energy Group Update

Government publishes Energy Bill

The government has published the long-awaited Energy Bill. The Bill aims to make low carbon forms of energy - such as nuclear and renewables - more attractive to investors. The main measure in the Bill is the introduction of feed-in tariffs for large-scale low carbon projects. A new government owned company will act as a single counterparty for the feed-in tariff with eligible generators. Some energy intensive industries will be exempted from the additional charges required to upgrade the UK energy infrastructure. Alongside the Bill the government has published a consultation on energy efficiency. Among measures considered are proposals to incentivise businesses financially to reduce their energy usage.

Green Bank opens for business

Business Secretary Vince Cable has declared the UK Green Investment Bank plc officially open for business and announced two new investments, an energy from waste project in the North East and a retrofit of Kingspan's UK facilities. The Edinburgh based institution has been funded with £3 billion of Government money and will mobilise additional private capital to make a significant contribution to the development of a green economy.

Government heralds energy efficiency revolution

A transformation in the way energy is used across the UK economy could help boost growth and jobs, and investing in energy efficiency could save up to 22 power stations-worth of energy by 2020, according to the Government's Energy Efficiency Strategy published in January. The new Strategy is aimed at changing the way energy is used in sectors such as housing, transport and manufacturing over the coming decades.

Prime Minister pledges support for oil and gas industry in keynote speech

At this year's Lord Mayor's Banquet in London the Prime Minister said that oil and gas operations in the North Sea are to be put at the heart of the 'modern industrial strategy'. He stated that the government would publish a new strategy for the industry early in the new year. He also announced in his speech that former energy minister Charles Hendry would be stepping into a role as one of eight new trade envoys.

Single market for gas and electricity consultation

The European Commission has published a consultation on how a more coordinated approach to assessing generation adequacy and security in the internal electricity market can be ensured. This consultation paper is being published in the

context of the Commission Communication on the Internal Energy market. The consultation closed on 7 February 2013.

Hitachi completes £696m Horizon nuclear acquisition

Hitachi has completed its acquisition of the Horizon nuclear project from RWE and E.ON, paving the way for the development of a new fleet of British nuclear reactors. The Japanese engineering giant announced late last month it had agreed to shell out a combined £696m for the Horizon joint venture and two prospective nuclear development sites at Wylfa in Anglesey and Oldbury in Gloucestershire.

Upcoming developments

- Consultations on onshore wind power and solar power costs
- Government final decision on the future of fracking
- New gas generation strategy to be published in Autumn Statement
- Government response to the consultation on the CRC Energy Efficiency Scheme
- Announcement on REACH, and WEEE Directive and environmental guidance simplification
- New strategies on nuclear, oil and gas and offshore renewables to be published

For further information, please contact Tom Nolan at the British Chambers of Commerce on **020 7654 5824** or t.nolan@britishchambers.org.uk



Recipe for Success in 2013



Ronald Martin, HSBC
Senior International
Commercial Manager

Despite the challenging trading conditions throughout 2012, the start of a New Year represents an ideal opportunity for businesses across the Hull and Humber to take stock and consider what steps they should take to maximise their growth potential in the year ahead. HSBC's recently released Growing British Business report investigates the forward thinking companies that are driving growth and steering the UK back to economic prosperity.

Visionary business leaders, identified as 'Growth Pioneers,' are innovating and diversifying. They are identifiable by how they are rethinking domestic

opportunities and product markets, investing in staff, focusing on new international markets and using smart finance tools to turn order books into instant liquidity. Their positive outlook can be attributed to how they have dealt with the impact of the recent recession: 92% say they have been proactive in dealing with the impact of the recession and 33% say they have become more adaptable.

A more adaptable approach has helped many businesses think about further opportunities for trade in 2013 - whether it is targeting new customers, or looking to trade with new markets overseas. Looking to the year ahead, HSBC's Global Connections report, which predicts trading trends to 2030, reveals that while the outlook for demand in Europe remains downbeat, there are good opportunities for UK exporters in emerging markets. In particular, UK exports to Asia are forecast to grow by around 9-10% a year during 2013-20 with India predicted to be the most dynamic trade route in the region in the near term. These rapidly expanding markets could provide an opportunity for growth for many businesses seeking opportunities in new markets.

With the right advice and preparation, international trade could be a critical element to business success in 2013 and beyond. As the Growing British Business report demonstrates, innovation, investment in talent and exports to faster growing, emerging economies are key strategies for the 'Growth Pioneer'. These businesses are expanding despite the recession, and leading the UK back to economic prosperity.

At HSBC, we are supporting companies across the UK to look at the strategies deployed by 'Growth Pioneer' businesses to find out what they could learn to secure their organisations' growth in the year ahead. With the right business strategy, an innovative approach and strong professional support, we believe that 2013 could represent a return to economic prosperity for business in the Hull and Humber and the UK as a whole.



Humber Region To Export Agri-Business Expertise Following Visit From Indian Minister



HULL and East Yorkshire could soon be exporting expertise in food processing and agri-business to India, to help develop one of the country's fastest growing regions.

Bahir Minister for Rural Development, Nitish Mishra, visited Hull in December to speak to representatives of Hull and Humber Chamber of Commerce of Industry and to identify areas of potential co-operation between the two regions.

Mr Mishra studied for a Masters Degree in Global Politics and Economics at Hull University in 1997 and returned to his former digs in the city as a part of the visit.

He is now a senior minister in the Janata Dal (United) Party which governs the East Indian state of Bahir – home to more than 100m people.

Mr Mishra said the region had much to learn from Hull and East Yorkshire which had skills beneficial to the future of his state.

"Bahir is a region of huge potential, especially in agriculture because it is almost 90 percent rural," he said.

"It contributes around eight percent to India's overall economy, yet 55 percent of people live below the poverty line. That is the challenge we need to address."

"However, there are things happening in the Humber region that we believe we can take on and start doing ourselves, not just in terms of agriculture and food processing but logistics, supply chain management and warehousing."

"One of the first things I will be doing when I return to India is speaking to the Bahir Chamber of Commerce and encouraging them to make contact with Hull and Humber Chamber of Commerce so we can identify ways of working together."

Mr Mishra was accompanied on a tour of the University of Hull by Matt Jukes, Port Director of Hull and Goole and current President of Hull and Humber Chamber of Commerce.

In the afternoon he met with the Chamber's shipping committee, chaired by Graham Cross, managing director of GX Danbrit, to discuss logistics, supply chain management and warehousing.

Mr Jukes said the visit could mark the start of an enduring relationship between the two regions.

He said: "Here in the Humber region food has been and continues to be one of our biggest economic drivers and as such we have a combination of skills and technologies that would be difficult to match elsewhere."

"An area like Bahir, which covers around 99,000 square km, most of which is rural land, clearly has huge potential to develop a thriving agri-business sector as well as all the support services the industry require."

International Trade Events

Authorised Economic Operator (AEO)

Tuesday 26th February 2013. 9.30 - 2.00pm

Outward Processing Relief Seminar

Tuesday, 19th March 2013. 10.15am - 2.00pm

VAT - Trading with other Countries Seminar

Wednesday 10th April 2013 - 10-15am - 2.00 pm

For more information contact

Alison Burnett

International Trade Co-ordinator

Hull & Humber Chamber of Commerce

Tel: +44 (0)1482 324976

Fax: +44 (0)1482 213962

A Message from Kevin Harrison, Managing Director of Good Travel Management ...

Good Travel Management Ltd is pleased to announce the purchase of Uniglobe Regent Travel, a leading corporate travel business based in Stockport.

The acquisition extends our operation into the North West, joining our sister companies John Good Shipping and CBI Transportation UK Ltd which have a long association with Manchester and the surrounding region.

It follows the successful launch of our Leeds office in July last year and completes our expansion along the M62 corridor.

Good Travel Management Ltd now has corporate offices in Hull, Grimsby, Leeds and Stockport and a corporate, retail and leisure operation in Hagley, West Midlands, enabling us to offer our comprehensive travel services to customers across the north and Midlands.

We believe the extra buying power resulting from the purchase will benefit all our customers, regardless of where you are in the country.

Uniglobe Regent Travel was established in 1997 by Martyn and Patricia Greenwood, as a franchise of Uniglobe, the world's largest single branded travel group.

Martyn and Patricia decided to sell the business with a view to retiring eventually. However they will remain directors of the company for the foreseeable future and will continue to play an important role in the day to day running of the business.

We decided Uniglobe Regent Travel would be a fantastic addition to our group because it has many synergies with Good Travel Management, including client profile and a dedication to high standards of customer service. Plus it is based in a strategic location.

Martyn and Patricia have built up an impressive business over the past 16 years which is a testament to their dedication and hard work. We intend to continue in precisely the same vein, introduce new

services, and above all, along with the wider John Good Group, continue to deliver the first class service with which Uniglobe Regent Travel has become synonymous.

For more details please contact Kevin Harrison – kharrison@good-travel.co.uk

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Firm Helps Vicky on Trip of a Lifetime

Market Weighton-based Britcom International Limited has sponsored local girl Vicky May in a trip of a lifetime.

Vicky, also from Market Weighton, is spending three months in Accra in Ghana gaining practical skills and experience to assist her in getting into University in September to study midwifery.

Having applied to University last year, Vicky was turned down due to her lack of 'life experience' but is passionate about becoming a midwife so she signed herself up for a Projects Abroad trip to Ghana.

The experience will give her the opportunity to work alongside midwives in Accra hospitals and mobile clinics.

Vicky has been working at a local restaurant to earn the money to fund the trip, but also needed to raise additional sponsorship to cover the costs.

Chris Urwin, Britcom's Joint Managing Director, said "Vicky has shown great enthusiasm for what she wants to do with her life and I felt she was a very worthy candidate for our support. Vicky is using the initial rejection from University as an opportunity to experience life as a midwife in an African country and to help those who may be less fortunate than herself."

Extending Your IT Team ... Keeping it Local and Simple with StyleTech

2013 will see even more multi-sourced IT outsourcing arrangements compared to traditional large and lengthy tied in contracts.

Breaking down larger, non-viable contracts into smaller more manageable ones provides an organisation with the ability to take back control and create many cost efficiencies.

Utilising a variety of specialist organisations to meet your IT requirements ensures you get specific expertise within the industry sector.

No longer do organisations need to settle for mediocre expertise or feel they have to accept an add-on service offering.

The following examples demonstrate how an approach to a multi-sourced IT solution may be fragmented, gaining valuable exposure to specific expertise for your organisation:-

- New business software development and the analysis and development of legacy systems
- Business intelligence data reporting and scrutiny
- System analysis through to implementation plans
- Networking, infrastructure management through to training and the supply and installation of hardware
- Data security and back up management
- Hosting accompanied by support and maintenance arrangements

As technology develops and business intelligence becomes imperative for both business survival and growth, it becomes increasingly difficult, and more

expensive by the day, to manage the ever-changing technical needs of the business when outsourcing all IT with one supplier or employing contractors.

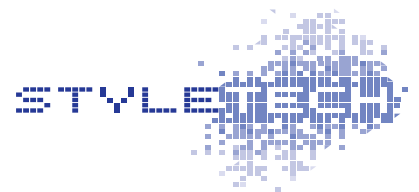
Companies want to receive that valuable personal service again, the personal service that the large long term contractual agreement promised and in many instances failed to deliver.

Outsourcing elements of your IT rather than the whole can pay dividends in the long term:-

- Valuable business and IT knowledge doesn't just leave the business when the contractor does.
- Costs are minimised as long term relationships between client and IT partner are developed.
- Knowledge of IT systems develop, enabling faster response and more efficient and secure management of business-critical data.

StyleTech Solutions are a Hull-based organisation that specialise in 'Bespoke Software Development' and has been supporting multi-sourced IT management with its 'Outsourced IT service as an extension to your business' since 1999.

You can find out more about how StyleTech can support your IT function by calling Sarah McKenzie on **01482 325779** or visit www.styletech.co.uk



Charity Challenge Will Test Local Knowledge

Businesses throughout the region are swotting up on their local surroundings as they brace themselves for a charity quiz challenge which asks: How Much Do You Know About Hull?

Rollits, Kingston Recruitment, KC, The Insurance Partnership, Barclays Corporate and Hull College were among the first to sign up for the event, which will take place in the Oceans Gallery at The Deep on Thursday 25 April.

Other contenders are being recruited, and there are also places for non-corporate teams who wish

to support the Dove House Hospice Love You 2 Appeal.

The quiz will be devised and presented by author and media/PR consultant Phil Ascough, whose recent books include *Kissing The Badge* and *The Armchair Olympian*, both published by Bloomsbury.

The start time for the event is 7pm for 7.30pm. Tickets are priced at £15 per person to include supper and there is a maximum of six people per team. Tickets are available from the Love You 2 Appeal office on **01482 785744** or by email at loveyou2@dovehouse.org.uk

A Hull Based Engineering Design Company Has Struck up a Partnership with One of the City's Sporting Clubs.

Chamber Member Lee Scott, Managing Director of Kingston CAD Solutions will sponsor the puck, goals, website and live media game coverage for Hull Stingrays.

It is an exciting development for the company, which provides all aspects of engineering design services, including manufacturing and technical drawings, product design, sheet metal and fabrication design, and pipework design.

Lee said: "We look forward to helping Hull Stingrays work towards their goals, and are delighted to be associated with a club which is working so hard for the city."

Kingston CAD is currently going through ambitious expansion plans, having recently re-located from Willerby to new larger premises in Swanland.

A new design engineer, Dave Maxwell, was appointed late last year, and there are plans to take on more staff, and create an apprenticeship role, in 2013.

The company has recently completed work on a food x-ray system for Marks and Spencer, and won a contract for a new airport security system.

They work with blue chip companies on large-scale designs, as well as one-off inventions for budding entrepreneurs.

Lee said he is delighted to have joined the Chamber, and is now looking forward to forging links with more businesses based in the Humber region.

"We're flourishing at the moment, partly due to the recession. Many businesses are out-sourcing their design work as it's cheaper than employing someone in-house. We want businesses to know we're here, and to know that we can produce outstanding quality designs, while saving them money."

You can follow them on Twitter @KingstonCAD or visit their website www.kingstonCADsolutions.co.uk



Kingston CAD Solutions MD Lee Scott with Stingrays owner Bobby McEwan sealing the sponsorship deal until the end of 2014

It's never looked more attractive.

The Audi A7 Sportback from £439 per month.*

The A7 Sportback is a car that's remained remarkably true to the designer's very first sketch. From the drawing board to the road, it's just as we always imagined it. Featuring lightweight construction for increased efficiency and fuel economy, along with Satellite Navigation as standard. And as it's now available from only £439 per month*, the idea of driving it is also far more than just an attractive concept.



Vorsprung durch Technik 

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Calls will be recorded for training purposes.

Official fuel consumption figures for the Audi A7 Sportback 3.0 TDI M Tronic in mpg (l/100km): Urban 47.9 (5.9), Extra Urban 60.1 (4.7), Combined 55.4 (5.1). CO₂ emissions: 135g/km.

*Plus VAT and initial rental. Business users only. Based on an Audi A7 Sportback 3.0 TDI M Tronic. Contract hire offer based on 3 years, 10,000 miles per annum. Initial rental of £2,634.00 followed by 35 monthly rentals of £439.00. Excess mileage charge is 9.0p per mile. All figures shown exclude VAT. Further charges may be payable when vehicle is returned. Indemnities may be required. Subject to status. Available to over 18s from participating Centres only for vehicles ordered and delivered by 31 March 2013 (subject to availability). Offer may be varied or withdrawn at any time. Specification correct at time of publication. Prices quoted and examples shown are correct at time of publication. Terms and conditions apply Audi Finance, Freeport Audi Finance.



HullBID Changes will Strengthen Support for Business

HullBID has underlined its pledge to city centre businesses as it works to build on its achievements so far.

At the heart of its efforts will be improved communication and more effective partnership working.

HullBID's operational team will spend more time dealing directly with businesses, and Board Directors will take specific responsibility for tasks, enabling them to make the most of their experience and expertise.

Of particular significance is the appointment of Jennifer Marshall to the role of Business Liaison Officer.

Jennifer, who has worked in the all-embracing role of Marketing Co-ordinator and PA to Kathryn Shillito since joining HullBID in January 2010, will support Kathryn Shillito more directly in communicating with businesses.

That will mean undertaking her own visits to businesses in all sectors, providing a HullBID presence at key points around the city centre and generally working to introduce and explain HullBID to more people.

"Our research indicates that city centre businesses want more face-to-face contact with HullBID so that's what Jennifer will set out to do," said Kathryn.

The same research has prompted HullBID to re-focus its commitment to work "for a positively thriving city," creating and promoting a vision of "a vibrant city of thriving businesses."

Kathryn added: "Our vision of a vibrant city of thriving businesses is based on the words that HullBID members have been using during the interviews and surveys which formed part of our research.

"It is also a reminder to us of what we are aiming to achieve. But the overall strategy reflects our awareness that we cannot do the job on our own. We need to work in partnership with other city stakeholder groups and the business community, and that's what we will do."

Jennifer Marshall can be contacted on **01482 611802** and by email at jennifer@hullbid.co.uk



Jennifer Marshall, newly appointed as HullBID's Business Liaison Officer.

HullBID For a positively thriving city.

City Centre Partners on Parade for Purple Flag Presentation

Representatives of the organisations which led Hull's campaign to achieve Purple Flag status received the award in a ceremony at Sheffield City Hall.



HullBID City Centre Manager Kathryn Shillito and other city centre partners display the Purple Flag at the presentation at Sheffield City Hall.

HullBID is now working with the partners in using the success to attract interest and investment.

As part of that process, HullBID City Centre Manager Kathryn Shillito has approached BID evening economy businesses to outline the opportunities presented by Purple Flag and to encourage people to display the logo.

Kathryn said: "Winning our bid to become a Purple Flag city is only part of the story.

"It demanded a lot of hard work by all the organisations who came together to drive the process, but now we need to make it work.

"We aim to use our Purple Flag to get across the message that Hull has a lot to offer – and we will be doing that locally, regionally and nationally."

The Purple Flag initiative is led by the Association of Town Centre Management. An award recognises the safety, quality and diversity of a centre's night-time economy.

Assessors added Hull to the elite list after conducting an inspection visit to the city during the weekend of the Freedom Festival.

Hull's campaign was led by a partnership including HullBID, Hull City Council, Humberside Police, Hull Citysafe and the Primary Care Trust.

In the Picture

Owned and run by former music industry professional Paul Dakeyne and wife Debbie, Dakeyne Photography as a company is a mere one year old. Although studying photography and digital post-production techniques since 2008, and growing a healthy and contemporary portfolio of work since that time, Paul refreshed his website into representing a fully-fledged business model in mid-2011.

Dakeyne Photography offers modern, dynamic and cutting-edge digital images for both private portrait clients and commercial business photography. Most recently, Paul was trained and accredited by Google to provide 'Virtual Tours and Business Photos' and is now a premier 'Trusted Photographer' for the global search engine company. This latter service brings Google's 'Streetview' technology inside businesses and buildings, allowing online visitors to take a fully interactive, 360° virtual tour.

An experienced Photoshop user, Paul is also utilising and adding innovative post-production techniques into the final workflow stage of each and every client job the company deals with. This enables high-end retouching and image editing services equal, and above, in quality to most London-based specialists. Some of his most ambitious work was also published in March 2011 by the UK's leading photography magazine publication, 'Photo Professional'.

Whilst Paul takes care of the creative output of Dakeyne Photography, Debbie spends most of her week handling all social media and digital marketing streams output from the company. In addition, she now partners Paul's Google Business Photos initiative, handling sales and marketing of the service to a wide range of client based businesses and venues in the Yorkshire area.

www.dakeynephoto.com/
www.yorkshiretrustedphotographer.com



Keeping the Curriculum Real

Lloyd Dowson Chartered Accountants and Business Advisors staged workshops at Headlands School in Bridlington.

The workshops were designed by the Bridlington firm to give the students information about accountancy as a career.

Students from Year 11 took part in role-play activities based on interview techniques and listened to Helen Webb, a Trainee Chartered Accountant

at Lloyd Dowson, talk about her route into the profession.

Vanessa Rowbottom, Relationship Officer for Lloyd Dowson, said 'We wanted to show that accountancy is an interesting career choice and that the opportunities it provides are varied.'

Programme Tackles Workplace Stress

NHS Hull can help small businesses reduce lost working days due to stress, back pain, and minor illnesses by free, tailored advice, training and support.

The service is available to all businesses employing less than 50 employees in postcodes HU1 to HU9 and voluntary organisations. It can be provided at a time to suit you, either at your premises or at our Health Hub at the Wilberforce Health Centre.

Stress related illness alone costs UK employees

£3.75 million per year and companies lose 105 million working days a year.

NHS Hull has invested in a service that will provide free support to small businesses to prevent work related stress, reduce legal costs, prevent court fines and save on costs due to sickness absence. The end result will be a healthier, safer, happier and more productive workplace.

For further information contact Anita Edifor on **01482 303541** or email aedifor@ablhealth.co.uk



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- Refrigeration/Air Conditioning



Due to the ongoing economic issues we have decided to focus 2013 on more 'in house' delivery as we hope that this will make training for your workforce a more feasible consideration.

The benefits to this option means we can offer bespoke training to meet your specific requirements and organisation's needs, at times to suit you and your budget.

We can offer an extensive range of programmes brought to you by experienced industry-led consultants who can offer 'hands-on' experience and solutions to help you gain optimum performance in the workplace. Contact us with your training enquiry and we will do our best to meet your needs.

INTERNATIONAL TRADE BCC Accredited One Day Courses

BCC now has six nationally accredited core courses. Together, these form an export curriculum that provides invaluable basic skills for small and large companies alike. Candidates must demonstrate knowledge of the subject and their performance will be marked by external examiners on the completion of each module. Successful candidates will receive a 'National Trade Training' BCC certificate.

Candidates completing all six courses will achieve a nationally recognised Foundation Award in Exporting.

- Export Documentation
- Letters of Credit
- Methods of Payment
- Import Procedures
- Introduction to Exporting
- INCOTERMS® 2010



Leadership and Development

Nurturing talent the key to business success.

It has often been said that the best companies are the ones who value their people above everything else and that is certainly the case when it comes to developing strong leadership.

Good leadership within a company sets the stage for growth and developing the next generation of effective leaders is perhaps the most important undertaking of any forward-thinking company, particularly at a time of such change in so many market places.

According to those working to encourage good leadership, the key is unlocking creativity and involving leaders, making them feel part of the process and encouraging them to put forward their own ideas in the knowledge that they will be taken seriously. Indeed, the best companies are the ones who value ideas and accept that sometimes they will not work but that lessons can be learned from trying.

A glimpse at some of the technology companies will suffice to underline the point; the likes of Apple, Microsoft and Google thrive because they encourage invention and leadership, not just in the higher echelons of the company but all the way down. They remain open to ideas from relatively junior staff who may show a sense of innovation and a willingness to take on more responsibility.

Top companies see this infusion of talent as crucial to their success because it constantly renews them and they are unrelenting in their approach to bringing through that talent. Every Executive had to start somewhere.

They are also the companies who see the true value in bringing in specialist training companies which know how to encourage new ways of thinking.

Such companies pride themselves on the way they spot talent and develop those leaders early on and they see the use of outside consultants as vital to create a sense of vibrancy; everyone in business

knows that a company that ignores new ideas very often ends up fighting for its survival, as competitors take advantage of new opportunities.

The highly successful entrepreneur James Caan, who has been involved with many of the planet's best-performing companies, is one of those who prizes leadership.

He summed it up in an interview which he gave several years ago when he said: "I've met a lot of very successful entrepreneurs but many of them haven't been balanced individuals because they haven't been prepared to listen to others they've met along the way. Recognising the value of others around you and what they have to offer is vital in life."

It's that kind of mentality that has made James Caan a success and continues to keep the world's highest performing companies at the top of the pile. As their executives will say, leadership is all in the cut-throat business world and the more leaders within a company's ranks, the better its performance.

Lloyds Strengthens Support for Yorkshire SMEs

Lloyds TSB Commercial, the division of Lloyds Banking Group which supports small to medium-sized enterprises (SMEs), has boosted its support for local business even further with the appointment of three new relationship directors in Yorkshire.

The trio will join the existing team of 11 relationship directors across the region.

The new appointments are Richard Butterfield, who will predominantly look after the bank's regional property portfolio, Dave Moore, who will head up support for the manufacturing sector, and Sheryll Driver, who joins after working in both corporate and commercial capacities across the area.

The team will support Lloyds TSB Commercial's customer base across Yorkshire, providing dedicated banking services and products for customers with an annual turnover of up to £15m.

Senior manager Paul Varley, who heads up the team, said: "Our expansion of the relationship director team is part of our on-going strategy to continue to support small businesses. SMEs play an important role in contributing to the economy and a vital part in driving the country forward.



"By strengthening our relationship director team we will continue to build long-term relationships with Yorkshire firms and the wider community, and ensure that they have the funding and guidance available to suit their individual needs."

Martyn Kendrick, area director for Lloyds TSB Commercial in Yorkshire, said: "This new team is set

to enhance significantly the support we offer to local businesses. As part of our unilateral commitment to SMEs, in the first nine months of 2012 Lloyds Banking Group lent £10 billion to SMEs, and moving forward we will strive to ensure this momentum is maintained."

Supporting Tourism in Bridlington

The Bridlington Tourism Association is a trade organisation representing the accommodation providers within and around Bridlington. Its main aim is to maintain and further improve the quality of accommodation in line with customers' higher levels of expectation.

Accommodation providers can only become members if they meet or surpass the minimum standard set by the BTA. Thus display of the BTA logo assures customers that these accommodation providers have been inspected and approved annually, ensuring a quality of stay.

Membership of the Association provides many benefits to its members – not only providing advice and support but many practical benefits, such as access to discounts negotiated by the BTA. The social and charitable activities of the Association are also a worthwhile benefit.

The BTA works with other tourist organisations to promote Bridlington and East Yorkshire's marvellous array of attractions encouraging visitors to the area.

Hoteliers Urged to Check Fire Risk Assessments

Humberside Fire and Rescue Service have urged hoteliers to review their fire risk assessments. The advice comes as Fire Safety Inspectors increase the number of risk assessment visits to hotels in the Humberside area.

Rob Grayson, Technical Fire Safety Manager for the Service, said: "Hoteliers must take responsibility for ensuring the safety of guests and staff and I urge them to review their fire risk assessment to see how effectively the risks are being controlled."

The Service recommend an annual review of fire risk assessments and on occasions when there is reason to suspect that it is no longer valid or there has been a significant change.

Rob continued: "Hoteliers must keep their fire risk assessment up to date, we are increasing the number of visits in the Humberside area to ensure

the risk assessments are suitable and sufficient. If any hoteliers are in breach of the legislation we can serve enforcement notices and, in very serious cases, prohibit the use of the hotel and consider prosecution."

If hoteliers need further advice or clarification they can access, free of charge, an online 'Fire Safety Risk Assessment Sleeping Accommodation' publication via the DCLG website:

www.firesafetyguides.communities.gov.uk

Confidence the Key as Airport Bucks the Trend

By Tony Hallwood

Marketing and Aviation Development Director
Leeds Bradford International Airport

When Foreign Secretary William Hague officially opened the £11 million passenger terminal development at Leeds Bradford International Airport in December, it sent a message to the rest of the aviation industry.

At a time when many airports are struggling, Leeds Bradford was saying that it is confident about its future as it invests in new facilities and expands routes and carriers.

One of the figures behind that confident message is Marketing and Aviation Development Director Tony Hallwood, who believes that the airport is proving an increasingly attractive option for passengers in the Yorkshire and Humber region.

Tony came to work at the airport six years ago as the latest stage in a career that began with three years studying geography at Hull University, a time he enjoyed immensely, saying: "Hull was a very exciting place to be a student. The people were very friendly and welcoming."

After studying tourism at Surrey University in Guildford, he worked for a number of travel and tourism companies, including Saga Holidays, Cosmos, aviation broker First Aviation and Airtours Holidays.

He said: "During my time at Airtours, part of my job was to build relationships with airport teams and, through that, I began to feel that I was ready for a new challenge."

"Initially, I went to work for Bristol Airport as Aviation Development Director in 2003. During that time, we grew from 3.5 million passengers a year to six million through expanding our routes and the number of carriers."

"Six years ago, I was asked to become part of the new management team at Leeds Bradford, which had just come out of local government ownership."

Since his arrival, the airport has continued to develop rapidly, underlined by the terminal development unveiled in December, which was backed by the airport's private equity owners Bridgepoint.

The investment provides for a 65% increase in airside space over two floors, creating a new larger departure lounge, a range of new food and beverage units, a major walk-through Tax and Duty Free store and additional retail brands. The security search zone has been increased by 250m², equivalent to a 40% increase in area.

The Yorkshire Premier Lounge has also been extended to provide both a business and leisure service and, following passenger feedback, boarding gate zones have been extended and a covered walkway constructed from the terminal to a number of aircraft stands, to provide all-weather cover.

Tony said: "The development came because we listened to what our customers said and that included better and more facilities."

"We are aware that a lot of people from Yorkshire travel past the turn-off for Leeds Bradford on their way to Manchester Airport so we have set out to persuade them to use us instead. We are already making inroads and the airport has grown in two of the past three years."

Location is another key reason for the airport's success, according to Tony, who said: "To be a successful airport, you need to be located in a large regional catchment area with a significant number of leisure and business travellers."

"You also need to be in a region that is stable and has the potential for growth and development be it tourism or business and we have that in the Yorkshire and Humber region."

To take advantage of that prime location, and combat the Manchester effect, 2012 saw a number of significant announcements at Leeds Bradford.

These included the introduction of new airlines and the expansion of the route network at the airport, which relies on leisure for eighty per cent of its traffic with the remainder being business travellers.

Among the announcements, leisure airline Monarch confirmed the launch of its sixth UK base in 2013 at Leeds Bradford, introducing 13 routes, and British Airways has now launched its four-times-a-day flights to Heathrow.

The British Airways flights will move to the airline's flagship Heathrow home, Terminal 5, from this summer. Customers will benefit from quicker and smoother connections to more than 100 cities worldwide served by British Airways.

Tony said: "British Airways decision to transfer Leeds Bradford services into T5 will help to transform the worldwide travel plans of Yorkshire's regional businesses and leisure travellers. With a wide choice of connecting destinations now on offer from Heathrow there has never been a better time to fly locally from Yorkshire's gateway airport."

"Leeds Bradford's new direct connection into Heathrow's Terminal 5 will now offer a reduced transfer time of just 60 minutes and provide even quicker and easier access to British Airways' worldwide network."

In addition, Jet2.com has continued to widen its network to serve more than 40 destinations and Ryanair introduced a third aircraft last summer. Thomson has also grown its presence for this summer with the introduction of seven new routes.

Tony said: "Passengers are benefiting from what we are doing as we offer them more choice. We are attracting new airlines and increasing the number of destinations. Indeed, the number of destinations has gone up from fifty to more than seventy five over the past three years."

"Business passengers can now fly to major airports such as Heathrow, or to Amsterdam with KLM, then catch flights to destinations all over the world."

"We are bucking the trend at a time of contraction for some regional airports in the UK and I believe the arrival of British Airways will be a catalyst. It improves the perception of the airport and we will continue to expand this year and into 2014. It is all about confidence."



“Business passengers can now fly to major airports such as Heathrow, or to Amsterdam with KLM, then catch flights to destinations all over the world.”



Are You Ready to Walk Away From Millions of Pounds Worth of Business?



By Dick Tyson

The press is full of the offshore wind farm project and whilst a lot of the work will be carried out by primary contractors there's still plenty of room for local businesses to fill the gaps! Our local authorities are also keen to do business with SMEs with targets to spend a significant percentage of their budgets locally. Targets that they are continually failing to achieve!

And yet when I talk to fellow Chamber Members and the Local Authorities they all say there are not enough SMEs bidding for work or even in some cases showing any interest in getting involved! How can this be? Well, the only reasons I can come up with are that businesses don't know what's involved, how to talk to the primary contractors and local authorities or, worse yet, they feel that bidding for tens of thousands of pounds of work is just too much effort to be worth it! I had a conversation with someone only last week and was subjected to tirade along the lines of:

"We don't speak or understand the language of tendering for business! And they're always asking

questions about our finances, our insurance and how we run our business aren't they? Anyhow even if we did bid, the work always goes to the bigger guy doesn't it? Besides I'll have to change the way I run my business to meet all their demands for quality, safety and environmental management won't I!"

So it's not easy to become a 'Preferred Supplier' or to win a contract for forthcoming work. To get there companies have to understand that tenderers use public funds to deliver their projects and as such they are, or will be, subjected to a range of 'Procurement' rules and believe me, they will have to apply those rules with absolute rigour. Let's face it if we put this on a personal level you wouldn't

want to employ a cowboy to do some work on your house would you? So why should organisations, handling millions of taxpayers' money, put their house at risk? There are three steps that you can take to make yourself ready to bid for work when it comes your way.

First, find out where the work is being advertised. These days most public sector contracts are published on the internet, remember they are not going to look for you; you need to register your interest to bid with them and monitor what they publish.

Second, learn to understand the language they use. Local authorities offer 'meet the buyer' and training events that you can go along to learn 'Tender-ese'.

Third, understand that you are going to have to prove your claims in a bid, to do this you need to prepare yourselves. Start by reviewing your policies and strategies, Do they make sense? Can I publish them as a document to make it clear that we really are the good guys? Next, go over the way you do things internally. Do your people have the right qualifications? Can you prove that your quality is guaranteed? Usually this means that you get recognition from a nationally acceptable body like Corgi or UKAS for your ISO9001, and last get those you have done work for to agree to give you references. There's nothing quite like customers singing your praises!

Finally remember that the people who let the contracts are human, they make mistakes. Don't be afraid to talk to them to clarify things; it's in their interest to listen and be helpful!





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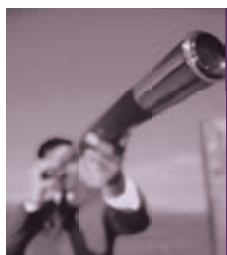


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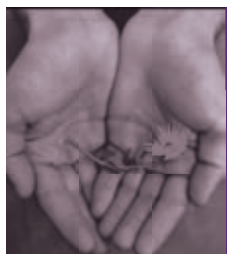


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We can help turn your vision into reality

NO HALF MEASURES

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BUSINESS NEEDS A LITTLE TLC

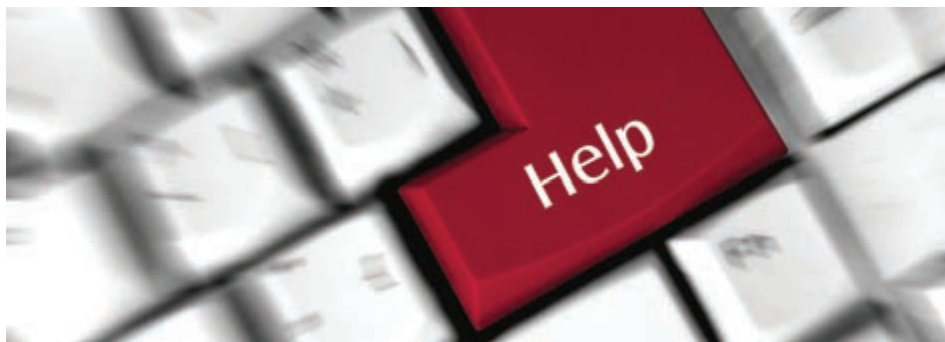
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Why it Makes Sense to Ask for Help

Being in business can be complex and daunting so it can make sense to bring in outside help, particularly if you are a SME working hard to survive and thrive.

Take training. Many business and economic support agencies have identified training as playing a key role in helping industry to take advantage of the opportunities presented to them as the economy slowly recovers.

Indeed, specialists have long pointed out that, even in difficult trading times, cutting back on training is a false economy because well-trained staff are better able to meet challenges and identify new business opportunities. Bringing in a bit of support can open up whole new ways of thinking.

Another example is finance. Good financial advice is crucial if businesses are to survive and the good advisers are the ones who pride themselves on working with their clients in a way which makes them feel comfortable.

They start by finding out what a business needs; it may be help with better financial management or it may be support in applying for loans or grants to buy equipment or take on new staff.

Bringing in the specialist advisers is crucial because they are the ones who know what opportunities are available.

That means an initial meeting when the adviser, be it a specialist financial services company or based within a bank, sits down with the client and draws up a detailed plan based not just on current needs but also looking to the future.

Another area in which outside companies can be useful is marketing. As with so many other business sectors, marketing and communication has found

itself having to cope with the dramatic development of technology over recent years.

Bringing in specialists allows you to tap into a wealth of expertise to take advantage of everything from press releases to opportunities offered by the Internet to get the word out there about your company.

Good marketing experts realise that the companies who fare best in this hothouse of creativity are those who think outside the box.

Companies experiment with the likes of podcasts and flash banner advertising on websites or take advantage of the exciting revolution in hand-held technology and the opportunities it offers for downloads.

Video increasingly offers those kind of opportunities, with companies commissioning corporate films for promotional purposes, or taking advantage of the links on YouTube, Facebook and Twitter for viral marketing.

They can see that a short film showing someone enthusing about a product can be a very effective marketing tool indeed and that employing an expert to do the work makes good commercial sense, particularly if they can deliver on a variety of Internet formats.

So many forms of business support require specialist knowledge which can be invaluable for business owners who are already busy running their companies. New thinking, new opportunities, they are the benefits of asking for help.



Vic Golding with the award from the IAB.

Award-Winning Trainer Offers Payroll Courses

A Hull-based business which won a top award from the International Association of Book-keepers (IAB) for its accounts training is now working with the same body to offer courses leading to a qualification in Sage 50 payroll.

The courses delivered by Golding Computer Services will include how to manage the new real-time information system, which will require employers to send data electronically to HMRC every time they pay their staff.

Managing Director Vic Golding said: "The real-time system will be phased in from April 2013 and will be mandatory by October. We are working with the IAB and Sage to help businesses deal with the change."

For details please contact Di Garbera at Goldings on **01482 328706**.

Goldings Support Packages Provide Peace of Mind

Hull-based Golding Computer Services, has built a strong reputation over 30 years for the supply of hardware and Sage software and for providing IT support.

Managing Director Vic Golding said: "We provide a support service to customers ranging, from sole traders to SMEs, that is crucial to the continuation of their business. In many cases they regard us as their IT department."

Support can be delivered at clients' premises or remotely from Goldings' office in Hull city centre. The aim is to provide peace of mind – as demonstrated by a new contract with Hull-based Witham Glass.

Derek Russell, Managing Director of Witham Glass, appointed Goldings to provide IT services for the business, which relies heavily on its PCs to support the 12 staff with all their IT needs, including Sage.

He said: "We knew Goldings were a local company who have been around for a while so we checked them out and the support has been very good. I'm not a high-tech person but I do know that without PCs we would be up the creek without a paddle."



*Vic Golding,
Managing Director
of Golding
Computer Services.*

Vic added: "Witham Glass have been around even longer than us and are similar in that they are small enough to care about their customers and large enough to cope."

General Manager of Goldings, Di Garbera, said: "With over 30 years' experience in looking after the IT systems of many of the region's businesses we are delighted to be recommended by our customers."

Contact Golding Computer Services on **01482 328706** or email **di@gcs-limited.com** or visit **www.gcs-limited.com** for more information.



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Self Build VAT Claims

From 6th April 2013, HMRC are introducing new legislation that means that employers will be required to submit PAYE information to HMRC each time a payment is made, rather than at the end of the year. It's called Real Time Information - or RTI.

If you currently use HMRC's free online return and forms PAYE service you will not be able to use it to report PAYE under RTI.

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Nothing is left to chance...

ABOUT ANTHONY...

Anthony is a Graduate of the 'Guild of Professional Toastmasters' and has a long career in the hospitality industry both afloat aboard luxury cruise hoteliners and ashore as Chief Executive of a 5 Star International Conference Centre and Hotel.

Anthony's career started with military service as a Naval Logistics/Supply Officer with the Royal Fleet Auxiliary Service supporting British Forces world-wide and seeing service in several conflicts and natural disaster aid relief. This required meticulous planning and direction to ensure essential personnel, stores and equipment were in the right place at the right time.

One of his career highlights was to be appointed General Manager of m.s. 'The World' the only floating resort constantly circumnavigating the globe where apartment owners can live permanently onboard should they so choose. During his career Anthony has also worked on projects associated with Royalty.

With such an impressive career Anthony is ideally qualified to plan, co-ordinate and execute your function no matter how large or small, be it in a village hall or large hotel, 'I'm here to make life easier for you and take away the pressures of planning and managing your special event.'

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- Highly knowledgeable of the Conference Centre and Hotel Industry
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THE GUILD

Formed in 1966, the Guild of Professional Toastmasters has stood for excellence in the administration of every conceivable type of event, ceremony, conference, or social function.

Consequently the Guild has justly earned and retained an unrivalled reputation for its professionalism in managing functions of all sizes and nature whether it be a small wedding in a village hall or a major corporate conference in a large city venue.

Guild Toastmasters display meticulous attention to detail with efficiency, courtesy and understanding

towards guests needs and desires, managing each function to allow an event to proceed in a timely and structured but relaxed atmosphere.

Another advantage of contacting Anthony is that as a graduate of the Guild of Professional Toastmasters, if Anthony is engaged on the date of your function then he has the benefit of the Guild's computerised Appointments Bureau behind him from which he will almost certainly be able to recommend an equally qualified Guild colleague who will be able to accept your engagement.

SHE Knows to the Rescue in First Aid Training Upheaval

A Humber-based health and safety training provider is warning of the potential impact to businesses of impending changes in regulations covering first aid.

From April, the Health and Safety Executive will no longer be responsible for the approval and monitoring of HSE approved training organisations in the UK.

Linda Crossland-Clarke, managing director of Hull-based SHE Knows Health & Safety, said: "This revocation means there will be no such thing as an HSE approved qualification, or an HSE approved first aid training organisation."

Instead, employers will be responsible for the selection of training providers that offer training meeting the regulations. Employers will be expected to provide suitably qualified first aid personnel who have been trained to a suitable standard.



Linda said: "The removal of HSE licensed training providers should open up the market place for first aid training, but there's also a real danger that the quality of training on offer dips as a result. That needn't be the case as first aid training, especially when the requirement is above a basic level, can be tailored to the needs of individual businesses."

SHE Knows Health & Safety, which has offices in Grimsby and Hull, is looking to help support and

train companies to meet these challenges with the launch of its virtual reality simulation Mission Room training facility for the first aid market. This transportable 360 degree facility offers cost-effective, bespoke first aid training for learners in any type of theoretical industrial and business environment, such as an oil refinery or factory.

See www.she-knows.com for more information.

LSI Crown an Olympic Year With a Winner's Trophy!

LSI Limited, the Cleckheaton based Promotional Merchandise Company are celebrating after scooping Top Prize at the recent BPMA Awards in Coventry.

The Annual Gift show and Awards ceremony took place in January at the Ricoh Arena, and brings together the whole of the UK Merchandise industry for a two day exhibition and Gala dinner. This year over 5000 people attended the two day event, with over 900 present for the awards ceremony which featured X Factor winner Alexandra Burke and JLS.

The Awards provide well deserved recognition for achievement and excellence within the promotional merchandise industry, celebrating and rewarding professionalism, outstanding service and commitment to all members. The winners are decided by the industry who are invited to vote for each of the award categories.

Having been nominated in the final four for the past four years, LSi went one better this year and

collected the Award for Distributor of the Year 2012 - £2m- £5m category, fighting off fierce competition from over 100 companies, including some major London based Distributors.

The night was even more of a celebration as MD Lloyd Simpson had taken 24 members of staff to the event as a reward for winning a previous award in July 2012. "What started out as a few of the girls in the office wanting to see JLS, turned into a company wide event celebrating our achievements in 2012 and recognition for a previous award. We had no idea we had even been nominated this year, so to win, with all the team present, was simply amazing and a night we will all remember for a long time!"

The BPMA award follows the winning of the PAGE distributor of the year, the largest UK buying group for Promotional Merchandise which LSi collected in July. Coupled with their move into larger premises at Braemar House, Cleckheaton on 2nd January, Lloyd Simpson is confident 2013 could be a fantastic



year. "We have recently gone through a lot of pain relocating and refurbishing our new home at Braemar House, the 19th century vicarage needed a lot of love and attention when we purchased back in June, we now have a fantastic base and space to expand and hopefully keep collecting those awards!!

Contact Lloyd Simpson
Managing director
DDi - 01274 854987

Risks of Twitter Misuse Apply to All, says Law Firm

The legal risks of using – or misusing – Twitter do not just apply to celebrities like those implicated in recent high-profile cases, involving false claims about former politician Lord McAlpine or cricketer Chris Cairns, according to leading regional law firm Bridge McFarland.

The Yorkshire and Lincolnshire firm says it is seeing an increasing number of cases involving ordinary people, businesses and organisations and it has warned that the legal dangers of saying the wrong thing on Twitter and other social media apply to everyone.

A large number of Twitter users are currently under threat of being sued by libel lawyers acting for former Conservative Party treasurer Lord McAlpine after they wrongly linked him to allegations of child abuse.

The Court of Appeal upheld an earlier decision by the High Court to award damages of £90,000 plus costs to former cricketer Chris Cairns resulting from a defamatory 24-word tweet by former Indian Premier League chairman Lalit Modi in January 2010.

Bridge McFarland dispute resolution specialist Mike Wilson said: "The list of those offending or being offended on Twitter or similar sites keeps growing, with recent reports in the media referring to Tom Daley, Louise Mensch, Kevin Pietersen and Helen Skelton among others.

"We want to make it clear that this is not a problem that is unique to celebrities. Bridge McFarland's specialist dispute resolution team, for instance, has been dealing with a growing number of cases involving businesses and other organisations, as well as individuals.

"The use of Twitter and other social media sites, such as Facebook and LinkedIn, can be a potential

minefield of legal risks. Recent cases have shown that the courts are perfectly willing to award damages and other remedies, such as injunctions, in cases involving libellous tweets or posts and we have seen that the trend for bringing such claims is firmly on the increase.

"Because of the immediacy of social media and the ease with which a tweet can be distributed to an audience of many thousands, the potential for damage to the reputations of individuals and businesses is enormous."

Stellar HR Services & Consultants Limited

Stellar HR Services & Consultants Limited was set up in 2010 by Linda Underhill, who is Director of the company.

It operates throughout the Yorkshire and Humber Regions and has been steadily growing a strong client base which includes automation and precision engineering, food manufacturing, print, advertising and media, not-for-profit, charities, leisure, recruitment and oil, gas, renewable and environmental engineering.

HR experience is largely transferrable between industry sectors and Linda has many years' experience working in both large, national, geographically spread businesses with several hundred employees, as well as smaller local ones with only a few employees.

At the core of the business is a desire to provide the best possible service to our clients on a cost-effective, efficient and professional basis.

The company understands that most businesses have limited budgets, particularly in the current economic climate, so provides a high quality, cost-effective service that meets the needs of the client and helps improve their business without putting undue pressure on the bottom line.

If you would like to speak to the company about any current HR issue, or would like a free initial HR assessment, please call **01405 861521** or **07920 137739** or take a look at our website **www.stellarhr.co.uk**.

Mines Rescue Service

It's a changing world and these are exciting times for one of the world's most experienced mines rescue service.

The specialist Mines Rescue Service teams provide training and rescue cover for mines throughout England, Scotland and Wales. But these days their expertise is available to any UK industry, offering health and safety advice and training in confined spaces entry and rescue, first aid, firefighting, risk assessments, breathing apparatus instruction and maintenance, emergency preparedness and response and many more.

The service has announced a partnership agreement with Catch, a centre for the assessment of technical competence. This new facility has training areas that replicate the plant and processes likely to be operating in the Humber region.

MRSLS has also assisted industry and awarding bodies to create the National Occupational Standard for entry into and rescue from confined spaces - the City & Guilds 6150 Confined Space qualifications. The National Occupational Standard and vocationally recognised qualifications were developed to improve the standard of training and assessment to reduce the number of fatalities and accidents.

Award for Bureau

Crosby Employment Bureau has won the Yorkshire and Humber award for Social Enterprise of the Year prior to its 10th birthday in March.

Services include providing high quality staff in a range of industries to local businesses in the Humber region for both permanent and temporary positions.

The company has pulled together a team of people skilled, experienced and trained in a range of different areas, including administration, industrial, care, childcare, interpreting and translation.

On top of this wealth of skills is the friendly and welcoming approach and 'can-do' attitude that makes the organisation stand out from the crowd.

The company was successful in winning the award because, as a social enterprise operating locally, it has been able to promote social enterprise in the region, winning contracts and successfully delivering services.

It opened in 2003 and has grown the business over the past 10 years into a different kind of employment agency. The difference is that, in addition to providing expertise, excellent customer service and value for money, it reinvests profits from supplying staff and services to enable it to support local people into work.

To discuss how the company can help you meet your staffing needs please contact jobs@crosbyemployment.co.uk Scunthorpe 01724 844848 Grimsby 01472 361351 or visit our website at www.crosbyemployment.co.uk Award Winning Employment Agency

Sound of Success for Hull Business

A former sound engineer for rock bands including Aerosmith, Meatloaf and Extreme has taken his knowledge from working on concerts and turned it into the world of business.

Wilfred Norton started his sound reinforcement business after many years as a sound engineer for some of the world's biggest music stars. He also ran his own consultancy business in the US and has a degree in Physics/Acoustics from the University of St Andrews.

Acoustic Technology designs, manufactures and sells state of the art sound reinforcement systems and is the first Hull-based business to receive a Seedcorn investment from Finance Yorkshire. The company's professional audio installations are increasingly being used at live venues across the UK and US.

The systems are Wilfred's designs and he said: "We knew there was a demand in the market place and we established a supply chain so we could make the leap into manufacturing the products."

"We got caught on the back foot with our own success. Usually in the sound industry it's not exactly an overnight success and we expected it to take



Wilfred Norton (left) founder of Acoustic Technology and Finance Yorkshire Investment Manager Graham Davies

up to two years to get the products and brand established and to build up demand. But we are in situation now we didn't expect to be in for another 18 months. While we had a lot of interest in the products, we didn't have the finance to service that demand."

To support the company's growing status within the marketplace, Acoustic Technology approached Finance Yorkshire for an investment from the Seedcorn Fund.

Graham Davies, Finance Yorkshire Investment Manager, said: "Acoustic Technology spotted a gap in the market but, like many companies, needed the capital to fulfil their growing order book. This underlines the value of seedcorn investments, which assist viable early stage ventures capable of rapid growth."

For more information about Finance Yorkshire, please visit www.finance-yorkshire.com or ring 0845 649 0000.

Chamber's Business Healthcare Package - Get a Quote Online Today!

Did you know that you can now get a quote online for your business healthcare insurance? Get a quote in a few minutes and see how affordable our plans can be.

When you're running a business where everyone really counts, time off with illness affects productivity, adds to costs and reduces service. So it makes financial sense to look after the health of your team.

The Chamber's Business Healthcare plan offers features normally only found at bigger businesses, such as a FREE Employee Assistance Programme for all members of staff – helping you and your employees stay healthy, happy and at work.

Our modular private medical insurance plans let you choose the cover that suits your business – and only pay for the benefits you need. With prices starting from as little as £13 a month, the Chamber's

healthcare package also comes with a 50% discount on your Chamber Membership for three years.

It's quick and easy to get a no obligation quote in just four simple steps. Just complete some basic details about your business, the employees you wish to insure, and choose your cover level to get a price.

Just visit www.axapphealthcare.co.uk/chambers to get a quotation; or if you prefer to speak to one of our business advisers please call 0800 38 77 54 and mention that you're a Member of the Chamber of Commerce.





Patrons' Annual Lunch

The Lord Mayor and Admiral of the Humber, Councillor Daniel Brown, hosted the Annual Patrons' Lunch at the Guildhall on Wednesday 5th December 2012.

Twenty Patrons enjoyed a three course luncheon, on the specially made Chamber of Commerce China, dating back to 1930, in the prestigious Lord Mayor's Parlour.

The Lord Mayor's Parlour is a first class venue for such an event. With its plush furnishings, wood-panelling and historic artefacts, it provides a superb setting.

The Chamber is very appreciative of the support our Patrons give. Patronage represents a valuable contribution towards enabling us to provide a wide range of services for its smaller Member companies, as well as raising the profile of your Company. It is a higher level of association with the Chamber and carries a very positive PR message.

Should you require further details about becoming a Chamber Patron, contact Bruce Massie at the Chamber on **01482 324976**.

Success for Recruitment Company

Arlington Moore Search & Selection Ltd attended the Jobsite Recruit Rank Awards Dinner in December and was recognised as one of the UK's Top Ten Recruitment Agencies.

The awards, based upon candidate feedback, recognise and reflect the outstanding customer service provided by Arlington Moore over the last 12 months.

With thousands of Recruitment Agencies eligible for nomination, Arlington Moore Search & Selection Ltd prove the importance of listening to their clients' and candidates' requirements as the best means for success.

Arlington Moore Search & Selection Ltd are especially proud of the award and look forward to another successful year in 2013.



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CONFERENCES - EVENTS - MEETINGS

* Price excludes VAT at current rate

Discounted Golf Prices for Chamber Members



Chamber Members, Elsham Golf Club, have a fantastic 2013 offer for Hull & Humber Chamber Members – a 25% reduction on visitor green fee rates and also on green fee rates for Golf Societies organised by Chamber Members.

As well as fabulous golf facilities the Club can hold meetings and seminars in the Elsham room (45/50 theatre style or 20 Boardroom style) or in the restaurant which can accommodate 120 covers.. It is of course a great place to play golf on an easy walking course which is very well maintained and is a good winter course. For more information check out the Club website at www.elshamgolfclub.co.uk and to take advantage of the special Chamber Member offer please contact Manager Tim Hartley at office@elshamgolfclub.co.uk

New Year, New Perspective

The Burley Group is excited to have joined the Chamber at the start of 2013. A new year always brings fresh hopes for the future and speaking to the firm can offer a new and dynamic perspective to your insurance needs.

The company is committed to providing all clients with professional insurance broking services of the highest standard. Its main goal is to control premiums by managing your claims effectively. Implementing its claims management systems enables us to reduce your claims frequency and costs which will have a large bearing on the insurance premiums you pay.

The company has a vast experience in Transportation, Contracting, Motor Trade and Engineering sectors but can assist with any commercial business. Its Plant Plus policy is a market leading policy for Plant Hirers and is exclusive to our clients.

The company is also launching a new Health and Safety product, Safety Plus, for 2013 which is a cost effective way to maintain your legal responsibilities and to meet current legislation without breaking the bank.

So if you feel the time is right for a new perspective, contact the company for a chat or catch up at the next Chamber event.

Contact for Chamber Members:
Paul Salisbury Mobile: **07931673407**
Area Development Manager Office: **0114 2612050**
The Burley Group

Youngs Grows Partnership with Grimsby Firm

A decision by Young's Seafood Limited to expand its Marsden Road factory in Grimsby to increase production has benefited another local firm.

The move has created additional work for Grimsby firm PPS East, including the cleaning of all Young's Seafood Limited's plastic pallets, smoking trays, bulk bins and pallet boxes.

The extra business at the site has also meant that PPS's own plastic crates have been brought in on rental to help with production.

Since 2006, PPS East Limited has provided a complete washing service for the majority of Young's Seafoods Limited's internal plastic containers.

PPS East's BRC-accredited factory in Grimsby hosts industrial wash machines to clean all kinds of returnable packaging equipment.

Kate Williamson, Business Development for PPS East, said: "We are very happy that Young's Seafood Limited see us as a continued partner, and this extra wash work will be carried out in our usual professional manner."

For more information about PPS East please contact Tel: **01472 245554** or visit www.ppsequipment.co.uk



Lincoln School of Pharmacy Established

The new School of Pharmacy has been officially established at the University of Lincoln. It will be located within the science and innovation park, which is being created in conjunction with Lincolnshire Co-operative.

Undergraduate courses on offer will be a BSc in Pharmaceutical Sciences, with the first intake due to start in September and a Master of Pharmacy (MPharm) to begin in September 2014.

At the helm is newly appointed Head of the School of Pharmacy Dr Paul Grassby, who said: "The unique opportunity we have is to be able to develop the MPharm course, based on the General Pharmaceutical Council's new standards for education and training of pharmacists, which is now driven by outcomes in terms of what the students can actually do – the application of knowledge when they graduate."

Joining Dr Grassby in the School of Pharmacy team are Professor Ian Marshall, Dr Graham Lappin,

Reader in Pharmaceutical Sciences, Professor Nick Blagden, Chair of Pharmaceutical Sciences and Dr Dritton Vlasaliu.

One organisation involved will be Lincolnshire Co-operative, which runs more than 200 outlets across its trading area, including 47 pharmacies. Head of Pharmacy Alastair Farquhar said: "We're looking forward to establishing projects that will see Lincolnshire Co-op supporting the students, such as offering placements in our pharmacies, so they can see how the academic skills they're learning will relate to the job in practice.."

For more information go to <http://www.lincoln.ac.uk/home/lsp/>



Point Engineering Group Announces £1.2m Gateway Expansion

A £1.2m Point Engineering expansion will combine two of its production facilities and a satellite office to operate from a single 2.8-acre site on the Sutton Fields Industrial Estate in North Hull.

The Point group of companies includes Point Engineering, Point Fabrications, Gateway Chassis and Gateway Fabrications. The Gateway companies have moved to the new premises.

Site modification works and alterations will allow the use of the 40,000sq ft building for the welding, fabrication and assembly processes used to

manufacture the range of chassis products currently supplied and also provide goods marshalling space.

Gateway Fabrications will operate from the same site to offer design, welding and fabrication services for various new market sectors, including renewables.

The Point Engineering Group of companies combines specialist engineering knowledge, skills, resources and equipment, offering a one-stop point of contact.

Its head office remains on Lee Smith Street, east Hull.

Chamber Events Diary 2013

- **AGM/Members' Speed Networking and Lunch**
Friday 1 March 2013
KC Stadium, Hull
Sponsor: Leeds Bradford Airport
- **Chamber Goole & Howdenshire Business Excellence Awards 2013**
Friday 8 March 2013
Goole High School Conference Centre
- **Members' Speed Networking and Lunch**
Friday 15 March 2013
The Ashbourne Hotel, Vicarage Lane, North Killingholme DN40 3JL
- **Members' Speed Networking and Lunch**
Friday 26 April 2013
Cave Castle, South Cave, East Yorkshire
- **Northern Lincolnshire Business Awards**
Friday 17 May 2013
The Baths Hall, Doncaster Road, Scunthorpe DN15 7RG
- **Chamber Expo 2013**
Tuesday 4 & Wednesday 5 June 2013
The Bonus Arena, Walton Street, Hull
- **Members' Network Lunch**
Tuesday 4 June 2013
KC Stadium, Hull (Part of Chamber Expo 2013)
- **Members' Speed Networking and Lunch**
Friday 19 July 2013
Oaklands Hall Hotel, Laceby, nr Grimsby
- **St Leger Ladies Day with the Chamber**
Thursday 12 September 2013
Doncaster Racecourse
- **Members' Speed Networking and Lunch**
Friday 27 September 2013
Mr Chu's China Palace, Hull
- **Chamber Bridlington & Yorkshire Coast Business Awards 2013**
Friday 11 October 2013
The Spa, Bridlington
- **Members' Speed Networking and Lunch**
Friday 18 October 2013
Ashbourne Hotel, Killingholme, near Immingham
- **Members' Speed Networking and Lunch**
Friday 29 November 2013
Goole High School Conference Centre

Take advantage of your Chamber Membership by attending the wide range of events we organise to help you to meet potential clients and develop valuable business relationships

Please note that dates are subject to change.
An up-to-date events diary is available on our website:
www.hull-humber-chamber.co.uk

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Foreign Exchange Broker

Abdelatif Elhomaidy
Alfa Imports & Exports Ltd
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Imports & Exports of Pharmaceutical Raw Materials

Simon Barker
Blended Products Ltd
 BRIGG
 01652 680555
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Lucy Shepherd
Braun and Company Limited
 BARTON UPON HUMBER
 01652 632273
Manufacturers and Suppliers of Medical & Security Equipment

Stuart Boothman
Create Studio Goole
 GOOLE
 01405 768621
Education

Jan Williams
Crosby Employment Bureau
 SCUNTHORPE
 01724 844848
Employment and Training

Mandy Masters
Dalby Offshore Renewables
 BEVERLEY
 01482 888081
Offshore Operations inc Wind Farm Support Vessels

Dave Lee
Dave Lee
 WILLERBY
 07703 269946
Writer/Film-Maker

Paul Bingham
Far Grange Park & Golf Club
 DRIFFIELD
 01262 468010
Leisure & Tourism (Park)

Tracey Penna-Kincell
Firefly Marine Services
(Ltd Company is Leasefleet Ltd)
 HULL
 01482 638476
Marine Services

Phil Syphé
Grammar Eyes
 HULL
 07857 937788
Freelance Copy-Editor & Proofreader

Gary McMaster
Hull Cleaning & Supplies Ltd
 HULL
 01482 215566
Janitorial Supplies & Cleaning Services

Frank Duffield
Humbreside Crimestoppers
 HULL
 07527 488071
Charity

Tony Smart
JCT600 Volkswagen Hull
 HESSLE
 01482 642020
Automotive Sales Service & Parts

Phil Ward
Kaizen Consulting
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 01482 772261
Business & Financial Consulting & Support

Lee Scott
Kingston CAD Solutions
 NORTH FERRIBY
 01482 651951
Engineering Design Services

Steven Near
Near & Near Undertakers
 GRIMSBY
 01472 250150
Funeral Directors
 06/12/2012

Clifford Dick
Prosafe (UK) Ltd
 CROWLE
 01724 712342
Health & Safety Consultancy
 08/01/2013

Samantha Dobbs
PTS (SA) Limited
 SCUNTHORPE
 01724 712792
Water Industry

Linda Johnson
Release Your Potential Ltd
 BEVERLEY
 07855 802035
Clinical Hypnotherapy and Stress Management Consultancy

Kevin Whitaker
Source2Save
 BRIDLINGTON
 07545 977108
Cost Reduction Specialists/Procurement Training/Interim Staff

Abdelatif Elhomaidy
Spectra Imports & Exports Ltd
 HULL
 01482 825106
Import & Export Raw Materials for Food Industry/Pharmaceutical

Martin Baltazar
St James's Place
 HULL
 01482 638515
Wealth Management

Nick Tyldsley
Superfly Marketing
 KIRKELLA
 01482 847456
Marketing Agency

Mike Storey
T.Brighton Valves
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 01724 855388
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Paul Salisbury
The Burley Group
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 0114 261 2050
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The Scotts Company (UK) Ltd
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The Manufacture of Garden Fertilisers

Miss Heather Foster
Top Form Nutrition Ltd
 BARMBY MOOR
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 Contact the Humber Sports Partnership on 01482 387491





Name
Paul Dakeyne

Company
Dakeyne Photography

Job title
Photographer

Ex DJ & Record Producer, moved to London from Hull in late 80s and forged a strong music industry career working for the likes of Paul McCartney, U2 and Kraftwerk. Later, via a publishing deal with London's

Ministry of Sound, wrote and produced music for EA Games and the BBC (Watchdog & Crimewatch TV themes). Left music industry in 2003 and began lecturing in digital technology and business aspirational speaking. In 2009, formed Dakeyne Photography initially as a developing online portfolio of photographic works, embodying the latest in cutting image edge post-production. Now doing portrait, commercial and 360° panoramic photography with clients including 'Google' Virtual Tours (Trusted Photographer for Yorkshire) and 'Panasonic Lumix' Europe.

What did you want to be when you were young?

Aircraft pilot.

What could you not live without?

Creativity.

If you could build a house anywhere in the world where would it be?

The Greek Island of Santorini.

What makes you angry?

War.

If you could invite any two people to dinner who would they be and why?

Richard Branson & Ridley Scott - To discuss Branson's innate understanding of 'adapt and flourish' in business, and Scott to quiz him intensely about his 'Blade Runner' cinematic masterpiece.

What is the best thing about this area?

The friendliness and spirit of Yorkshire people.

If you only had a £1 left in the whole world what would you spend it on?

Give it to a homeless person.

What is in your opinion the greatest invention ever?

Without doubt, the Internet.

What is most valuable lesson you have learnt in life?

Sacrifice is rewarded.

If you could come back as an animal in your next life what would it be and why?

One of the most re-occurring 'feel-good' things in dreams is to fly - so, a Golden Eagle perhaps?



New Year's Resolution

Hands up who made New Year's Resolutions and vowed to stick to them no matter what?

In the aftermath of the festive celebrations we made promises to ourselves; commitments to losing a few pounds or stopping smoking, seeing more of friends and family or visiting distant shores. We entered 2013 with renewed optimism, invigorated and ready for the challenge.

By now, most of our resolutions will have fallen by the wayside. The Christmas break is a distant memory and we are back on the treadmill, although probably not at the gym!

But what about our jobs and places of work? What challenges lie ahead in 2013 for the company you work for, manage or own? On behalf of these companies, I'd like to ask that you make a belated resolution, one you have a chance of keeping.

Before you dismiss that suggestion, the resolution is simply this: understand your business costs. That's it. No gimmicks, diets

or nicotine patches. It's good business practice and most importantly, it's achievable.

Only a clear understanding of your business costs will allow you to gauge whether your company is overpaying for goods or services. This in turn will drive the development of strategies to help manage your costs, enabling you to make informed decisions about selling prices, profit margins, investment, recruitment, about the future.

A business that truly understands its costs has a greater chance of lasting success. A business that doesn't may not be here in 2014.

Source 2 Save can help you reduce your business costs. Why not have a comprehensive health check to benchmark the prices you pay?

Contact the company on kevin.whitaker@source2save.co.uk / www.source2save.co.uk

All you need to know about Renewable Energy - & more!

The YORKSHIRE RENEWABLES SHOWCASE looks set to become an annual event enabling home owners, commercial property owners and farmers to discover what they can gain from renewable energy. The event is designed to explain exactly how renewable energy can help you

- 1 Help you to cut your energy costs
- 2 Help you to generate more income
- 3 Help us all to protect our environment

The Yorkshire Renewables showcase brings together a selection of experts in the fields of green energy, law, accountancy, taxation, land management and finance so that all your questions can be answered under one roof. Visitors at the event can view the latest renewable energy technology and products and receive one-to-one advice on matters pertinent to their own energy needs. Event stakeholder include:



www.doddslimited.co.uk

Dodds Limited is one of the UK's leading renewable energy specialists, having completed hundreds of installations of solar PV (photovoltaic), solar parks, solar thermal, heat pumps, biomass, low energy lighting and other energy efficient products. The company's headquarters at Bainton in East Yorkshire is the first Renewable Energy Centre of its kind in the North and includes working examples of a range of renewable energy products.

"Renewable energy is a major issue for property owners and especially farmers, who are already realising the huge cost savings and extra revenue streams that can be created"

Graham Dodds, Managing Director, Dodds Limited.



www.gosschalks.co.uk

The Renewables team at Gosschalks is a coming together of legal experts from a broad range of disciplines within the firm, all ready and able to provide expert advice and guidance throughout the whole lifecycle of your renewables project. Based in Hull, our client base stretches to all corners of the UK and incorporates a diverse range of business types from individuals to large PLCs. We listen hard to understand your needs, we responding quickly, speak a language that you understand and we thrive on finding ways to achieve success on your behalf.

"This event represents a great opportunity for anyone with an interest in renewable energy to benefit from first-hand information & practical advice from a wide range of specialists"

Steve Savage, Business Development Director, Gosschalks Solicitors



www.jwpcreeers.co.uk

JWPCreeers LLP is one of the largest independent firms of chartered accountants in North Yorkshire. Established more than 100 years ago, the firm has developed significant expertise in advising farmers and other businesses in financial, business, taxation affairs and renewable energy matters. Head of Agriculture, Stephen Headley, has developed his own wind turbine and solar PV scheme and has first-hand knowledge and experience of renewable energy projects.

"We have seen huge interest in renewable energy from many businesses. The showcase will allow business and property owners to easily access a range of expertise specific to the sector."

Stephen Headley, Partner, JWPCreeersLLP



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