

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

July 2013

Issue 14



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Front cover photo: Chamber Training go public



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NEW TEAM: Head of Yorkshire Bank's new Hull and Humber Business and Private Banking Centre, Brian Lake (front centre) with the bank's newly-appointed leadership team (L to R) Terry Ventress, Anthony Hutt, Janet Hudson, Sharon Mapplebeck, Stephen Harley, Graham Wickenden, Danny Ruston and Matt Smith.

Yorkshire Bank Appoints New Chief and Leadership Team for Hull and Humber

A NEW head and leadership team has been appointed to Yorkshire Bank's Hull and Humber Business and Private Banking Centre.

Brian Lake 53, (pictured) will lead the new Business and Private Banking Team, which is based at Yorkshire Bank Hull Central Office, Prospect Centre, to support businesses and private clients throughout Hull and Humber.

Other key members of the new leadership team are:

■ Anthony Hutt - Relationship Manager (commercial) businesses with annual t/o up to £25m

■ Matt Smith - Relationship Manager (commercial) businesses with annual t/o up to £25m

■ Danny Ruston, David Burgess and Richard Boor - Business Development Managers

■ Graham Wickenden - private banking manager

Brian Lake, who joined Yorkshire Bank four years ago as a senior partner in Newcastle after more than 30 years with major international banks, with which he gained international trade expertise, said: "I am delighted to be leading a new banking team in this exciting region. Hull and Humber features one of the UK's busiest estuaries and has many innovative and exciting enterprises, including manufacturers, exporters and those focussing on renewable energy and offshore wind farms.

"Yorkshire Bank Hull and Humber Business and Private Banking Centre enjoys strong partnerships with many businesses between Bridlington and Scunthorpe and we are pleased to be based in newly-re-furbished offices at the Prospect Centre from where we are already building stronger links with local businesses and the professional community.

"A slowly improving business and economic climate will throw up further opportunities for this diverse area and our team is keen to talk to enterprises with the right proposition."

Blended Products Ltd, Specialist Gas Supplier, Celebrates Tenth Anniversary

Celebrating its tenth anniversary and going from strength to strength, Blended Products Ltd is a specialist gas supplier of Anhydrous Ammonia, Carbon Dioxide and Nitrous Oxide to Industry, trade and retail customers throughout the UK and across Europe.

The senior management team has combined experience of almost 30 years in the industry. Their expertise lies in their specialist knowledge of the gases they supply and their numerous applications, with uses as diverse as heat treatment of metals, European drag racing, launching rockets, and keeping Britain's food stores cold.

Being a relatively niche business, Blended Products has a wide and varied customer base, among them Air Liquide, Norbert Dentressangle and Harrods, plus the BBC's Top Gear and Jimmy's Food Factory.

Simon Barker, Director, said: "We are delighted to be celebrating our tenth anniversary. We pride ourselves on providing not only a quality product but

also being able to give our customers a professional, cost effective and efficient service which we believe is second to none. We are ISO approved and Achilles registered to guarantee high product standards and also offer a 24 hour emergency service to ensure customers have peace of mind.

"It is this ethos which has led us to build up a strong customer base, seeing growth on growth throughout the past 10 years. We look forward to continuing our programme of expansion and being able to increase the products and services to our customers."

For further information visit www.BlendedProducts.co.uk call 01652 680555 or email simon.barker@blendedproducts.co.uk



KIPTEC Limited

Hull based KIPTEC Limited has grown in the past 15 years into a thriving managed IT Services Company under the Kingston Technologies Group Limited.

KIPTEC specialises in IT Support and Cloud computing throughout the UK, and are one of the few Microsoft Certified Partners based in Hull. All our engineers are Microsoft Certified and are continually training to keep up to date with Microsoft Technologies.

The company's clients are small, medium and enterprise businesses throughout the UK, not just in Hull. We thrive on advising our clients about ways in which to improve their businesses through new technologies and maintaining business productivity and efficiency.

KIPTEC will deliver software as a service (SaaS),

platform as a service (PaaS), and infrastructure as a service (IaaS) solutions across multiple environments using familiar tools and technology. We also provide the IP Telephony support for our sister company KIPCOM.

Hull based KIPCOM Limited has grown into a thriving IP Telecoms company also under the Kingston Technologies Group Limited.

KIPCOM specialises in the future of business telecoms. We provide CONTREX which is a revolutionary cloud-based Private Branch Exchange (PBX) solution that could reduce business phone bills by as much as 90%

Lisa Grenney, Managing Director of KIPTEC, said: "We manage our clients' IT, relieving them of any stress which is IT related. Our clients have peace of mind in that their IT systems are managed by Microsoft Certified Engineers who are always there to help, advise and fix IT problems. We thrive on saving our clients time, money and on increasing productivity while all the time improving efficiency. KIPTEC, you know IT makes sense."

Contact Kingston Technologies Group on 01482 238328 or email info@kiptec.co.uk or visit www.kiptec.co.uk for more information.



Cartridge World Grimsby Celebrates an Ink-Redible 10 Years in Business

Cartridge World's Grimsby store, situated on Hainton Avenue, is celebrating a decade's trading in the town. It officially opened its doors for the first time in 2003 and has served over 56,000 customers during this period.

Store manager, Garry Winton and two staff members, came together to celebrate the franchise's ten years in service and marked the official milestone with a commemorative cake.

During a decade of trading, over 120,000 inkjet and laser printer cartridges have been recycled at Cartridge World Grimsby, saving retail customers over £325,000.00 and business customers over £300,000.00

Garry said: "We've come a long way since we opened the franchise 10 years ago and have established a loyal customer base to whom we remain committed to helping with all their printing needs.

"Despite the current economic climate, we're fortunate to be celebrating our decade of trading in a position of strength and, with continued support from Cartridge World, we're looking forward to the next ten years."

John Richardson, UK chairman for Cartridge World, said: "Whether it's small businesses, families or students, virtually anyone who uses a printer can immediately reap the benefits of Cartridge World's premium quality cartridges, both environmentally and in their wallet.

"This is part of the reason the store in Grimsby is doing so well, as more people learn about the benefits of buying a Cartridge World cartridge. An extra special thanks goes to Garry and all his staff, who have done such a fantastic job of serving the people of Grimsby, over the past 10 years."

For further information on Cartridge World and available franchise opportunities visit www.cartridgeworld.co.uk

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The finale of HullBID Fashion Week at Paragon Interchange in Hull.

HullBID on the Right Track as Station Hosts Fashion Finale

Paragon Station provided the perfect platform for HullBID Fashion Week as thousands of visitors flocked to the finale.

The unique setting generated record footfall by taking the city's biggest fashion event of the year into the busiest location.

Upwards of 30,000 people every day use the railway station and adjoining transport interchange, providing a captive audience which was further boosted by those who made a specific trip to the Fashion Fest Finale.

Other Fashion Week events also generated huge interest, with good attendance at Hull Truck Theatre for the 'Make Fashion Your Business' networking event and at The Exchange, Wilberforce Court, for a fashion and education conference organised by BID, in partnership with Hull Esteem Consortium and Hull City Council.

People posing as mannequins, Feonic's 'Whispering Windows' and the historic tales of Hull's royal dress designer, Madame Emily Clapham, were among the attractions which captured the attention of the region's media.

Kathryn Shillito, HullBID City Centre Manager, said the aim now is to follow the fashion success with the biggest and best Yum! Festival of Food and Drink, which takes place in August.

"We introduced a lot of new ideas for HullBID Fashion Week and people responded by attending the events in huge numbers," said Kathryn.

"We plan to do the same with Yum. It is established as one of the highlights of the year in Hull, providing a great family day out with excellent opportunities for local food producers and retailers to generate new business.

"This year in addition to food there will be a stronger presence on the drinks side including real ales, wines and soft drinks and there will be an exciting programme of live entertainment."

Yum will take place in King Edward Street and Queen Victoria Square on 8, 9 and 10 August. Full details can be found on the website at www.yumfestival.co.uk

'Estate Agency Has Finally Evolved'

Introducing the region to a new breed of estate and letting agency, Big Red House. Our new approach to selling or letting a property provides a personal service at a low cost fixed fee.

We do not operate like a traditional high street agent nor are we just another online agent; we've taken the most effective elements of both and merged them together to deliver a high quality personable service at a price that's right. We offer our clients a great option for selling their property; and are also considered to be one of the area's most capable letting agents. We offer all of our clients the option of a refreshing online experience getting rid of the need for reams of paper.

We have made a conscious effort to remove paperwork from the entire process by integrating our systems with the latest web technology – which not only makes it easier for our clients to access their documents at any time but also helps the environment.

As an added bonus for our East Yorkshire clients we are the only agency in your local area that can advertise your properties on karoo.co.uk, a truly local website that has over three million visits per month by local people! Research has shown that over 90% of people search online when looking to buy or rent a property.

Therefore Big Red House ensure that all our properties receive maximum exposure on the UK's leading property portals as well as continually driving traffic to our website through innovative online and offline marketing campaigns.

We're real people and still arrange all viewing appointments, visit clients and undertake price negotiations on the client's behalf. Plus, once a buyer or tenant has been found we handle all the usual paperwork right through to completion. Your personal agent deals with your property right the way through giving you the comfort that the person you deal with is the person selling or letting your property for you. Our pricing structure has realigned the value in the estate and letting agency practice and allows our customers the opportunity to sell or let their property at a considerably lower fee than the traditional high street agent, without compromising on service.

If you have a property to sell or let, give us a call today on 01482 650400 and book an appointment with your local personal agent.

Broker Helps Win Funding for Hull Children's University

The Insurance Partnership has confirmed that £2,500 has been awarded to Hull Children's University through the Aviva Broker Community Fund.

Open to all Insurance Brokerages across the UK, the competition attracted over 200 entries and offered a great opportunity to nominate and secure funding for a worthwhile project in the local community.

Working together to create the successful bid was Hull Children's University Fundraising Manager, Eve Clark and The Insurance Partnership Marketing Executive, Claire Hill. This winning collaboration saw the team invited to collect the prize fund and attend the Grand Finale event, held in Kings Place, London on the 16 April 2013.

In what was described as 'an amazing day' the event was a celebration of great causes. Out of the 214 worthy nominations, Aviva's team of judges had the difficult task of choosing just 25 charities and their brokers to attend the event.

Aviva's Chief Executive Officer, Robin Spencer said: "It's incredibly emotional to hear about how so many people give so much of their time towards such amazing causes."

Co-hosting the event alongside Mr Spencer was England World Cup winning rugby player, Will Greenwood, who awarded each of the invited charities a share of the £150,000 total prize funding.

John Buttrick, Founder and Director of Hull Children's University said: "Hull Children's University is proud to have been nominated and supported by The Insurance Partnership in its success at winning the Aviva Broker Community Fund. We are all so proud and feel inspired by the fact that so many believe in what we're trying to achieve with our city's young people.

"A £2,500 prize in itself is a remarkable reward but the honour in being regarded as 'successful' is the ultimate accolade.

"Thanks so much to both The Insurance Partnership and Aviva for making this happen. Our city's children are the winners and will experience the benefits of this huge sum of money. Thank you."

Richard Tuplin, Director of The Insurance Partnership, said: "This result is fantastic and helps draw attention to so many not-for-profit organisations that are out there. Giving back to our community is a priority for us, and the Hull Children's University provides vital benefit to the children in our region learning about the world of work, to raise their aspirations and motivate them to work hard to reach their potential.

"The Insurance Partnership has supported Hull Children's University for many years along with a number of other community initiatives within the region."



Dr Kelly pictured outside Number 10 Downing Street.

Chamber Involved in Number 10's Export Drive

Dr Ian Kelly, Chief Executive of the Hull & Humber Chamber, attended a meeting in 10 Downing Street recently to sign off the first phase of a partnership between British Chambers of Commerce and UKTI, the UK Government's international trade agency, to strengthen British Chambers' export activities in foreign markets.

The Government is working with 20 key bilateral Chambers of Commerce to promote international trade links between the UK and the respective countries overseas.

Dr Kelly said: "We had an excellent meeting with Lord Green, the Trade Minister and Lord Heseltine, the former Deputy Prime Minister, to sign off working with bilateral Chambers abroad, both formally and informally, to boost trade.

"We will now set up a working party, led by the British Chambers of Commerce (BCC) which I will be involved with to explore further strengthening the partnership between BCC and UKTI to bring the UK Chamber network into this new emerging global structure.

"With public spending under pressure, key partnership working between the two biggest public and private international trade groups in the UK is now more important than ever."

Hull & Humber Chamber already has a BCC five star rated centre of excellence in international trade and has taken over 100 trade missions and exhibitions to foreign markets in recent years, generating over £150-million of business for the companies involved.

These trade missions are in addition to the daily assistance with import and export documentation and advice the Chamber's international trade centre provides to companies across the Humber region.



Pictured L-R: Robin Spencer, Aviva; Phil Bayles, Aviva; Esther Damary-Thompson, HCU Mentor; Jayne Winstanley, HCU Co-ordinator; Claire Hill, Insurance Partnership; Eve Clark, HCU Fundraising Manager; Will Greenwood, England World Cup winning rugby player

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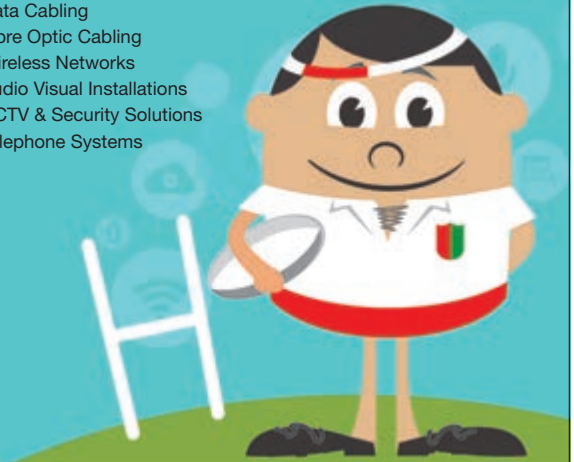
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Relocation Provides Room to Grow for Print and Copier Specialist

A successful copier and print specialist has relocated to larger premises as it looks to expand and take on more staff.

KRL Group Limited's move to new headquarters in Hull is part of an ambitious growth plan implemented after a management buyout in 2009.

Directors believe the modern building – bringing together sales, warehousing and maintenance teams under one roof – will help improve workflow and create the right 'first impression' with potential new customers.

The company, which has a turnover of £2.5 million, is targeting growth of 10 per cent this year.

George Baker, managing director of KRL Group, said: "The move to these larger premises presents our customers with a more professional, up-to-date, impression of KRL Group, proves we have excellent resources and are here to help them for the long term.

"When a company purchases print and copier technology it's an investment of between three and five years.

"With this relocation we are demonstrating – to whatever type of businesses that come through our door – we have the capacity and capability to look after them and we're not going to disappear.

"These first impressions do count and allows us to compete with the largest of rivals."

KRL Group delivers copier and print technology, related support and document management services across the Hull, Leeds and Manchester areas, and from Newcastle in the north, to as far south as Nottingham.

It works with some of the world's leading manufacturers, including Konica Minolta, Kyocera and Ricoh, and now boasts more than 3,000 machines in the field.

Customers comprise small and large businesses, across various sectors, such as Sewell Group, MKM Building Supplies and Spencer Group.



The company's new 9,000 sq ft base, Billwin House, in Malmo Road, Hull, features a showroom, extensive stores area, repair and maintenance workshop

and office space, and replaces premises in Willerby, west of the city, that KRL Group had outgrown.

Oughtred & Harrison Group

O&H is a family-run firm with a wealth of experience in IT Services, File and Document Storage, and Property Investment.

Founded in 1919, O&H is one of Hull's longest-established companies; such longevity speaks volumes about its ability to meet clients' needs and our business acumen.

The company's document archiving business serves a range of sectors and is able to provide clients with documents within an hour of a request. Choosing to outsource your archival document storage and filing systems frees up space in your office and maximises your operational space.

Choosing O&H to provide your IT services means it acts as your own IT department. The company specialises in support, installation, and consultancy for your business computer systems either on your premises or in the cloud. It quickly resolves issues to minimise downtime and business disruption.

The team is passionate about building lasting working relationships, and their business is 100 per cent referral, which shows how valued they are by clients. The company is trusted by small, medium and large organisations in both public and private sectors across the Humber region.

Visit www.ohgroup.co.uk to learn more or contact:

Paul Harrison, Group Finance Director,
01482 611200, info@ohgroup.co.uk

Geoff Harrison, Director (File and Document Storage), **01482 611200, info@ohgroup.co.uk**

James Smith, Director (IT Services),
01482 611200, info@ohgroup.co.uk

Follow the firm on Twitter **@OH_Group** and on LinkedIn at Oughtred & Harrison Group Limited.

New Chairman Appointed by HullBID

A leading member of the regional business community has been appointed as the new Chairman of Hull Business Improvement District (HullBID).

Jim Harris, the Manager of St Stephen's Shopping Centre in Hull, succeeds Victoria Jackson MBE.

A member of the Chamber Council and a prominent member of the Bondholders, Jim joined the HullBID Board soon after arriving in the city in 2009 to manage St Stephen's.

He said his aim will be to build on BID's partnership work so far with those groups and with Hull City Council, Humberside Police and other organisations.

"We have had a BID in Hull since 2006, earning a second term in 2011 and putting in a lot of hard work along the way," he said.

"In particular we have made great progress by securing Purple Flag status as evidence of the quality and safety of our evening economy and the strength of our partnerships.

"It is important to build on that going forward because we are the biggest city in the region but we do face a lot of competition for profile and investment from other centres.



"I am genuinely passionate about Hull. I live and work in the city, I was born in the area and I want people to know what a great city we have here."

Victoria, whose business interests include Hull-based Kingston Recruitment Limited which she founded nearly 28 years ago, was appointed as Chairman of HullBID late in 2009 and remains on the board.

Victoria said: "Purple Flag and the ballot success were both fantastic achievements, but, as we embarked on an exciting programme of events for 2013, it was the right time for me to step down and support Jim, who is an excellent choice as the new Chairman."

Pier Support When You Need It

Pier Support is a business improvement and development consultancy, providing support to businesses of all sizes across the region.

Its services are 24/7 and will flex to fit your company, budget and workforce delivery needs without compromising on quality. The team work alongside you, identifying new opportunities and achieving maximum results.

Their aim - as a one-stop for business development support - is to enable you to save time and resource when seeking to improve current business practices. Whether it's becoming more cost-effective or efficient, needing to develop employees, teams and senior managers to maximise potential or as business owner you want to benefit from an impartial sounding board and support, consider Pier Support.

The team also support with opportunities and challenges in areas such as strategic planning, managing change successfully, managing projects and delivering bespoke training and skills development designed for your organisation.

Victoria Austin, owner of Pier Support, said: "We believe every business has the potential to become great and we work with you to ensure your success. Our experienced, qualified and dedicated team are plain speaking and have numerous years experience improving business efficiency and growth.

Pier Support's ability to flex to meet individual business needs is proving our Unique Selling Point, making us ideally positioned to support from micro to larger SMEs. We are keen to speak with any organisation aspiring for more out of 2013."

For further information or a no obligation discussion contact: Victoria Austin, info@piersupport.co.uk, 01652 637759, www.piersupport.co.uk



Victoria Austin



Henry Boot Developments Appoint Garness Jones for Final Phase at Priory Park

One of Hull's most high profile and prestigious business parks, which is home to a number of Chamber Members, is to undergo the final phase of development.

Henry Boot Developments has revealed plans to develop the remaining 15 acres at Priory Park, and have appointed Chamber Member Garness Jones to market the site.

The 147-acre development opened for business in the early 1990s and has since attracted occupiers including Arco, MWS Business Management, Towergate Insurance and the De Vere Village Urban Resort.

The final phase will see Garness Jones promoting Concept Court, which comprises 10 office units available for sale or lease and ranging from just over 1,500 square feet to almost 9,000 square feet, and Point 20, which offers 20,000 square feet of industrial or warehouse space and 2,150 square feet of office accommodation.

Dave Garness, Managing Director of Garness Jones, said: "Henry Boot have been working hard in the background to secure detailed planning consent for the various elements of the development and as a result of that the delivery time for interested occupants will be very quick.

"Priory Park has been a key part of the business landscape in Hull and East Yorkshire for nearly 20 years, safeguarding and creating jobs by supporting existing businesses and by attracting inward investors.

"It became the location of choice for major motor dealerships as they vacated their old premises and it also met the expansion needs of such businesses as MWS Business Management, which began in Hull city centre.

"The opening of Arco's National Distribution Centre and the De Vere Village Urban Resort changed the skyline dramatically, but the plan was always to complete the project by developing the remaining land further east, and we are delighted to be involved in that."



Professional 6 members with new Chief Constable of Humberside Police and Chamber Chair in N E Lincolnshire Amanda Austin

Women's Networking Group Annual Lunch

Justine Curran, newly appointed Chief Constable of Humberside Police (3rd left in picture) was guest speaker at the Professional 6 Women's Networking Group Annual Lunch, held at Oaklands Hall Hotel. Justine gave a fascinating talk about her career to date, which has included posts in some of the country's most difficult and challenging policing environments such as Toxteth and Manchester. She also gave her personal views on 'Leadership' and on 'Work Life Balance'. The event was organised on behalf of Professional 6 by members Wilkin Chapman Grange and 64 local businesswomen attended.

l-r: Laura Stuart-Cook, Editor – Lincolnshire Journal representing GSMG, Amanda Austin – Chair, Chamber N E Lincolnshire Area Council, Justine Curran, Chief Constable – Humberside Police, Anne Tate, N Lincs Manager – Hull & Humber Chamber of Commerce, Teresa Thomas – Partner, Wilkin Chapman Grange, Diane White – Business Consultant, LCS Group, Julie Smith, Corporate Business Manager- Handelsbanken, Kate Brown, Associate - AP Robinson

New Insights into Audio Visual Technology that Works

For businesses and organisations of every size and kind, audio visual and videoconferencing technology is playing an increasingly important role in improving communications, saving time and cutting costs.

A new publication points the way ahead, describing integrated communication solutions designed for many leading companies and public sector bodies by a Yorkshire technology company with long standing regional connections.

Communicate 2013 marks a unique triple milestone for York AV integrator, Saville Audio Visual, who established specialist regional centres in Leeds and Hull in the late 1970s.

First published in 1989, the latest edition of the brochure is the first to be available in hard copy, downloadable in iPad format or viewable on-line.

Aimed at end users in business, education and the wider public sector, Communicate 2013 highlights new products and technology from the world's leading manufacturers, including videoconferencing environments, interactive collaboration projects, digital signage and videowall installations plus custom-built furniture and professional audio systems.

See or download the brochure at www.saville-av.com

For more information phone **0870 606 1100** or e-mail systems@saville-av.com

Informed Financial Planning Sponsors The Hull Law Society

Yorkshire based business Informed Financial Planning (IFP) has signed a one-year sponsorship agreement with Hull Incorporated Law Society.

The announcement follows a substantial period of growth over the past few years with more than

£100m in assets now under management across its locations in Leeds, Barnsley, Milton Keynes as well as its headquarters in Livingstone Road, Hessle.

Following recent changes in the Legal Services Act for solicitors, IFP has been delivering a number of seminars in conjunction with SIFA on subjects such as Tax Planning and End of Year Opportunities. The recent sponsorship deal with Hull Incorporated Law Society will enable the IFP team to deliver further seminars to members.

"IFP is expanding for the long term and working closely with other professionals will naturally play an important role in that growth," said IFP Managing

director, Kevin Ferriby.

"We recognise the value of strong professional relationships and that's why we're delighted to sign a one-year deal with Hull Incorporated Law Society. It's an excellent opportunity to build on our existing relationships with the legal community in the region."

The sponsorship deal will involve support of the annual ball in November and IFP will once again partner with Legal Affairs Director of SIFA, Stuart Bushell, to deliver a series of training workshops to members.

MP Talks to Members at Goole Chamber Meeting

Brigg and Goole MP Andrew Percy answered questions at the April meeting of the Chamber's Goole Area Council about the work being undertaken in the area to combat the flooding issues.

Mr Percy said that Yorkshire Water had invested £1 million in the Carr Lane pumping station to help prevent a repeat of last summer's floods.

The area's MP also explained that work was progressing with a £250,000 study into the town's drainage network, to get a better understanding of how the water table and the various rivers and drainage systems interact, before decisions were taken on what further measures could be taken.

The Deputy Police and Crime Commissioner for Humberside Police, Paul Robinson, also addressed the meeting, answering questions from Members on



various policing issues in the region, including the difficulties of contacting police officers out of hours, and whether Humberside Police would be appointing a youth police and crime commissioner like the Kent force had done, with 17-year-old Paris Brown on a salary of £15,000 per year.

Mr Robinson said that Humberside Police was appointing four youngsters who would work with the force on a voluntary basis.

The Chamber's president Malcolm Joslin also attended the meeting.



Neil Watson (left) and Will Holman

Bank of England Agent Discusses Economic Headlines with Bridlington Chamber

A Deputy Agent of the Bank of England gave an update on the state of the economy to Bridlington Members of the Hull & Humber Chamber of Commerce.

Will Holman, from the Bank of England Agency for Yorkshire and the Humber, was welcomed by chairman Neil Watson at the Tuesday (April 8) meeting, held at the East Riding College, on St Mary's Walk, Bridlington.

Mr Holman gave a presentation on the current state of the economy based around 10 recent headlines in the media, and also discussed the imminent change in leadership of the Bank of England's Monetary Policy Committee when current Governor Mervyn King, hands over to Canadian banker Mark Carney, in July.

Mr Holman then took part in a question and answer session, which included topics as diverse as inflation, the Eurozone and the cash grab in Cyprus and whether anything similar could happen in Britain – which he assured the Members would not affect those with savings of £85,000 and below.

Other topics on the agenda included the state of tourism in the Bridlington area and the launch of this year's prestigious Chamber Bridlington and Yorkshire Coast Business Awards.

The awards, which are being held for the seventh year, will welcome the chief executive of Welcome to Yorkshire, Gary Verity, as a guest speaker.

The awards, which celebrate the best in business in East Yorkshire, North Yorkshire and Humberside, will take place at Bridlington Spa's Royal Hall on October 11.

Entries are now open on the website www.cbycba.co.uk, where anyone can enter a company for one or more of the awards.



The chief executive of Hull & Humber Chamber of Commerce, Dr Ian Kelly with (from left) Lord Heseltine and Dr Joslin.

Chamber Meets Lord Heseltine on Localism Agenda

THE Hull & Humber Chamber of Commerce held a very positive meeting with Lord Heseltine and Lord Haskins on the Localism agenda for Hull and the Humber, recently.

Lord Heseltine is particularly keen for the Chamber, as one of two national pilots, along with Birmingham, to develop new business support ideas to help small firms grow across the Humber region.

Chamber President, Dr Malcolm Joslin, said: "We agreed a number of valuable steps to help co-ordinate and improve business support, which we expect will be included in the final proposals for a City Deals bid to the Government in the summer, after the Chancellor's spending review; if the bid is to be successful."



Using the Renminbi Can Help UK Companies Cut Costs and Grow



Ronald Martin, HSBC
Senior International
Commercial Manager

For UK companies doing business with China, or competing for a share of its growth, the Renminbi is now an effective way to settle trade, make investments and deepen relationships.

If that sounds like a bold claim for a controlled currency, consider how far China has opened itself to the world in just a short space of time. Trade between the UK and China has grown rapidly over recent decades and Chinese GDP is set to increase by 8.6% in 2013.

Meanwhile, China has been loosening controls on the Renminbi to establish it as a global trade currency and eventually a reserve currency. Today, about 10.5 % of China's trade -- worth more than \$400 billion -- is settled in Renminbi. HSBC expects that share to rise to more than 30% by 2015, or to about \$2 trillion, as companies become increasingly aware of the potential benefits of invoicing and settling in the Chinese currency.

So what are these benefits, and why should a UK company care about the Renminbi?

Competitive Pricing

Through a combination of Renminbi trade settlement and foreign exchange hedging, the first benefit is that companies may reap considerable savings.

In the past, Chinese suppliers have typically needed to add a buffer onto their quotes to hedge against unfavourable exchange rate movement before a trade settles. By settling in the Chinese supplier's currency, UK businesses may be able to avoid this additional cost. So, if a UK Company is importing it may be able to offer more competitive pricing when it resells those imported goods.

Global Footprint, Lower Funding Costs

Renminbi's life as an international currency only began in 2009 but its rapid development has been assisted by the Chinese government, which has been steadily stripping away restrictions on its use. Restrictions today focus on investment flows into and out of the capital account, rather than on trade.

Here too regulations are being relaxed. Between 2011 and 2012, the share of China's inbound foreign direct investment conducted in Renminbi leapt from 12% to 35% as multinationals recognized the benefits of centralising their treasury operations offshore and using China's currency for local capital injections. Now, developments in cash management regulations mean that investments in China can increasingly be treated as they would in any other market, allowing funds to be deployed efficiently and conveniently.

Hong Kong has played a leading role in the global expansion of the Renminbi, and is still the largest and best developed offshore market for hedging and credit products. But China is in the process of widening the network of clearing centres outside the mainland, encouraging the development of new markets. Taipei recently began accepting Renminbi deposits, for example, while Beijing has appointed a clearing bank in Singapore and negotiations continue with London.

And just as its geographic footprint is growing, the Renminbi's functional reach is being extended as new, more flexible products are developed.

New Suppliers, New Consumers

By adopting the Renminbi today, UK companies can build strong relationships with a wider network of Chinese partners. Because the Renminbi is convenient for Chinese counterparties, by using it UK importers potentially open up a new layer of smaller Chinese suppliers who may prefer the ease of using their own currency.

What's more, it may pay a relationship dividend for those looking to sell into China. Being an early adopter can help secure market share as competitors jostle for position in one of the world's fastest-growing consumer markets.

HSBC research predicts that between now and 2050 the average Chinese worker's income will increase seven-fold, from around to \$2,500 to around \$18,000, giving some sense of the potential for growth this market holds.

In short, the evolution of the Renminbi represents an opportunity for UK companies to cut costs today and to reduce financial friction in the supply chain. Ultimately, it may also be a way to start new business relationships and to tap a vast pool of aspiring customers. That's no mean achievement for a currency still new on the international stage.



Humber Firms to Get a Taste for Trade at Cape Town Food Show

THE Hull & Humber Chamber of Commerce took several firms from around the region to the Good Food and Wine Show in Cape Town, South Africa.

The show offered an exciting opportunity for food producing and packaging companies looking to expand into new export markets in South Africa to make new business contacts and win orders.

The Good Food & Wine Show prides itself on pushing the boundaries of innovation and excellence as South Africa's premier food, wine and lifestyle experience and its organisers cooked up something bigger and better for 2013.

The show was attended by 130,000 visitors who all got a taste of the extraordinary, some of which was supplied by world-famous celebrity chefs, including Britain's Gordon Ramsay.

Meanwhile, in the Brilliant Baking Theatre - devoted to all things sweet, baked and tempting - the BBC's celebrity baker Eric Lanlard hosted baking workshops, recipe and technique demonstrations. There were opportunities for visitors to ask the experts all the dos and don'ts of baking.

Visitors were also able to enjoy a host of vibrantly themed interactive bar genres from a beach bar, a sports bar, a bikini bar, a Private Club bar and a laid back jazz lounge.



Pictured (left to right) are Mr Hornshaw, Vice-President of The Academy of Graduate Studies, Dr Zargani, the academy's president, Dr Sharif, and Mr Northern.

Chamber's Trade Mission Hits the Headlines in Libya

THE Hull & Humber Chamber of Commerce's trade mission to Libya has been hitting the headlines in the Middle East.

The Libya Herald, believed to be the most widely read online newspaper in Libya, reported the visit by three companies from the UK which are offering their services in the training, packaging and food safety sectors.

The delegation met with the Libyan Businessmen Council and representatives of UKTI in Tripoli. Their trip also included a visit to the British Embassy.

The trade mission was led by Richard Northern, Middle East and North African Advisor to the Hull & Humber Chamber of Commerce, who said: "The Chamber's mission received a warm welcome from the local business community in Tripoli, which is eager to build relationships with foreign partners and suppliers.

"All the participants in the mission made useful contacts and plan to return soon to follow up the business opportunities they identified.

"The recent approval of the Libyan Government's annual budget should boost procurement and investment in new projects. The Hull & Humber Chamber is already planning further trade missions to enable companies from our region and elsewhere to take advantage."

Nick Fletcher, from Hull College said: "Libya is recovering from its recent problems and everyone is keen and willing to get involved with the UK.

"It was interesting to see how the local training providers work and what their requirements are. I'm sure there is some potential to work with various organisations, either in the public or private sectors, in the not too distant future."

Matthew Hornshaw, from the Educational & Behavioural Consultancy, said: "It was a very useful trip. I went out there without any meetings arranged, but managed to have meetings with both the private and public sector and made some useful contacts.

"It looks like there will be a very bright future for business in Tripoli. Libya is definitely re-emerging and they want to build their business relationships with the UK."





AA Global Urges Businesses to Open Their Window to the World

A prominent Chamber Member is urging businesses to build on the exports success story by increasing their international capability.

AA Global Language Services Limited, which is a major supporter of the Chamber's international department and a member of the Hull Area Council, plays a key role in backing overseas trade missions.

Now the company is advising businesses to make the most of their websites and use them as a shop window to the world.

The Chamber's quarterly survey for January to March indicated that in the Hull and Humber region 59 per cent of respondents increased their export orders.

Kirk Akdemir, Chief Executive of AA Global, said: "It is clear from the survey that exports are very important to the success of businesses in this part of the world, but when you look at their websites you realise that many businesses could be doing more.

"The web is literally a shop window to the world and the most effective way to use it is to deal with clients and prospective clients in their own language. The key is to make it easier for people to do business with you."

As an example of AA Global's international capabilities Kirk flags up the website of Jaguar Classic Parts – part of the Unipart Group – which incorporates German, French and Spanish translations of the original English text.

"Brands don't come much bigger or more recognisable than Jaguar but our client still appreciates the importance of trying to deal with people in their own language," said Kirk.

"We operate in any language, so whatever the business sector and wherever the target market we can help businesses get their message across."

AA Global was founded by Kirk in Worcester more than 25 years ago and opened its Hull office at the Marina last year.

Pauline Wade, the Chamber's Director of International Trade, said: "AA Global is a significant and valued supporter of the Chamber's international trade activities and I would echo Kirk's comments about the importance of taking a multilingual approach to websites.

"The company's presence on our trade missions has enabled delegates to meet language and cultural requirements in the overseas markets, and the website translation service means exporters and importers can deal with international business partners more effectively from their own office."



Travel Company Wins Major Award

A CORPORATE which is a partner of the Hull & Humber Chamber of Commerce's International Trade Centre has won a major award.

Good Travel Management has won Agency of the Year 2012 at the Uniglobe Travel Awards in London.

The company has offices in Hull, Grimsby, Leeds, the West Midlands and Stockport and beat 40 British travel firms to the accolade due to the success of its business growth strategy.

Good Travel Management now employs 35 staff and runs extensive staff training programmes to support its rapid growth.

Kevin Harrison, managing director of Good Travel Management Ltd, dedicated the award to his staff across all the offices, saying the growth strategy would not have been successful without them.

He said: "The past four years have been hectic - we have expanded the business by investing in new offices in Grimsby and Leeds and broken into new markets by acquiring the types of company that we felt would fit best with our ethos and values.

"Without the buy in of all the staff at Good Travel Management, this wouldn't have worked out as well as it has done and I am extremely grateful to all of them for their hard work and dedication. This award is testament to that."



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e-Factor Small Business Award



The ABP Business Growth Award



The Wilkin Chapman Grange Business Person of the Year Award



The Barclays International Trade Award



The Chamber Utilities Northern Lincolnshire Award for New Business



The Franklin College Young Entrepreneur of the Year Award

2013 Northern Lincolnshire Business Awards

The Winners Take It All at 70s-themed Business Awards extravaganza

THE Winners Took It All at the Northern Lincolnshire Business Awards 2013, but the runners-up had Taken their Chances and could still be in the Money, Money, Money!

But that was The Name Of The Game at the glittering 70's-themed extravaganza which was held at Scunthorpe's revamped Baths Hall, where guests were entertained by the cast of the West End show Mama Mia and performing arts students from Grimsby Insitute.

TV presenter Helen Fospero, of GMTV, hosted the evening and presented the 12 awards, with NHS provider Amvale answering their own SOS and scooping the Forrester Boyd Business of Excellence Award.

The Northern Lincolnshire office of the Hull & Humber Chamber of Commerce organised the

evening in partnership with Grimsby & Scunthorpe Media Group, and the 34 nominees were biting their nails as tension mounted, waiting to hear who would be the outright winners in 2013 and who would be the runners-up.

Chamber Chairs in Northern Lincolnshire, Paul Goulard of Clugston Group and Amanda Austin of Freshney Place Shopping Centre presented the trophies on behalf of Chamber to the worthy winners.

The event was hosted by North Lincolnshire Council and generously supported by Humberside Airport and Grimsby Institute.

This year's dinner theme was the 1970s, a decade which saw The Baths Hall, which originally opened in the 1930s as a swimming pool, reach its hey-day as an entertainments venue.

From a business perspective May 1973 saw the opening of the Anchor Steelworks which became so important to Scunthorpe and its steel industry.

Following a champagne reception sponsored by Clugston Group and canapés provided by Chamber Members Bon Appetit, of Scunthorpe, guests heard from Chamber President Malcolm Joslin, who thanked sponsors, supporters and suppliers of the awards, before introducing Coun Liz Redfern to the stage to give an official 'Welcome' to the event.

Guests enjoyed a four-course dinner with a 1970s theme while joining in several table competitions including a lucky table draw, sponsored by Chamber Patrons Oaklands Hall Hotel and carried out by Chamber Members and events specialists TeamSpirit. This saw one person on each table win a bottle of Laurent Perrier Champagne.

The after dinner entertainment was music and dance from the musical Mama Mia featuring the work of Abba, and a Northern Soul routine performed by performing arts students from Grimsby Institute.

A charity draw raised vital funds for Lindsey Lodge Hospice and Home Start, two great local worthy causes.

Nominees' videos and footage from the presentations can be obtained through Simon Baxter, at simon@juice-media.info and photographs from the evening obtained from the Telegraph at www.thisisphotosales/grimsby. Chamber photographer Martin Steel was also snapping away on the evening and his photographs are available at www.dmsphotographic.co.uk. A video of the evening can be obtained through East Coast Pictures from julia.thompson@eastcoastpictures.co.uk

The Chamber's thanks go to all our sponsors in 2013, particularly our partner in the Awards GSMG and to North Lincolnshire Council, Grimsby Institute and Humberside Airport for helping make the evening such a success. A special thanks too, to all our Chamber suppliers. Everyone delivered superbly. Special thanks as well to Saville Audio Visual for all staging and audio visual requirements.

For further information on the 2013 Awards or for information on sponsorship of the 2014 Awards, please contact Anne Tate at the Northern Lincolnshire Business Awards office on (01472) 342981 or email a.tate@hull-humber-chamber.co.uk



Chamber President, Malcolm Joslin, addresses guests.



The North East Lincolnshire Economic Investment Award



The North Lincolnshire Economic Investment Award



The Grimsby Institute Training Excellence Award



The Phillips 66 Excellence in Community Relations Award



The HBP Systems Innovation Award



The Forrester Boyd Business Excellence Award



Cllr Liz Redfern, Leader of North Lincolnshire Council and Venue Hosts of the 2013 Awards addresses guests



Chamber President, Malcolm Joslin, enjoys the Private Drinks Reception



Guests enjoying the Awards

JUDGING – BUSINESS AWARDS 2013- RESULTS

AWARD CATEGORY	WINNER	RUNNER-UP	RUNNER-UP
The e-Factor Small Business Award	O H Services Ltd	Fluent Coaching	Lincol Oil Company
The ABP Business Growth Award	Clugston Group	Amvale Limited	Lincoln & York Limited
The Wilkin Chapman Grange Business Person of the Year Award	Joanne Dixon (HBP Systems Ltd)	Simon Webster (Nisa Retail Ltd)	Irene Keal (Sylvester Keal)
The Barclays International Trade Award	Ramsden International	Pattersons Glass Ltd	Skymark Packaging International Ltd
The Northern Lincolnshire New Business Award	Blyton Park Driving Centre	Scrubbys Foods Ltd	The Pastry Room
Franklin College Young Entrepreneur of the Year Award	Sixty Six Design	Mobido Communications Ltd	CWH Designs
The North East Lincolnshire Economic Investment Award	Coldwater Seafood (UK) Ltd	Sylvester Keal	BJB Lift Trucks Ltd
The North Lincolnshire Economic Investment Award	CR Parrott Consultants Ltd	HBP Systems Ltd	Nisa Retail Ltd
The Grimsby Institute Training Excellence Award	BJB Lift Trucks Ltd	RNS Chartered Accountants	Jacobs LES
The Phillips66 Excellence in Community Relations Award	BJB Lift Trucks Ltd	North Lincolnshire Homes	Cristal
The HBP Systems Innovation Award	North Lincolnshire Homes	Scrubbys Foods Ltd	Thurlby Motors
Forrester Boyd Business of Excellence Award	Amvale Limited		

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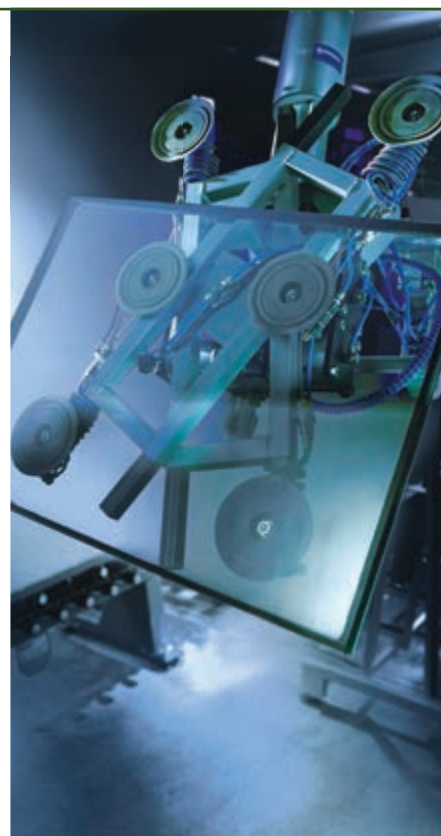
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Chamber Expo 2013 – A Top Networking Event!

Chamber Expo 2013, organised by Hull and Humber Chamber of Commerce, was deemed a great success by exhibitors and visitors alike.

Held at The Sports Arena, adjacent to the KC Stadium in Hull, and featuring 101 exhibition stands, the event was attended by many hundreds of business people. They came to network with one another at what is the largest business event in the Humber region every year.

The Expo again proved to be a first class opportunity for people to build up their contacts and gain business. This is the only event which the Chamber markets to non-Chamber Members, as the aim is to maximise opportunities, for the benefit of the region's economy.

Three Speed Networking events were held as part of the Expo, in the exhibition hall. These were attended by a total of 225 people. These sessions are a great way of ensuring you meet 20 business people in a one hour period and are good fun!

A network lunch was also held over at the KC Stadium, and was attended by 120 business people.

The Chamber is very grateful to the Sponsors of Chamber Expo 2013: John E Wright (Exhibition & Display Sponsor); SoluTech Systems Ltd (Printer & Copier Solutions Partner); Reality Solutions Ltd (Sage Specialist Partner); and 96.9 Viking FM (Event Sponsor).

Here is some of the feedback the Chamber has had from exhibition standholders:

"On behalf of HOTA I would like to say a HUGE thank you for the very successful and enjoyable Chamber Expo 2013. Met some great people and fantastic businesses - will definitely be attending next year!" - Louise Drewery, Marketing Coordinator at Humber Offshore Training Association Ltd (HOTA).

"Thanks for putting on a great event, already in the process of quoting for contracts of around £16,000 as a direct result of the Expo and a number of leads that we would expect to quote for around £100,000 in the coming months." – Mark Robinson, MD, MSC Services (Yorkshire) Ltd.

"Thanks Bruce for giving the graduates an opportunity to experience 'exhibitions' and be involved with such a great local expo event. They all enjoyed the speed networking and I'm sure through this they will stimulate further sales leads." - Liz Johnson, Graduate Entrepreneurship Project Manager, University of Hull.

"We had a good couple of days, as always. A good mix of businesses this year. Making plans for next year already!" – Tish Taylor, Account Manager at F & T Vending Ltd.

"As the official Printer & Copier Solutions Partner, SoluTech, we were proud to be a sponsor of Chamber Expo 2013, an important event in supporting and promoting the local business community." Alex Burgess, Managing Director

The Hull & Humber Chamber of Commerce is a Membership and Business Support organisation, whose aim is to help develop the region's economy by enabling the 1400 Member companies to enhance their businesses. This is realised by Members utilising the Chamber's Training company, by lobbying for the Members over issues which affect their businesses, and by helping them export their products and services. The main Membership benefit, however, is marketing your company through 20 busy annual networking events, of which Chamber Expo is the biggest, a dozen publications, plus numerous methods of getting promotional messages to the 1400 Member companies.

For further information about the Chamber, Chamber Expo 2014 or Membership, please contact Bruce Massie at the North Bank office on **01482 324976** or email **b.massie@hull-humber-chamber.co.uk** or Anne Tate, South Bank office, on 01472 342981 or at **a.tate@hull-humber-chamber.co.uk**

Utilitywise plc

Utilitywise can help Chamber Members get the best value from their energy contracts, reduce their energy consumption, and lower their carbon footprint.

Times are hard enough if you are in business; once you've factored your energy cost into the equation things can look even bleaker. Whether you're running a shop on the High Street or turning out high specification components your energy spend is likely to be a high proportion of your company costs. We understand the burden energy bills can be on your business and how important it is to reduce your energy consumption.

Utilitywise provides you with a comprehensive energy management service. We can manage every aspect of your energy use. We can help you get the right energy deal, analyse and reduce your consumption, and help you access funding for energy saving projects.

Account Care: Our consultants will examine your energy consumption and make sure you're being charged the right amount. We'll also look at your energy bills, your existing meters, and the data held by your energy supplier to make sure that every detail is correct.

Edd:e Energy Monitor: Hook Edd:e up to a distribution board and this advanced energy monitoring system will monitor every circuit, providing you with an in-depth understanding of your energy usage. Edd:e helped the University of Bradford cut energy consumption at the School of Health Studies by 33%.

Financing Options: We can help you access finance to cover the cost of your energy saving projects. We have arrangements with a number of financing schemes, including the Energy Efficiency Financing Scheme, a joint initiative between Siemens Financial Services and the Carbon Trust.

There are many more ways Utilitywise can help your business. You can find out more at our website (www.utilitywise.com) or telephone 0870 626 0559.

Education and Media Professional Seeking New Opportunities with Local Businesses

My name is Nick Jensen and I am a Beverley-born man with fifteen years experience in a variety of industry sectors including, but not limited to: customer service, further and higher education and Public Relations and Marketing. My key skills are informed by my prior education gained both in England and the United States of America.

I would like to be employed by a business and learn its functions from the ground up. I can help you due to possessing certain transferable skills:

I am detail-oriented and organised having worked in education as a Quality Assurance verifier.

Research and Planning - I have worked on a series of projects including assisting with the organisation of a national speech/forensics competition in the USA and organising trips to Paris and Prague.

Writing is my key strength as I have the ability to write informative, persuasive and acceptance speeches to a specific format. In addition, I am able to write Press Releases to promote your business and assist with it gaining free publicity, including the ability to review it for the local press.

Interpersonal Skills - I possess the ability to work with people at all levels from trainees to Senior Management/Directors

Creative and Critical - I am able to synthesise and critically evaluate information and data, adapting it to the needs of different audiences.

For further information, please contact: **07939 571 862** to discuss any opportunities or e-mail **Nick_Jensen@live.co.uk**



Wish Upon a Star

When You Wish Upon A Star is a registered children's Charity, no. 1060963, that works to make dreams come true for children with terminal and life threatening illnesses.

The charity is celebrating its 18th year of wish granting and fundraising in the area this year, with more than 2,200 wishes having been granted for the area's most deserving children in that time.

It is well known for its annual trip to Lapland from Humberside Airport, where 90 very deserving and brave children each travel to Santa's homeland with a parent or carer. There, they not only meet Santa himself, but experience a day of magic and excitement, often described as the best day of a child's life.

In the snowy enchanted forest, they are able to throw aside all their everyday cares and treatments, to ride in sleighs pulled by reindeer and huskies, go

on skidoos and snowmobiles, tumble down giant snow slides and eat roasted marshmallows and sausages by open camp fires.

The charity works throughout the year to make as many dreams come true as possible. A 'dream' or 'wish' may be to travel with their family to one of its villas just outside Disneyland in Florida and meet Mickey and Minnie, to meet a favourite celebrity or to travel in a sports car.

The organisation has met requests to spend a day with a white tiger cub, meet sporting heroes and travel to world cup games. It has purchased iPads and laptops to aid communication for a child who spends long periods in hospital away from family and friends.

Contact details are: email: joanne@whenyouwish.org.uk Twitter: @joatwish
Facebook: www.facebook.com/joatwish
www.whenyouwishuponastar.org.uk





Employer Engagement Helps Companies, College and Young People

A new vision has been laid out at Scunthorpe-based John Leggott College, one where the college and local businesses work together to help each other and hundreds of the region's young people. The College is actively forming new partnerships between the region's employers and young people and innovative programmes are being developed, including work placements, events, student commissions and guest lectures.



Its Employer Engagement Co-ordinator, Emily Hughes, said: "Tomorrow's business leaders are currently enrolled at John Leggott College and it is these interactions with companies that encourage them to open their eyes to future possibilities. Successful employer engagement bridges the gap between students and industry to ensure a seamless transition between the two, which is beneficial to all involved."

As well as finding out about their desired career in a real-life situation, actually doing a job can increase a student's confidence in their skills.

John Leggott College student Faryal Amir said: "I think it's crucial for John Leggott to form links with employers to give its students better future career prospects. Getting that extra bit of information, knowledge and experience will give us a better standing than our competitors."

"I can't get a job without experience, and how can I get experience if I can't get a job? The college can provide an education, but they can't provide vital work experience without employer links"

commented student Kirsty Bradbury.

John Leggott College is committed to ensuring all employer partnerships are mutually beneficial. Signing up to a partnership with the College can help organisations become experts in understanding the youth market and reduce recruitment and training costs by getting your messages directly in front of future employees. Lincolnshire Co-operative is among the first companies to sign up to be employer partners with John Leggott College.

Heather Lee, Head of People & Performance at Lincolnshire Co-operative said: "We want to support John Leggott College in preparing young people for their futures, they are a key part of the communities in which we trade and we hope to make a difference to them as a key local employer, with jobs, training and opportunities."

John Leggott College is also happy to advertise your staff vacancies free of charge amongst the student bodies, alongside the coordinating link project between employers and students. To find out how you can get involved in this new vision email emilyhughes@leggott.ac.uk or call 01724 407023.



A New Take on University Challenge

Wilberforce College held a fun take on the popular 'University Challenge' TV programme as part of its Aspire Programme.

The event, which took place at the Mercure Royal Hotel, Hull in Hull City Centre, was designed to encourage and support Wilberforce students to apply for prestigious Russell Group and Oxbridge Universities.

Current Year 12 students in the College's Gifted and Talented tutor groups, together with their parents, met past College students who are now studying at top universities and took part in the fun quiz.

The event had also been organised to encourage prospective Wilberforce students, currently Year 11 pupils, at local schools to start to think ahead.

A careers fair was staged at Wilberforce College's Saltshouse Road, Hull Site. The event was opened by Karl Turner, the local MP. The Careers and Higher Education Fair is held annually to highlight future options for Wilberforce students, either directly into the world of work through trainee positions and apprenticeships or onto higher education and university degrees.



Meeting Exciting Challenges in the Competitive World of Radio

John Harding

Programme Director of Viking FM and Magic 1161.

For John Harding, his current job represents something of a homecoming, working for the city where he was born.

As Programme Director of Viking FM and Magic 1161, he oversees a variety of shows which appeal directly to the area in which he grew up.

John said: "I'm a local boy, born in Hull. I originally worked at Caradon Heating on National Avenue in Hull, buying bits for boilers, before the bright lights of local radio came along in 1988 when I started as a weekend presenter on Classic Gold radio on Commercial Road in Hull.

"I also worked at Lincs FM when it launched in 1992 and went into fulltime radio in 1997 as a presenter at Century Radio in the North East.

"In 2000, I moved into radio management as Programme Controller for Lincs FM, a year later to the role of Group Programme Director for Radio Investments which owned 21 radio stations across the UK including Minster FM in York at the time. In 2005 I gained experience on the commercial side of the radio business when I became the Station Manager of the radio station in Huddersfield."

He also wrote the application and set up the West Hull Community Radio Station in 2007 which, within two years, won the Nation's and Region's Best Radio station in Yorkshire. He became Programme Manager of KCFM in Hull in 2010 and now finds himself nearly 25 years later back at the station where he started as Programme Director of Viking FM and Magic 1161.

The job comes with plenty of challenges. John said: "There is no doubt that the radio industry is going through a period of change. Bauer Media, the owner of Viking FM and Magic 1161, is a strongly resourced private media company and is navigating through the economic situation well.

"Bauer Media reaches more than nineteen million UK adults every week. We have more than eighty influential media brands, spanning a wide range of interests, including heat, GRAZIA, Closer, MCN, FHM, Parkers, MATCH, Magic 105.4, Kiss 100, Planet Rock and 4Music. Our business is built on millions of personal relationships with engaged audiences.

"We connect people and communities with compelling and quality content, whenever, wherever and however they want. Bauer Radio reaches over 13.3 million listeners every week (a quarter of all adults in the UK, with 42 of the most influential radio brands across the country, providing great opportunities for any business to advertise their campaign on radio successfully."

However, such success does not mean the company can stand still. John said: "All media companies are having to review their products regularly, how they operate and constantly challenge themselves to offer their clients the best possible media solutions.

"Viking FM & Magic 1161's strategy is all about serving the local community and economy. Our stations are the largest commercial radio stations across the transmission area with loyal listeners and clients.

"We have a great local team that support each other to deliver great local radio. The commercial and programming teams work closely together so that we meet and exceed our listener and client expectations.

"Commercially, our Sales Director Dawn Carney has created a culture of building partnerships with clients to ensure that we are an extension of their business. Dawn is really passionate about building businesses not selling advertising.



"Unlike other media companies we don't sell packages nor try and make a client fit a package deal. Our commercial team really do care about local businesses and everything we do is bespoke to meet the needs of the client. We work as a consultant to each business and support them across all their marketing needs from design, branding, digital, social media, events, promotions and advertising. We really are a one stop shop to help local businesses grow and work hand in hand. In return this has really helped build our business."

He is optimistic about the future, saying: "The main challenge for us is to continue to grow both our audience and revenue ambitions. We are constantly reviewing what we do and how we do what we do. In what is a very competitive market we look to deliver great content that engages with our audience and that then enables our clients to talk to them.

"Not only are we centric to the local community, we are also a key player in the local economy and this is something we really want to build upon.

"Throughout this year we aim to meet with thousands of our listeners face to face with our 100,000 Handshakes campaign. For us it's a great opportunity for us to meet with our audience and find out in a very direct way what they like about what we do and take on board their suggestions too.

"We are working with some great clients on some really exciting campaigns and events. More than anything we want to ensure that our clients grow their businesses as this in turn will support the local economy.

"I am extremely proud of the team working at Viking FM and Magic 1161. We work in a very fast paced environment, I think that is one of the things anyone who walks into The Boathouse building notices when they visit us. It's not for the faint hearted!

The variety of work we all do means there's never a dull day."



“We are working with some great clients on some really exciting campaigns and events. More than anything we want to ensure that our clients grow their businesses as this in turn will support the local economy”





The Green Revolution Gathers Pace in Hull and Humber

The move towards renewable technology represents exciting times for the Humber region as projects take shape on both sides of the river.

Over recent years, the area has been developing expertise in renewables with much of the work based on the potential offered by onshore and offshore wind generation because of the area's east coast location and also because of its strong industrial infrastructure.

All across the area can be found significant wind energy projects and many of the men and women who once worked in more traditional areas have turned their hand to these new challenges.

For instance, people skilled in the engineering industry have been able to turn those skills to solving the problems that accompany wind turbine technology.

Wind was the first renewable technology to become really established but companies are also investigating the potential for other technologies and the area's depth of industries, ranging from chemicals to heavy engineering, means it occupies a strong position.

Some of technologies being researched include:

* Solar: Generating power from the sun is gathering pace as a popular renewable technology. It's a genuine 'sunrise industry'. Based on the idea that the power of the sun can be captured and transformed into electricity, solar power can operate on a large scale with huge panels or on a very small scale with ones that can fit on a house roof and heat the domestic water supply

* The Hydrogen Economy: Work is underway to develop hydrogen as an energy source, taking advantage of the large amount of hydrogen already produced as part of chemical processes. The theory goes that, used properly, hydrogen can be an immensely useful power source which produces only water as a by-product. Much research is underway not only to work out the best methods of harnessing the hydrogen but also to store it in fuel cells

* Biofuels: The race to invent vehicle fuels that do not produce pollutants is what has created the biofuels industry. Biofuel is made from the likes of vegetable oils and wheat and is low on pollutants, which is seen as crucial because car exhausts are a major source of greenhouse gases

* Anaerobic digestion/biomass: Some companies are investigating ways of turning organic materials into energy. For instance, anaerobic digestion (AD), uses bacteria to break down waste to produce 'biogas' which can be used to generate energy. Its advantage is that the use of bugs means it is a natural process which lends itself as easily to back-yard concerns as it does to industrial-scale operators. In the UK, more and more AD plants are being created and the same is true for biomass,

where power stations generate power by burning waste wood and the likes of specially grown willow trees

* Waste minimisation: in addition to finding new ways of generating energy, many companies are experts in the reduction of waste and can advise on ways of making businesses more energy-efficient

* Recycling: a lot of companies are involved in recycling projects, developing the idea of symbiosis where materials produced from one process can be re-used in another instead of being discarded.



"Bring your building up to date with our eco-friendly hygiene solutions"

Retrofit water saving technology
Eco-friendly hygiene solutions
Chemical free air & water sanitisation
Chemical free odour elimination
Non aerosol fragrance systems

Contact us at ats@ozygen.co.uk or visit

www.ozygen.co.uk | www.the-ecocap.co.uk | www.wesellfreshair.co.uk



Huge environmental and annual budget benefits - Save water & Save money!!

A typical urinal system flushes an incredible 3 to 4 times per hour, even if you have a water manager installed the flush rate can still be as much as 2 to 3 times per hour! Using the latest eco-technology and in partnership with our state of the art intelligent water management unit, the ecocap system is proven to **instantly reduce urinal water usage by as much as 96%** on a typical urinal bowl.

How?

- 9 litre cistern flushing 4 times per hour uses an amazing 315,360 litres per year!!
- This could be costing your business £630.72 per cistern, per year!
- By installing ecotech & ecocap Ozygen could reduce this to just 13,140 litres
- Saving a huge 302,220 litres of water per cistern, per year
- An incredible annual financial saving of £604.44 per cistern
(Based on a water rate of £2.00 per m3).

Additional Benefits

- ✓ Saves water & money
- ✓ Improves urinal performance
- ✓ Eradicates urinal odour & blockages (guaranteed)
- ✓ Fully biodegradable & eco-friendly product



Professional waste services for business **across Humberside**



We work with customers to reduce their waste costs, whilst ensuring environmental and legal compliance.

Our local recycling teams based in Hull and Scunthorpe provide expert advice and are dedicated to finding the right waste solution for your needs across Humberside.

Chamber members can benefit from a FREE, no obligation waste audit which will explore opportunities to save you money.

Veolia can minimise your waste, explain what can be recovered, increase staff awareness and participation, and identify resale or re-use opportunities for recyclates.

Our services include:

- Industrial and Commercial Waste Services
- Waste Minimisation Advice
- Card and Paper Recycling
- Glass Recycling
- Food Recycling

To service your requirements more effectively, we have a locally based customer service centre and operate depots in Hull and Scunthorpe.

For more information or to arrange your free waste audit, call one of our local experts:

Elli Wood
Wiltshire Rd Ind Est, Hull
Tel: 01482 358620
Quote: **Chamber H1**

Paul Hasnip
South Park Ind Est, Scunthorpe
Tel: 01724 848985
Quote: **Chamber S1**



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Turning **waste** into a **resource**

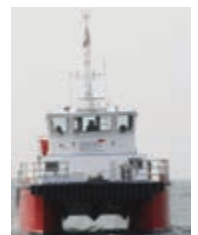


A LEADING PROVIDER OF MARINE SERVICES ...



DALBY IS WELL POSITIONED TO CAPITALISE ON THE EXPECTED SURGE IN DEMAND ON THE HUMBER

Dalby Offshore has a wealth of experience and knowledge across the offshore marine industry and the expanding offshore renewable energy sector in crew-supply and support vessels. Our accommodation and work barge provides solutions for many marine applications including **cable laying** and **salvage support**. The barge has an extensive work deck and combined accommodation for up to 120 operatives. The experienced Dalby team aim to offer **high quality solutions** to the growing needs of both **shipping** and **offshore wind farm** sectors in a practical, efficient and cost-effective manner. Our fleet of crew transfer vessels have safely operated on many high-profile wind farm projects.



For additional information please contact us:

Dalby Offshore Services Ltd
Morton House,
Morton Lane,
Beverley,
East Yorkshire,
HU17 9DD



Tel: 01482 888081
Email: mmasters@dalbyoffshore.com
Info@dalbyoffshore.com
Website: www.dalbyor.com



Photo courtesy of Siemens

SMart Wind: Delivering New Energy - the Round 3 Hornsea Zone

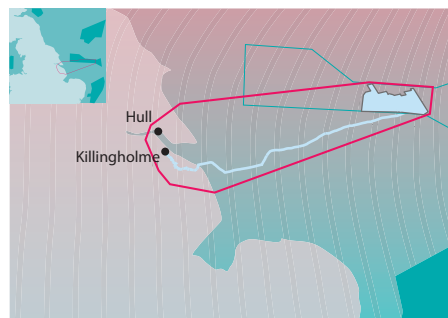
SMart Wind is the supply chain-led consortium specifically structured to deliver large-scale, offshore wind energy projects. SMart Wind combines the development expertise of Mainstream Renewable Power with the financial strength of Siemens Financial Services, which brings with it the respective expertise of Siemens Wind Power as well as Siemens Transmission and Distribution.

In January 2010, SMart Wind was awarded the exclusive development licence for The Crown Estate's Hornsea Round 3 Offshore Wind Zone, covering almost 5,000 square kilometres of sea, off the Yorkshire and Humber coast with a potential generating capacity of up to 4,000 MW. Once built, the Hornsea Zone will contribute over 4% of the UK's total energy demand, create jobs and stimulate economic activity, and will help the UK lead Europe toward energy security from low carbon sources.

Based on a modular philosophy of "design one and build many", SMart Wind is developing and consenting the Hornsea Zone in smaller modular projects, with each project containing two wind farms and the associated offshore electrical infrastructure. This modular approach provides a far greater degree of predictability to both the supply chain and the investment community.

In December 2011, DONG Energy acquired a one third stake in SMart Wind's Project One; Heron Wind and Njord. Headquartered in Denmark, DONG Energy is one of the leading energy groups

in Northern Europe, employing approximately 6,000 people, with a business based on procuring, producing, distributing and trading in energy and related products in Northern Europe, which created revenues in 2012 of DKK 67 billion (EUR 8.9 billion).



The Heron Wind and Njord wind farms will have a capacity of up to 1,200 MW and are located 103km off the East Riding of Yorkshire coast. The wind farms will connect into the existing National Grid substation located at North Killingholme, North Lincolnshire and SMart Wind has undertaken extensive consultation with local and national stakeholders concerning the projects during four phases of public consultation. Project One will be submitted into the Planning Inspectorate during summer 2013 with a final planning

decision expected from the Secretary of State in late 2014. Once consent has been received construction can commence.

SMart Wind has also begun the consenting work on Project Two; Optimus Wind and Breesea wind farms which will have a capacity of up to 1,800 MW. These two wind farms will also connect into the North Killingholme substation and consent is expected in late 2015.

As well as developing and consenting the Hornsea Zone, SMart Wind, along with numerous other local stakeholders from the public, private and academic sectors, are investing significant time and resource into the parallel activity of local industry, building and human resource development. SMart Wind, through its award-winning community schools' programme, SMart Futures, is raising awareness about climate change and the need for energy security from low-carbon sources. This is in addition to encouraging Year 9 pupils (13 and 14 years old) to consider the STEM subjects (science, technology, engineering and maths) as a good basis for accessing careers in the renewable energy industry. Since its launch in October 2010, local schools have participated in competitions to name SMart Wind's wind farms. Successfully consenting the Hornsea Zone and improving the skills in the region will be key to ensure that the Yorkshire Humber region develops into the UK's leading offshore wind supply chain hub, capable of growing to deliver and export the widest possible value chain for offshore wind.

For more information visit www.smartwind.co.uk

When service matters

Since its founding, Douglas Waste Management has earned its reputation as a customer focused service provider. We hold the Customers' needs as our top priority and take great pride in delivering Customer based solutions.

Large Quantity Waste

If you have 100 tons a week we promise to give you our best service.



On Site Recycling

Douglas Waste offers a variety of solutions to maximise recycling and minimise cost – 'on site recycling' is both cost effective and gives an excellent opportunity to increase recycling.

One of the best ways to maximise recycling is to bale your cardboard, polythene, paper etc.



Paper / Cardboard

Douglas Waste will collect your separated paper and cardboard from your office or factory.

Whether you are producing a few hundred kilos a week or a few tons then we can organise a regular collection that suits you. We realise how important prompt collections are to you and your business and as such we hold collections as one of our top priorities.

Small Quantity Waste

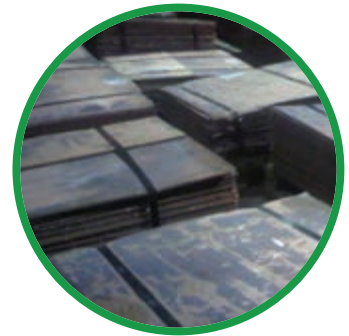
If you have 100 kilos a week we promise to give you our best service.



On Site Collections

Douglas Waste appreciate that a vital part of recycling is how material is stored and collected from your premises. In addition to the more traditional wheeled bins we also offer cages for you to use as on site storage.

The cages occupy a small footprint – only 40% of a wheeled bin of the same capacity



Metals

Douglas Waste has a consistent throughput of non-ferrous and ferrous stocks and is always looking to develop new relationships with suppliers and customers. We supply and purchase a wide range of non-ferrous and ferrous metals.

Waste to Energy Equipment Manufacturers - Suppliers of all Heavy Duty Scrap Metal Machinery Rail Transport Yard in Yorkshire Buyers of all Paper grades, Plastics, Cardboard, Non-Ferrous and Ferrous Metals.

putting you and your waste first



Exciting Opportunities for Hall Construction Group

'Carbon Neutral', a term almost unheard of in Hull only a few years ago but Hall Construction Group continues to buck the trend and strive towards reducing their carbon footprint with the latest in a series of innovative, energy efficient installations.

Our head office is fast becoming a showroom for cost saving, energy efficient products and solutions thanks to the team in our renewables division. Having installed solar PV and solar thermal along with an air source heating system, Hall Construction have just completed the installation of a biomass boiler which not only reduces fuel bills but benefits from the government's renewable heat incentive (RHI) payments, making it very financially rewarding.

The Hall Renewables division offers a wide range of energy efficient solutions including: Biomass, Air Source Heating Solutions, Solar Thermal, Solar PV and wall insulation. A number of sizeable contracts have recently been secured for the installation of External Wall Insulation for several Local Authorities along with a roll out program of air source heat pumps. These are energy saving solutions for occupiers of properties who are not part of the national gas grid network. This commitment to providing clients with solutions to reduce carbon emissions and cut fuel costs has now become a matter of course.

The Group continues to maintain a healthy work program over the summer period with a host of exciting and varied enquires and, more importantly, projects on the ground. The outlook for the region is now looking more positive for the first time in a number of years.

We have recently completed a number of schemes in the education sector under the YORBuild Framework with a series of school projects in the area. The good news is not just limited to the construction side of the business with our renewables and joinery divisions also enjoying a very strong enquiry book.

The Group continues to maintain healthy working relationships with all clients and encourages opportunities to share knowledge and ideas. This year the Group has started a series of new interactive seminars, inviting guest speakers from across the region to give an insight into their profession with an emphasis towards energy awareness, management and cost efficiencies.

If you would like to find out more about these seminars get in touch with Hall Group and email us at green@hallgroup.co.uk



Group Builds on Renewable Track Record

The Hall Renewables division was formed in recognition of the dramatic increase in client and industry demands for the installation of energy efficient solutions on both domestic and commercial properties. The division has rapidly obtained recognition at a number of awards ceremonies in the region for its performance, achievements, accreditations and certifications.

Having successfully implemented PAS 2030 and an MCS Quality Management System, this has allowed the Group to be one of the very few in the region to carry out energy efficient installations and upgrades through the Government's new Green Deal Scheme. The Renewables Division is now delivering a broad range of energy efficient solutions for domestic properties throughout Hull and East Riding.

So an Indian summer may well be on the cards for the region, but one thing's for sure, the future is bright at Hall Construction and come rain or shine if the air conditioning or heating needs turning up we can be sure we have the best technology installed and, furthermore, it won't be costing a small fortune to turn it on!



Excel Modular Buildings represents the ideal compromise between cost and quality

QUICK AND PORTABLE- WE PROVIDE SOLUTIONS TO SOLVE ACCOMMODATION PROBLEMS FOR BUSINESSES - NEW OR REFUBISHED - SALE OR HIRE

A New business venture – Excel are understandable

The start of a new business venture can be a little frustrating, not just financially, but also to comply to the minimum standards for office and work environments.

Excel offer the full range of office, toilet and welfare facilities that can be operational within days.

We also have available start-up packages to enable companies or the self-employed to finance that first important step.



For existing established business – space at a premium

Excel Modular Buildings provide the answer to overcrowding or expanding businesses; we specialise in low cost accommodation fitted out to suit the customer's need. An initial telephone call or e-mail to our sales department can establish promptly how best we can assist you.

Some enquiries can be answered quickly, others may require a more in depth study. Our experienced technical and project managers are available to meet at site and assist where possible.

An official quotation will be prepared for your perusal and consideration unless the matter can be confirmed in a quick email.

We feel it our duty to give you information as quickly as possible – time is very much money and we want you spend it wisely.



Construction on new sites- compliance with the Health and Safety at work Regulations

Excel Modular prides itself in having a dedicated team of trained professionals available for installing site accommodation.

Our Health and Safety management team ensure that the work is supervised correctly and carried out in compliance with the latest regulations and safety measures.



Stock units consist of: offices, canteens, toilets, drying rooms and storage containers, all of various sizes. For Sale or Hire.

Added security required? We have a full range of anti-vandal units available.

Schools and nurseries-Increasing classrooms size or setting up child care

It's long since been a fact that Education and child care facilities have benefited from the use of modular buildings.

Consistently proving the most cost-effective way of solving an accommodation problem of where to educate and look after our children, we have a standard stock design but can offer new or refurbished units to meet our customer's needs.

Excel Modular Buildings are ideally situated to service Yorkshire and Lincolnshire

Excel Modular has its main office located in Hull within close proximity to the Dock areas and also a depot Lincolnshire supplying the south side of the Humber.



For more information of our products, please contact Trudi Brown or Lisa Coyne on 01482 488 664 or email sales@excelmodular.co.uk

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Why Training is More Important Than Ever

Never has the need for training been more apparent for business. With the economy having undergone such dramatic changes, the necessity to train people in order to secure new employment or make them better employees in tough times is seen as absolutely crucial.

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.

They argue that well-trained staff are better able to support their employer as well as identifying new opportunities. A training session can sometimes spark an idea that develops into a new product or maybe a new way of working.

Training falls into two categories, the re-training of people who have lost their jobs and the training of those already in employment but who wish to develop their skills further or maybe start their own business.

Retraining unemployed people is important because many will be keen to get back into work and learn new skills if that is what required. They may, for example, have worked in a company that made staff redundant but have skills that can be adapted to other businesses in similar sectors.

That is where training comes in and encouraging such people is crucial in the drive to create new businesses.

Many specialist training companies and agencies take things a step further, not just helping people to adapt their existing skills but instead teaching them entirely new ones so that they can find jobs in other fields.

Gone are the days when someone did the same job for life, now people are accustomed to switching careers half way through their working lives and training allows that to happen.

Another key role for training companies is helping those still in work to hold onto, and develop, their jobs by exhibiting more flexible skills. Training specialists point 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.

A key part of the training is teaching practical skills, everything from understanding changes in legislation to keeping on top of effective customer service, but training companies also help employees recognise opportunities when they see them.

That could be anything from tapping into new markets to coming up with ways of making sure that their employer makes inroads into foreign markets. Sometimes, the opportunity to step aside from the day job and spend time in a training session can have dramatic outcomes.

More and more businesses are seeing the benefits of such an approach as their staff use their new knowledge to take advantage of opportunities in the market place. It is a message that is more important than ever.

Enrolling now for September starts ...

Study Programmes and Traineeships

supporting young people aged 16-19 into work and Apprenticeships

Employers

Give young people valuable work experience placements and try out potential new employees!

If you can you help our learners gain workplace skills give us a call now

Hull Training and Adult Education

For more information call Vicky Riseham on 01482 612 759

Join us and invest in tomorrow's talent today!

Hull City Council

www.hcctraining.ac.uk



Brilliant Coaching, from Under 11s to the Record Breaking England Team.

How on earth can the England international rugby coach, Stuart Lancaster, work with his hometown under 11s as well as coach England to beat the All Blacks by a record margin? Because the principles and rules of the game are the same despite big variations in age, size, strength, experience and resources.

Exactly the same applies to business coaching. Whether the business is large or small, long established or youthful; the same rules and principles of business apply. All businesses can benefit by having an outside view to help define strategy, to maintain output and performance by accountability and to bring fresh ideas, perspectives and education to the participants.

Therefore it is essential to take and maintain control in four main areas:

- Have complete clarity of the objectives and purpose of the business, in the short, medium and long term.
- Know the financial numbers of the business, by good historical reporting, understanding where and how profits and margins are made and forecasting your future.

- Make the best possible use of your time and that of your team. Being productive is not only profitable, it is satisfying and fulfilling for everyone. If you lose money, you can always make some more; if you lose or waste your time it's unrecoverable.
- Deliver what you say you're going to deliver. Be consistent in the delivery of your service or product. Provide the appropriate quality, at the agreed price, on the specified date. Make it easy for your customers to buy and ensure your post sales customer service is second to none.

Businesses are either growing or dying, so it is critical that you know how to generate additional sales:

- What differentiates your business from the competition? What is the basket of characteristics that makes your business unique

and separates you from those who only make the sale on the basis of being cheapest?

- Provide a guarantee that removes every customer fear about your service or product so there is no reason for them not to buy. See a brilliant example at: <http://www.benjaminfranklinplumbing.com/our-guarantee.aspx>
- Know your customer acquisition cost and their lifetime value. If you 'buy' a customer for less than the profit you make on the first sale you can afford to do an infinite amount more. If it costs more, then you have to know the average lifetime margin of a customer to judge your return on investment.
- Know your five ways numbers and monitor them rigorously. The five ways? How many Leads you generate; what your Conversion Rate from leads to customers is; how often a customer Transacts

with you; what the average Sale Value is; what the average % margin is. Just measuring these things will improve them!

Create, record and maintain the Systems that run your business:

Complete the manual of what you do and how you do it that would allow you to pull the folder off the shelf (or the computer) and show a potential buyer "This is how we run the business." **At the core, your systems run the business, your people run the systems and you look after your people.** If there's a failure in the business, look first to the system and then the people. Understanding what

needs to be systemised, how to record the system and ensuring your team can execute with reliability and consistency is crucial.

Recruit, develop, motivate, manage and retain a fantastic team:

It is your team that will ultimately deliver you success. And what is that? **A commercial, profitable business that can work without you.** You need to know what the six keys to a highly successful team are, and be able to implement them, so that you get the very best from every member and they positively enjoy working for you.

When all four of the above are working together in harmony, it will create controlled, spontaneous, profitable growth, allowing re-investment for the future and investment in assets that generate wealth, income, time and fulfilment.



"Through working with Matthew we are changing our business into one that we are managing, rather than the business managing us. We now have clear goals, a thorough knowledge of our 'numbers', what they mean and how to maximise the opportunities they reveal. An increase in sales, a reduction in operating costs, a doubling of profits and the freeing up of time are some of the key outcomes."



Louise Davison
Holmefield Veterinary Clinic Ltd

"Without Matthew, the challenge of remaining focused and proactive would be very difficult. Suggested reading, attendance of a variety of business events and the weekly coaching are a huge boost to keeping me focused on the future of the business. As a result, sales are increasing, the business is becoming systemised and replicable, the team is expanding and profits are rapidly rising."



Neil Robson
Storetec Services Ltd

"Matthew has helped me to know my business better than I have ever done. He has freed up so much of my time that, through effective tasking and delegation, the staff are able to operate without my presence. The introduction of disciplined procedures has now allowed me to concentrate on increasing profitability and growing the business through effective Sales and Marketing."



Charles Fitton
Signs Express Ltd

So, if your business could do with serious profits growth, some clear thinking and a strategic plan, the recovery of your time, an increase in sales or the development of your team, this is the time to find out more about coaching.

Contact me now to book a FREE 2 hour coaching taster, or enrol for the next 'Creating a Winning Business' workshop at Cave Castle Hotel, South Cave on 26th July.

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They don't have to stay in school until they are 18!

RPA (Raising the Participation Age) is a government initiative to ensure that most young people get an opportunity to take part in some form of education and training after they leave school.

The aim is to provide young people with the qualifications and skills that Universities and employers require.

Young people can still be employed as long as their employer is prepared to provide them with access to training or education.

The options:

- * Full-time education such as school or college
- * Part-time education / training for 20+ hours a week
- * Employment with an Apprenticeship

It is clear that Apprenticeships with a blend of work experience, nationally recognised qualifications and personal development provide one of the better ways to prepare a young person for the world or work.

Recent survey of local employers

Top ten concerns in recruiting young people:

1. Lack of workplace experience
2. Poor attitudes to work
3. Lack of energy, motivation
4. Unrealistic expectations
5. Understanding what's expected
6. Low customer care skills
7. Lack of common sense
8. Poor basic Maths
9. Poor basic English
10. Lack of Technical Skills



Contact NLT for further information on how you can help young people with these opportunities



Making the Right Decisions When it Comes to Making the Big Move

Selecting a new property is a major decision for any business. There are so many things to consider, so many things that can go wrong, so many details to be closely examined before the paperwork is signed.

The challenges presented by the property market are why many business owners and managers turn to specialist companies who are experienced in the field.

That is particularly important in areas like Hull and Humber which have an exciting and expanding commercial market.

All over the area, new development sites are being opened up and old ones are being transformed as the region continues to develop its commercial offer.

The range is extensive, from newly-constructed modern office blocks to refurbishments of historic buildings being converted for new uses.

Whatever you choose, moving into somewhere bigger and better is a show of confidence that speaks volumes for clients and prospective clients and some property industry exponents say that they are seeing a slow return in confidence when it comes to investing.

Recent research suggests that the commercial property market may be about to experience an upturn as construction recovers.

The suggestion comes after a survey of quarter one this year by industry body the RICS, which showed that more surveyors in the construction sector saw workloads rise than at any time since the end of 2007. Ten per cent more surveyors across the country reported rising workloads during the quarter.

One of the main drivers behind the rise was the boost in private housing construction which, in turn, has a beneficial knock-on effect on the commercial market as confidence builds.

Regional differences were highlighted; much of the UK was lagging behind the likes of London, the South East and the Midlands but surveyors generally expect the current more positive trend to continue; 27% more respondents expect workloads to rise over the coming twelve months.

Recent surveys of businesses seeking to expand or relocate have suggested that the main considerations when it comes to investing in new property has been the need to keep costs under

control and the impact a purchase or lease may have on company cash flow. That is true of all companies but particularly so for small businesses taking their first tentative steps towards expansion.

To address those concerns, the number of companies seeking lease arrangements rather than buying outright does seem to be increasing, although there are still companies that prefer the idea of owning their own premises, seeing it as an investment for the future.

Location is also a key consideration for companies moving into new properties - can customers find them? Can their staff link in to the transport network?

The role of the property consultant when a company has decided to invest is to take as much of the hassle away from the process as possible and that starts with locating the kind of sites that would appeal to a client. Their knowledge can save a lot of time.



Final units remaining

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Many businesses that have already chosen to locate at Melton Park, including East Riding of Yorkshire Council Supplies, Claughtons Office Equipment, European Golf, ICF, Nottingham Rehab Supplies, Bluestorm Media, Humber Imports and Norman Walker Machinery.

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Break clauses - Tenants beware!

Given the present economic climate more tenants are negotiating break clauses into leases.

However, caution needs to be taken when negotiating the wording of a break clause as any conditions attached to the break clause could have serious consequences for unsuspecting tenants. Great care also needs to be taken when exercising a break clause to ensure that the terms are strictly adhered to to ensure the lease is successfully terminated.

The case of *PCE Investors Ltd v Cancer Research UK* (2012) illustrates the importance of the above. Here the High Court held a tenant had not validly terminated its lease as it had only paid the rent up to the break date rather than the full quarters rent.

When negotiating the terms of a commercial lease tenants and landlords should seek advice to ensure that their respective interests are protected. If you need any advice on a lease or any commercial property matter please contact Caroline Hawcroft on **01405 765661** or email her at caroline.hawcroft@heptonstalls.co.uk



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Bruce Massie presents Dawn Carney with Viking FM's plaque.

Chamber Welcomes Viking FM as New Patron

The Hull & Humber Chamber of Commerce has announced that Viking FM has become the latest firm to tune in to the benefits of becoming a Chamber Patron.

The head of Viking FM's commercial team, Dawn Carney, was presented with a plaque by membership and business manager Bruce Massie at the Chamber's well-attended Speed Networking and Lunch event at the picturesque Cave Castle, in South Cave.

Dawn said: "We are really pleased to become Chamber Patrons and this plaque will get pride of

place in the reception area at Viking FM."

The support its Patrons provide helps the Chamber offer a wide range of services for its smaller Member companies, and raises the profile of the Patrons themselves in the business community. As such, it is a positive PR exercise.

Becoming a Patron gives companies numerous marketing benefits with the Chamber, including regular articles in the Business Intelligence magazine, as well as invitations to the Annual Patron's Lunch with the Lord Mayor.

Lawyer Takes Top Position in Leading Agriculture Association

A solicitor in Lincolnshire has taken the helm of a national agricultural organisation.

Philip Day, partner at Wilkin Chapman Grange Solicitors, has become the national chairman of the Agricultural Law Association (ALA). The ALA is the UK's premier independent inter-professional organisation, dealing on an agenda-free, non-partisan, non-political basis with all matters arising in connection with rural business. It is regularly consulted by Government on legislative and policy changes.

Members of the association appointed Philip to lead the organisation based on his years of experience in law and the work he has done to help shape agricultural policy.

A specialist in agricultural law, Philip has worked in the region for 40 years, based in Wilkin Chapman Grange's Louth offices. Annually, he helps hundreds of agricultural businesses with issues including: property, tenancy, taxation, planning law, subsidies quotas, arbitrations and general business and partnership matters.

His appointment at the ALA is the latest recognition for his work. Previously, he was appointed as an honorary member of the Central Association of Agricultural Valuers – one of only five lawyers to have gained this recognition – and was singled out in the prestigious Chambers UK 2013 publication for 'decades of experience to the farming sector.'

Philip Day, partner, Wilkin Chapman Grange





Footgolf is a new sport which is changing the approach to two of the UK's most popular pastimes.

Footgolf – ‘The Best Game Ever Invented’

The sport originated in Holland in 2009 and president of the UK Footgolf Association Michael O'Connor firmly believes it could one day be seen in an Olympic environment.

‘The best game ever invented’ allows the joy of striking a ball without the physical exertion of playing 90 minutes of football, in addition to maintaining the rules and etiquette of golf. Popular with current footballers who are tempted by the deceptively difficult nature of Footgolf, the sport constantly tests and improves accuracy and weight of pass. Similar to golf, the intent is to introduce a football into a hole with the foot in the least number of strokes possible.

As well as merely being a family fun pursuit, Footgolf is fast becoming a serious sport with a UK Footgolf league already in place and the Federation for International Footgolf's formation proving that the innovative new sport is capturing the public's imagination on a worldwide scale. The inaugural World Cup was held in Budapest last year, with the Hungarian hosts claiming the first ever title. Closer to home One Stop Golf, located in Hull, are the proud owners of the country's first certified UK Footgolf Association course. Ex-England football international Nick Barmby was one of the first to

sample the new course and his son, Manchester United trainee Jack is the early course leader. Whilst the course isn't particularly long (making it fantastic for children) there are plenty of water and tree hazards to punish the inaccurate Footgolfer, with course designers European Golf and Showcase greens keen to ensure the players routes round are both challenging and enjoyable. Synthetic grass raised tees and greens supports a frictionless ‘driving’ and ‘putting’ technique and the constantly maintained fairways and specifically designed score cards ensures a professional approach is extended to all.

Open seven days a week, the centre is building links with local schools and colleges. One Stop recently hosted students of varying sporting ability aged 16-18 from nearby Wyke College, all of whom had only positive things to say about their experience. Prices start from £5.00 and £3 for children for nine holes.

With a cafe and Premier Bar, showing Sky Sports, to relax in afterwards One Stop is a welcoming venue. The addictive nature of Footgolf ensures customers will be returning in a bid to beat that last score and have their name up in lights, proudly displayed on the Footgolf leaderboard for all to see, as you make your way out on to the course.

The course can be located at One Stop Golf National Avenue, Kingston Upon Hull, East Yorkshire, HU5 4JB and is open from 9am until sundown. You can keep up to date with us via facebook at [footgolfyorkshire](#) or by visiting our twitter account [@footgolfyorks](#). In addition please feel free to field any enquiries to [ben@foot-golf.com](#)

Hitting the Road

North East Lincolnshire Council, in partnership with cycling specialists Challenge for Change, is organising the first ever regional Cycle Challenge - www.lovetoride.net/nelincs.

The Cycle Challenge is a well established and fun competition, targeting employers and employees across the county, to encourage as many people as possible to ride a bike over a three week period from 1-21st July 2013. Companies in each of six size categories will compete against each other with some great weekly and team prizes up for grabs!

The benefits of cycling more often are far reaching and include: healthier happier staff, reduced absenteeism, improved concentration levels, team building and reduced car parking requirements. By encouraging as many staff as possible to participate, your organisation will also play a part in creating a better environment, helping to reduce congestion on the roads.

Go to www.lovetoride.net/nelincs to sign up and register online. Challenge for Change will work closely with a ‘Challenge Champion’ from each organisation, providing marketing materials, guidance and support to help them promote the Challenge internally. Larger companies have the option of registering Departments or Teams, creating a fun internal competition.

Companies also have the opportunity to donate prizes, in return for a mention and link on the Challenge website. Please contact Nick for more details - nick@challengeforchange.com or call him on 07890 493566.

Go to www.lovetoride.net/nelincs today to find out more and register your organisation into the Challenge.

Award-Winning IT Company Brings Advanced Support Technology to Hull

A level of support technology usually only enjoyed by large corporates is now being made available to SMEs in Hull for the first time.

The PC Support Group, based in Hull, provides proactive 24/7 system monitoring, normally the preserve of big business, to give small businesses the same competitive advantage.

Regional Director, Andrew Low said the availability of the technology was long overdue in the SME marketplace, and that it would make a huge difference.

"We know that the most basic requirement in all businesses is for their IT to work as it should so that they can get on with what they are doing," said Andrew.

"At The PC Support Group we proactively monitor for potential issues and work on our clients'

computers even when they appear to be operating perfectly. This keeps their IT system operating efficiently with much fewer failures, which saves time and money.

"We also operate using quality processes, typical of a much larger support organisation, but without their overheads, so we can keep our costs down."

The PC Support Group is looking to help small businesses throughout East Yorkshire who have been frustrated by their IT not delivering what they need. The company offers a full spectrum of services from fixing a small piece of hardware to the design and implementation of major IT systems.

With more than 20 years' experience in the IT industry, delivering professional IT services to the commercial sector, Andrew has a lot to offer Yorkshire's SME sector.



If you want more information on the business go to www.pcsupportgroup.com or contact Andrew Low on 0845 2233116.

Rovers Sign Up New Catering Partner

Hull Kingston Rovers has announced that CGC Event Caterers will provide the catering at MS3 Craven Park for the next five years.

A business with more than 100 years of history, CGC is the premier events caterer in Yorkshire, Lincolnshire and the North-East and caters exclusively for 10 racecourses, including York, Wetherby, Beverley, Thirsk and Newcastle.

Director Darran Coulson said: "CGC is thrilled to have agreed a five-year catering deal with Hull Kingston Rovers. As a company we pride ourselves on the use of local produce. That, combined with our 100 years' worth of experience, allows us to deliver the highest levels of hospitality and we look forward to demonstrating this at MS3 Craven Park." Hull KR CEO, Mike Smith, said: "We're extremely happy to have CGC on board as their track record with working with sporting venues is second to none. They have already brought some fresh ideas to the table that will benefit the club and we are looking forward to a long and successful working relationship with them."

Rece Porter

Rece Porter is an independent business/management consultant, with 30 years' experience, 25 of which were US-based but with substantial project experience in the UK, Ireland and Costa Rica. Client size has ranged from SME to larger corporations. His former background was in senior marketing and sales management positions with two international FMCG corporations, based in London.

Consulting and advisory services are offered to businesses wishing to expand internationally, particularly in the four countries mentioned. These focus on the planning and management of strategies for growth across industries and business types. Most commonly this involves opening marketing channels, joint venture partnering, acquisition, or establishing subsidiaries.

Additionally, projects can be undertaken intra-country and within companies, on strategic planning, continuous improvement related to management development, coaching and recruitment. Existing strategies can be reviewed with company management in order to give an impartial opinion or advice.

Past experience also includes turnarounds, advisory board membership, interim-management, and membership of due diligence and (US) IPO teams.

To view a full public profile please visit: www.linkedin.com/pub/rece-porter/1a/940/990.

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You might think accounting is a very boring subject. You might also find it very confusing. But if you want to run a business successfully and earn money, it's one of the most important subjects.

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A P Robinson & Co has developed into so much more than just a firm of accountants. The company is able to narrow down to your exact needs and requirements (with free appointments) and offer you a tailored bespoke service.

The company offers many services including Business Development, Tax, VAT/ audits, Payroll RTI solutions, Business advice and much more. It is holding a variety of FREE seminars and events throughout this year ahead, across two locations and will be covering a wide variety of topics including Employment Law, Marketing, Productivity, ways to grow your business, Health and Fire Safety and much more.

You can register for forthcoming events via website www.aprobinson.biz/seminars-events or contact julie.keen@aprobinson.biz and ask to be put on the events list and you will be notified of all forthcoming events. To ask for a free meeting, to claim this and talk to us about any worries, concerns, or if you need advice, contact **01472 345888** or email julie.keen@aprobinson.biz




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Solicitors

Apollo Recruitment Limited

Keith W Norris
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Recruitment Service

Be-Dazzled

Laura Giles
SCUNTHORPE
01724 846574
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Nikki Hale
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01427 628922
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Andrea Mercer
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CROWLE
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Dragontooth Training and Consultancy

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Bespoke Training Solutions

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Margaret Swann
GOOLE
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Graham Chapman Classic Hire Cars

Sarah Brown
HUMBERSTON
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Classic Car Hire

HFR Solutions CIC

Jane Judd
BEVERLEY
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Emergency Response & Training Services

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Andrew Battams
HOWDEN
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Embroidery/Printing/Promotional Items

Marshall Volkswagen (Scunthorpe)

Michaela-Jayne Bayley
SCUNTHORPE
01724 842011
Car Sales

Mediademon

Josh Ryan Gill
KIRMINGTON
01522 790600
Digital Agency

MX Business Finance Specialist & Introducer

Mark Humble
NEWARK
0115 9711963
Business Finance & Debt Collection

O2 St Andrew's Quay

Sophia Summerscales
HULL
01482 210353
Telecommunications

Reality Finance Solutions Ltd

Rob Partridge
SCUNTHORPE
0845 1704 000
IT Finance Solutions

Rece Porter - Business Consultant International

Rece Porter
PATRINGTON
0788 136 5895
Business Consultancy International
- UK, USA, Ireland, Costa Rica

Richard Bentley - IFA Positive Solutions

Richard Bentley
BRIGG
07979 290316
Independent Financial Adviser

RODA Energy Ltd

Robin Cook
HOWDEN
0844 835 5550
Energy Consultancy

RSA Transitions

Rachel O'Brien
BROUGH
01430 425406
Resettlement Project

South Holderness Sixth Form & Higher Education Centre

Deborah Jane Fisher
HULL
01482 899315
Education

Springfield Training

Nick Bardsley
HULL
01482 221346
Training

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Stephen Sutcliffe
HULL
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Swan Solicitors Ltd

David Rhodes
NORTH FERRIBY
01482 631864
Solicitor

The PC Support Group

Andrew Gordon Low
HULL
0845 2233116
IT Services & Support

Yorkshire Explorer

Mike Burton
HULL
07582 081046
Walking Holidays

Yorkshire IT

Jack Milnes
GOOLE
01405 948404
Web Design & IT Solutions, PC Repair, Sales

Name

Ben Pepperell

Company

Pepperells Solicitors

Job Title

Partner of Pepperells Solicitors



I am a qualified Solicitor that holds a Law Degree, the Postgraduate Diploma in Legal Practice and a Masters of Laws in Advanced Legal Practice. I am a member of The Children Panel, a Collaboratively trained lawyer, a recognised Resolution Specialist in Domestic Violence and Children Law matters, a Football Association Registered lawyer and a Qualified Mediator. I sit as an Executive board member of The Humber Sports Partnership.

I am also Pepperells Compliance Officer for Legal Practice, Finance and Accounts. Pepperells advise on all aspects of the law yet my personal client base comprises mainly of commercial, matrimonial and sports clients.

What did you want to be when you were young?

A Zoo Keeper.

What business tool could you not live without?

My Siberian Huskies, although the girlfriend is going to be upset by this answer!

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

Somebody would certainly have to build it for me as my DIY skills are sadly lacking but then The Amazon Rainforest would provide an unrivalled location.

What makes you angry?

The Government's seeming intent to destroy our highly regarded and renowned justice system to save a 'buck'.

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

Thomas Hardy to dissect his grasp of the English language in his novel Tess of the d'Urbervilles. David Mannis, a close friend who we lost as a young man in his teens. I would love to be able to find out what he would have achieved in life as he had the potential to achieve anything he put his mind to. My thoughts are always with his fantastic family.

What is the best thing about this area?

The impressive innovative business acumen and economic progression juxtaposed with the fact that you can hand pick a strawberry from a field.

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

I would give it to someone less fortunate than me.

What is in your opinion the greatest invention ever?

The World Wide Web gets the vote having recently been reminded of its incomprehensible ability when I was sitting at The Bratislava Castle, whilst still having access to all the office statistics, information and documentation along with a street by street map to get me back to the hotel should my navigation skills fail me after a bottle of wine.

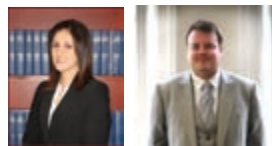
What is most valuable lesson you have learnt in life?

Practice what you preach and never ask anyone to do something that you are not prepared to do yourself.

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

A Chameleon as they can constantly adapt themselves to their environment. They can choose to stand out when they want to or blend in should they feel the need

Pepperells Solicitors Establish New Transport and Haulage Industry Team



pepperells
solicitors

Pepperells Solicitors have established a new team to offer legal advice and support to clients in the Transport and Haulage sector.

The move is in response to a growing demand from clients who operate in one of the Region's largest and fastest growing sectors. The team will be led by Ben Pepperell and Stacey Heeley.

Ben, a partner at Pepperells Solicitors, said: "We are pleased to be able to expand the range of services we offer to include this important sector which we believe can only grow as the Humber Region develops. This is an area where legal compliance and successful corporate management are

required to ensure that businesses excel in this ever-changing competitive market. Pepperells will cater for all types of client whether they have a small family run fleet or a large commercial company."

For more information on the legal services available for the Transport and Haulage Industry from Pepperells Solicitors please contact Ben Pepperell on:

Hull **01482 326511**
email. **Ben@pepperells.com**

Or Stacey Heeley on Scunthorpe
01724 871999
email. **Stacey@pepperells.com**

Chamber Events Diary 2013

Members' Speed Networking and Lunch

Friday 19 July 2013
Oaklands Hall Hotel, Laceby, nr Grimsby
Sponsor; Travellincs

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
Scunthorpe United Football Club

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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