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The Magazine of Hull & Humber Chamber of Commerce

August/September 2013

Issue 15



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Front cover photo: Steady as she goes! The Hull & Humber Chamber of Commerce's vice-president Richard Adams pictured on the bridge of the Pride of Hull.



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Nora Senior Appointed President of the British Chambers of Commerce

The British Chambers of Commerce (BCC) has announced the appointment of Nora Senior as its new President, succeeding Martyn Pellew who stands down after two years in post.

Nora, who will be the business group's first female President for ten years, was officially appointed at the BCC's Annual General Meeting after serving as Vice President since June 2011.

Nora is the Executive Chair for UK Regions of global PR agency Weber Shandwick and has more than 20 years' experience in the public relations and government affairs sector. She is part of the Regional Advisory Group to the London Stock Exchange, and holds non-executive roles with organisations such as the Scottish Council for Development and Industry, and previously with the National Trust.

Nora has been recognised with a number of business achievement awards including Scottish Businesswoman of the Year. More recently, she was presented with the UK First Woman in the Media Award on 12 June.

She said: "The British Chambers of Commerce is a leading voice on all issues relating to business and I look forward to championing its crucial work, which benefits businesses of all sizes and sectors across the UK. There are many issues that still need government attention – particularly around the much-needed support for international trade and helping young people to join the workforce, both of which are so important if we are to see a sustainable economic recovery.

"Together with the support of Chambers of Commerce across the UK, I will be working hard to ensure that the views of the business community are heard at both a local and national level, and will continue to campaign for an enterprise-friendly environment so that existing and new businesses can thrive.

"At this crucial time for the UK economy, Chambers of Commerce are more important than ever. They act as a front door in every town and city across the UK, providing support to businesses directly at the coal face. Just take international trade as an example. Chambers help businesses take their goods and services to new markets in a number of different ways – acting as a first port of call for advice, holding export seminars, exchanging knowledge and best practice from 'mature' exporters and leading trade missions to fast-growing markets overseas.

"As someone who travels the world as a services exporter, I see first-hand how it's become easier and more cost-effective to trade internationally. Businesses, particularly small- and medium-sized companies across all sectors, need to be encouraged to explore the potential to step into new markets – but the fear of exporting has to be removed. Given the need for Britain to achieve an export-led recovery, Chambers are and will remain at the heart of this agenda."

Outgoing President, Martyn Pellew, said: "During my tenure as President, I have worked alongside BCC Director General John Longworth and BCC Board Directors such as Ian Kelly from Hull to campaign on behalf of British business. My job has allowed me the privilege of visiting some truly inspiring companies over the last two years, many of whom are finding innovative ways to grow their businesses and increase their workforces. I know that with the help of their local Chambers, these businesses will continue to build on these successes.

"I now hand over to Nora, whose vast business and communications experience and previous involvement with the BCC will prove invaluable at this crucial time for the UK business community."



Vic Golding with the award presented by Janet Jack, Chair of the IAB Council, and Fabian Hamilton MP, Honorary IAB President. Also pictured is Jenny McDowell, Business Networks Manager for Lloyds TSB.

Goldings Wins Second National Award for High Quality Accounts Training

A Chamber Member's expertise in delivering high quality accounts training has earned it a second national award from the International Association of Book-keepers (IAB).

Golding Computer Services has been named by the IAB as the UK's Top Centre for Computerised Accounting for Business for 2012–13.

Vic Golding, Managing Director of Goldings, received the award at a presentation organised in the Terrace Pavilion at the House of Commons as the IAB marked its 40th anniversary.

Last year, Goldings was named as the IAB's best centre in the UK for delivering the Level 2 Certificate in Computerised Accounting for

Business. The new award covers all three levels and comes as Goldings is working with the IAB to promote book-keeping as a career choice.

Goldings is also launching its own course which is designed to provide affordable and flexible training in Sage accounts, with participants taking advantage of the distance-learning format to fit in with their other commitments.

Vic said: "It is our course and it will be delivered to the standard that has helped us win these awards, but it will be affordable because we know that cost is a concern and it will be something people can do in their own time, with dedicated tutor support by phone and email.

"But it will cover all the key points. It will come with a course manual and a training version of Sage 50 and it will leave participants at a stage where they can progress to IAB and Sage qualifications if they want to."

To find out more about the courses contact Di Garbera at Golding Computer Services on **03303 331 508**, email: di@gcs-limited.com or visit: www.gcs-limited.com/sage.html



Digital Agency Puts Local Businesses on the Map

The team at Kirmington-based agency Mediademon is harnessing their design and technology expertise to give smaller businesses that all important competitive edge in today's tough trading environment.

By truly understanding their client's strengths, Mediademon has built a reputation for helping the region's SMEs to compete with larger retail chains through developing websites supported by exceptional online and offline marketing.

Using a unique blend of creative talent and software savvy, Mediademon can help any business to reach a wider customer base, sell more, and more frequently, whilst gaining a reputation for exceptional service, leading to social referrals that keep trade vibrant and profits growing.

Grace Waite, Mediademon marketing executive, said: "The web allows businesses to accentuate their unique personalities and serve a wider national or international audience, tapping into new markets 24/7."

From cooking up tasty ecommerce sites for The Cheese Society and Imperial Teas, to designing stunning web experiences for Biggers of Bailgate and Simpsons Spa, Mediademon work with some of Lincolnshire's most treasured businesses, enhancing their online presence and maximising their web potential.

If you would like to know more, contact Mediademon via hello@mediademon.com, visit their website at www.mediademon.com, give them a call on **01522 790600**, or follow them on Twitter at [@media_demon](https://twitter.com/media_demon)



How to make the right moves when managing change and building resilience

Hesse based Agencia is successfully helping individuals and organisations to manage change and build resilience; something which is critical in today's uncertain business world. Agencia has rapidly gained recognition for its effective style of working and success with both organisational transition programmes and assisting individuals to move forward in their careers. Agencia is now working with organisations as diverse as London Probation Trust and as far afield as Serbia.

When people are faced with change, typically they go through the following phases: denial, anger, exploration and acceptance. Change can be difficult to deal with, but it can be easier to cope with if we take steps to build our resilience. 8 ways you can build resilience include:

1. Feeling in control
2. Creating a personal vision
3. Being flexible
4. Getting organised
5. Being able to solve problems
6. Being socially competent
7. Getting connected
8. Being proactive

For support in managing change and building **your** resilience, call Helen Gibson on (01482) 649900 or email helengibson@agenciaconsulting.com

www.agenciaconsulting.com



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**THE UK'S LEADING
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FINANCE COMPANY**

Reality Finance Solutions Ltd, one of the UK's leading IT and technology finance companies, recently opened their northern division in Hull. Headed up by Rob Partridge, a long standing employee, he took the opportunity to expand the business recognising the need to further support their customers in the North and Scotland.

Trading since 2000, the business has traditionally supported the UK's IT reseller network by offering their customers a finance lease option. Over the years we have expanded our operations and now support vendors of any business product, businesses requiring finance for their operations and educational organisations looking to keep abreast of technology.

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Hull Business Records Turnover Increase

J&CR Wood is set to achieve a 14 per cent increase in turnover this year after growing sales across its business.

Sales at the business in Clough Road, Hull, are up £200,000 compared with last year and the company has taken on six new employees to cope with demand.

Established in 1950 as a small engineering firm, it is run by the second generation of the Wood family, brothers Barry and Ian, whose father founded the firm.

It incorporates the brand Metalcraft, under which it manufactures a huge range of hand-powered metal working tools which are sold worldwide; and JCRPOS, which specialises in bespoke point-of-sale displays for blue chip clients.

In addition, JCRPOS also provides subcontract engineering services to a wide variety of sectors, including producing utensils for the food industry, steel frames for laboratory furniture manufacturers and mounting bracket components for in-store surveillance systems.

Barry said: "Traditionally, our core activity has been in the manufacture of our own hand-powered metal working tools under the brand, Metalcraft.

"This has seen growth domestically and, thanks to a strategic distribution agreement, across many emerging markets around the world.

"We are also seeing an increase in demand for our other division, which specialises in bespoke point-of-sale displays for clients such as Bosch, Dulux, Flymo and Samsung.

"This area of expertise is certainly driving us forward and we expect to turnover a combined £1.6m this year."

Earlier this year JCRPOS won a six-figure contract with Formica Group to display its Axiom kitchen worktops, which was a fantastic coup for the Hull-based firm.

Accountancy Star Joins TurnerWarran Accountants

TurnerWarran Accountants and Business Advisers has announced that Kathryn Kirkpatrick has joined the firm.

Previously, Kathryn studied at the John Moores University in Liverpool gaining a 1st in Accountancy and Finance BA (Hons). She then joined a firm of accountants in Liverpool whilst she studied for her ACA (Chartered Accountancy exams). Kathryn will be taking the last part of her exams in November 2013, which is the Case Study section and then she will be fully qualified.

Kathryn said: "TurnerWarran won me over with their style of working. They are an excellent example of an SME committed to helping businesses in the local area. They go that extra mile for their clients. The type of clients they have range from multi-million-pound turnover limited companies to smaller sole traders, but most importantly, regardless of size, all businesses get individual attention from TurnerWarran Accountants."



turnerwarran
accountants & business advisers

Offshore Wind Boost 'Endorses Need for Energy Park'

The Government's announcement of measures to help boost investment in the renewable energy industries has been welcomed as a 'huge step forward' by the company planning to develop a multi-million marine energy park on the South Bank of the Humber.

Able UK believes the announcement of so-called renewable 'strike prices' for energy generated by offshore wind developments, coupled with financial incentives to encourage UK involvement in the projects, is a strong endorsement of the need for the Able Marine Energy Park (AMEP) and the potential to make the Humber a centre of excellence for the industry.

The announcement from the Department for Energy and Climate Change set out the prices that offshore wind generators can expect to receive, starting at £155 per Megawatt Hour in 2014/15.

Able UK Group Development Director Neil Etherington said: "The fact that the Government has come forward with the announcement on strike prices earlier than expected will, I am sure, be taken by the major players in the offshore wind sector as a real demonstration of the wish to see the UK benefit from the tremendous opportunities offered through the next round of major projects planned for the North Sea.

"The Humber is uniquely well placed to exploit these opportunities and AMEP, at the centre of the largest Enterprise Zone in the UK, can be the catalyst for creating a cluster of companies, large and small, establishing the Humber as world-class centre for the renewable energy industries, creating thousands of jobs for local people and making a major contribution to the national economy.

"The announcement sends out a strong message of the Government's commitment and we hope that it will be further underlined by a positive decision in the near future on our planning application for AMEP."

The £450million Marine Energy Park, covering almost 800 acres on the South Bank of the Humber, will provide quayside facilities purpose-built for the manufacture, assembly and installation of offshore renewable technologies at Able Humber Port. This will be the largest site available for port-related developments in Europe, covering 2,035 acres, with a river frontage of two and a half miles. Able has already invested over £50million in the first stage of its development which is currently used for vehicle import, storage and distribution activities. The company also has approval for the development of a multi-million pound Able Logistics Park of over 700 acres and will include extensive warehousing and external storage areas, offices, a business park and ancillary services.

Hull College Pledges Package of 'Green Skills for Green Jobs'

The Chief Executive of Hull College Group has pledged to boost 'green skills for green jobs' to support green energy investments in the Humber.

Gary Warke said Hull College would increase even further its training and skills programmes "to ensure major multi-national companies can invest in the Humber with confidence that there is a ready, willing and able local base of potential employees."

Speaking at a Green City event during Humber Business Week, Mr Warke announced the College would focus more of its courses on vital STEM (Science, Technology, Engineering and Maths) subjects.

He said STEM subjects were "absolutely critical" to developing a local workforce to meet the needs of businesses in the Humber, now and in the future, "to drive economic growth and prosperity within the region".

He also said developing a new generation of young people with technical and engineering skills was vital to tackle a "looming skills shortage". Last year, Martin Hottas, UK Head of Skills for global manufacturing giant Siemens, told a conference at the University of Hull that Britain

needed almost 100,000 new engineers by 2016 as one in three reach retirement age.

Mr Warke said: "As this region stands on the cusp of potentially a new industrial revolution, powered by renewable energy, we risk having too few skilled workers to take advantage of the well-paid, long-term careers we have craved for so long."

Hull College already has more than 150 courses related to over 100 different careers in the renewables sector and associated supply chains, from NVQ Level 2 qualifications to honours degrees.

The new 'STEM Manifesto' commits the College to increase STEM courses to 60 per cent of the curriculum over the next two years. Mr Warke said the plans included:

Converting the College's Preston Road Skills Centre into a dedicated ECO Centre, focused on green construction skills, using the latest low-carbon materials and technologies.

Courses providing qualifications to assess properties under the Government's Green Deal building stock energy efficiency programme.

New courses in areas such as sustainable construction and maritime engineering skills.

And a new Bachelor of Science higher education programme in Sustainability and Environmental Management.

Mr Warke said STEM skills led to great opportunities for rewarding careers in the Humber - the UK's Energy Estuary. He highlighted three young men, all aged under 21, employed by Total at Lindsey Oil Refinery on the south bank of the Humber who had completed apprenticeships which began with 16 months of training at Hull College. The trio have now been appointed as Field Technicians on salaries of £40,000 per year.

Mr Warke said: "We are very proud to have helped to equip them with such valuable skills for careers that are personally rewarding and also vital to the region's economy. Our new STEM Manifesto will mean that, in future, there will be even more of these success stories."

Other speakers at the Green City event included Humber Local Enterprise (LEP) Chair Lord Haskins and Councillor Martin Mancey, Energy City portfolio holder at Hull City Council.

Caring for Those in Need of Help

By Andy Hirst

Lindsey Lodge is an independent charity which provides a range of specialist services for people with specific life-limiting conditions such as cancer, multiple sclerosis and motor neurone disease. Most of the patients come from the North Lincolnshire area.

Services include: nursing and therapy, respite care, symptom control and emotional support. The Hospice also offers counseling for patients and families as well as bereavement support.

My role as 'Corporate Fundraising and Events Coordinator' at Lindsey Lodge is to 'bring care and business closer together' and to generate financial support through activities and events with local employers and their staff. I look forward to working with local businesses, big or small, to ensure sustainability and continued expansion of the Hospice in an all-inclusive and mutually beneficial way.

For more information please visit:
www.lindseylodgehospice.org.uk

I am carrying out this role in conjunction with the position of 'Caring With Confidence Coordinator' at Carers' Support Centre in Brigg and see many complementary synergies. I am responsible for the co-ordination of free training courses and activities for people who devote their lives, unpaid, to caring for loved ones who have life limiting illnesses.

For more information please visit:
www.carerssupportcentre.com

Prior to my work in the charity sector I spent 30 years in food retail, principally as a buyer. My over-all role was to supply many thousands of stores with competitively priced frozen foods and fresh produce whilst maximising the profit to both Nisa-Today's in Scunthorpe and The Co-op in Manchester. I sourced

and developed product ranges both in brand and own label. I also developed a centrally delivered own label fresh produce range from scratch for Nisa (worth £20 Million) as well as negotiating annual retrospective discounts and marketing funds.



Andy Hirst

In my spare time I help cook food for homeless and vulnerable men and women for New Life Church in Scunthorpe, enjoy wildlife photography and am passionate about Rugby Union.

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Apollo Recruitment

Apollo Recruitment was established in 1995 and has grown to become one of the most successful independent recruitment services in North Lincolnshire.

With its head office and training suite located in Scunthorpe, it is able to support both business and job seekers by providing an exceptional recruitment service, offering a wide range of vacancies within the permanent, contract and temporary market places.

Now extending nationally, it offers expertise across a diverse range of service sectors including; logistics, manufacturing, mechanical engineering, technical and design, steel and health organisations.

The company prides itself on being able to recruit and attract high quality personnel for all industries and help your business realise its full potential by achieving your optimum staffing levels and ensuring you get the right candidates.

Apollo Recruitment is a corporate member of the Recruitment and Employment Confederation (REC).

Its operations are underpinned by the Apollo six point plan;

1. Understanding – focus on the business needs of our client.
2. Assessment – assess your needs and match them to temp/perm staff.
3. Customer Service – work as a team to provide a quality service.
4. Interpreting – gain a full understanding of your business and provide you with the right people.
5. Effectiveness – provide a fast and effective service.
6. Competitive – will supply your staffing needs, when you want, where you want and for the right price.

So please contact the head office in Scunthorpe on **01724 846193** or visit **www.apollorecruitment.com**



Alex McWhirter

Business Loan Fund Limit Increased by Finance Yorkshire

Finance Yorkshire's Business Loans have already provided a significant amount of investment and to reflect demand the fund is now providing loans up to £250,000.

The larger loans are being made available specifically to accommodate requests for funding of up to a quarter of a million pounds after demand from the market, businesses, intermediaries and co-funders.

This higher funding offer is targeted at established and profitable companies, which are generating revenue and demonstrate the potential to grow, but are still unable to obtain the required level of funding through conventional banking and finance routes.

Alex McWhirter, chief executive of Finance Yorkshire, said: "This new level of funding will provide a significant catalyst to a range of successful businesses needing finance to help them grow.

"Speaking to businesses, we found there was a real demand for this to be made available, so we therefore decided to adjust our offering to meet the market need."

More than £17 million has been provided by Finance Yorkshire in business loans since being launched in August 2010. Business loans are available for a wide range of purposes where funding gaps exist including working capital and capital expenditure.

Finance Yorkshire provides seedcorn, loan and equity linked investments, ranging from £15,000 to £2m to help a range of small and medium sized businesses to meet their funding requirements for growth and development. Finance Yorkshire is supported financially by the European Union.

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

Systematic Print Management Launch a 'Brand New' Look

Amidst fanfares fitting of a Royal occasion, Systematic Print Management was proud to launch its new branding in July, a refreshed logo alongside a revitalised web presence, marketing materials and stationery.

Their extensive brand review was the culmination of six months' work, and its unveiling coincided with Systematic's involvement in the prestigious Coronation Festival at Buckingham Palace, celebrating the 60th anniversary of The Queen's Coronation. The Festival, between 12th and 14th July, showcased the broad range of fine brands that have earned the recognition of a Royal Warrant. This included print services, the basis of Systematic's Royal Warrant since 2008.

Members of the Systematic Team were at the Festival, networking with exhibitors and visitors alike. They saw the impressive visuals associated with their new branding on large screens and across a number of items that Systematic sponsored, including seed packets offered as mementos for visitors and umbrellas for VIP guests!

Chris Robey, Managing Director, commented "I am very grateful to our team, who have approached the brand review with the rigour and creativity that Systematic customers have come to expect. We are very excited to be launching this, and the Coronation Festival stood out as the perfect opportunity to do so."

Testament to Systematic's expertise is their recent work for the organisers of the Coronation Festival, Media 10. They appreciated the extensive range of printed items that Systematic can be trusted to supply, across all forms of business print, corporate gifts, marketing print and creative services. Orders have been fulfilled for high quality branded items that include luxury paper bags, lanyards, pin badges, VIP passes and polo shirts.

With this latest endorsement and the appeal of the new branding, Systematic are certainly showcasing their talent and enthusiasm to an even wider audience and inviting them to experience the Systematic difference in end-to-end print management services.



Systematic
PRINT MANAGEMENT

South Holderness Higher Education Centre

South Holderness Technology College is the first state school in the country to open a Higher Education Centre and offer degree level qualifications. As a UK pilot centre, it now works with BTEC Pearson as a centre of excellence.

The Higher Education Centre offers a Higher National Certificate (HNC) in Business at Level 4, and a Higher National Diploma (HND) in Business at Level 5. It also works with other higher education providers to offer a full three-year honours degree.

The centre is accredited to deliver part-time professional qualifications to help support local businesses in continuing the professional development of their staff.

As part of the course students follow units on marketing, management of finance, business organisations and conduct a research project. Many of these assignments are projects that have been commissioned by local businesses on behalf of our students.



Neil Pinder, Assistant Head and Director of Post 16 and Higher Education, said: "The specific vocational emphasis of the HNC and HND programmes help enhance student experience as well as improving the depth of their learning. Our ultimate aim is to develop the practical and academic skills of our students to help them achieve their aspirations."

The Higher Education Centre has already established links with local businesses and

charitable institutions. It would like to continue to work closely with businesses and seek further support from individuals who may be interested in mentoring students, passing on their business experience and possibly offer work experience placements or internships.

Please contact Deborah Fisher (fisherd@shtc.org.uk) if you would like to get involved. www.shtc.org.uk/HE



Humber Fish Merchants Sign Up to PPS East's New Market Box Procedures

Grimsby-based PPS East, supplier of plastic fish boxes, tubs and pallets to the seafood industry, has made changes to part of its business.

The company has introduced its internet-based box management system to all Humber fish merchants who buy their fish from the Grimsby fish auction market.

The system, called Enable™, will monitor and manage boxes which are placed on Grimsby Fish Dock Enterprise auction hall for fish that is graded and sold there every day.

PPS East, originally TFA Box Company, has supplied boxes for this purpose over the past 25 years, but in recent times the fish market box pool has been seriously depleted due to lost equipment. This is mainly due to fish being re-sold after the auction, and sent out of the Humber area, to Scotland, Cornwall, Northern Ireland and also Europe whilst still inside the PPS boxes.

The tracking and retrieval of the traditional yellow boxes has been impossible to monitor, meaning the whole box pool has been substantially reduced.

Increased responsibility by the introduction of User Agreements had to be put in place for fish merchants buying from the auction. Fish box volumes bought by each fish merchant are now recorded when they leave the market hall, and the same number of boxes per merchant have to be brought back to PPS, or collected by them within 48 hours.

With the introduction of the new processes the leakage has reduced, but there is still a way to go before PPS are satisfied that they have collected most of their existing stock of boxes.

The success of the new system could not have been achieved without the positive attitude and cooperation of the fish merchants and the Grimsby Fish Merchants Association (GFMA).

Steve Norton, Chief Executive of the GFMA, said: "For far too long there has not been any ownership or accountability by box users, so boxes have been misused. The new system has prevented unnecessary losses and expense for PPS, and we hope this will lead to a reduction to the cost base for all stakeholders, thus becoming a 'win win' for all."



Work Starts on KP Club Resort Expansion After MWS Funding Success

Work is under way on a country lodge development which will drive the transformation of one of Yorkshire's most highly-regarded golf clubs into a leisure resort.

The expansion follows the success of Hull-based Chartered Accountants and Chamber Member MWS Business Management in helping management at the KP Club to secure a substantial funding package.

The success has enabled the club, near Pocklington, to begin the construction of 23 new woodland lodges, 12 of which will be ready in September with the rest due to be completed early in 2014.

Sean Maloney, Associate Director at MWS, said: "There was no doubt that the team at the KP Club had a remarkable and impressive vision for the resort's development, and we talked about how we could help them deliver on that.

"Hopefully, the success will help us get across the message to businesses, at a time when there are a lot of doubts about funding streams nationally and regionally, that finance is available for strong projects presented in the right way."

Simon Dixon, a partner at the KP Club, said: "The KP Club is already a popular choice for weddings and other family celebrations and it is also increasingly in demand for corporate events, and what this will do is enable us to improve the offer."

Survey of Humber Region Businesses Shows Economic Recovery is Strengthening

The local recovery in the Humber region is gathering pace!

That is the clear picture from the results of the Hull & Humber Chamber of Commerce's second Quarterly Economic Survey of the year.

Sales orders, training, turnover and profit expectations have all shown sharp increases, while exports continue to perform very well, with export sales and orders both climbing steadily over the last six months.

The number of companies reporting that they are working at full capacity has also more than doubled, with 62% of firms saying they're now working flat out — the highest figure recorded since 2001.

Training has increased by 19 points on the previous quarter, with 21% of firms saying they are investing in training which is the strongest figure since the second quarter of 2007.

Turnover expectations are also showing a marked increase, with a 19% rise in the first quarter of the year, with the figures having held

steady at that level for most of 2012, which clearly shows businesses are getting busier as confidence improves.

With profit expectations also showing a big jump, up 38 points on the last quarter, which in turn was up six points on the final quarter of 2012, firms are demonstrating a renewed confidence.

Cashflow has also shown a marked improvement, returning to positive territory for the first time in a year, representing a 25% reported increase.

On the home front, sales have doubled compared to the first quarter of the year, up 6%, but are still eight points adrift of last year's final quarter.

Home orders are also holding steady, maintaining their recovery after spending the entirety of last year in negative territory.

The employment figures in the Humber region also make interesting reading this quarter, with 68% of firms saying they are planning to recruit new staff.

However, nearly all of the vacancies were for part-time staff, although 81% of those were for permanent positions. Filling management and technical positions is still proving challenging, with 46% of companies reporting difficulties in these areas.

Prices have remained stable in the last quarter, as have concerns over pay settlements, but more companies are also worried about a rise in inflation.

Conversely, interest rate fears have dropped by more than half and concerns over competition have also shown a sharp drop, down by 20 points on the previous quarter and are now at the lowest point for more than a year.

The Chamber's Chief Executive, Dr Ian Kelly, comments:

"It is encouraging to see such a positive set of results from the second quarter's survey, but there are still some concerns.

"The export figures are strong and are continuing to perform very well, with sales and orders both climbing steadily over the last six months, reflected by the increase in the number of documents our International Trade Centre is processing.

"With sales orders, training, turnover and profit expectations all showing increases there's a lot to be positive about, but we need to keep an eye on our domestic inflation which has increased again."

All Aboard P&O Ferries' Pride of Hull for Historic June Meetings

It was all-aboard for the historic June meetings of the Hull & Humber Chamber of Commerce's Shipping Committee and Chamber Council.

P&O Ferries hosted both meetings on the Pride of Hull, berthed in the city's King George Dock – the first time in the Chamber's 176-year history that these meetings have been held on board a ship.

The event was hosted by P&O's port manager for Hull and Teesport, Sally Booker, who welcomed guests on board the 60,000-ton ship.

Sally told the Shipping Committee that the company expected the introduction of low sulphur fuel would go ahead in two years' time, but hoped there would be some exceptions, especially for older ships.



Capt Russ Garbutt and the Chamber's Director of International Trade, Pauline Wade (left) are welcomed on board the Pride of Hull by Sally Booker.

She said that the Zeebrugge ships are nearing the end of their lives and the cost of installing the necessary equipment would outweigh the benefits.

The company which is now P&O Ferries has been carrying passengers for 175 years, which means it was founded at around the same time as the Hull & Humber Chamber of Commerce.

Today, P&O sail from 12 ports around the UK, employ 4,000 staff and carry 10-million passengers, 2-million cars and thousands of tons of freight every year.



Chamber Council members on the sun deck of the Pride of Hull after the meeting, with the Pride of York in the background.

Their fleet of ships have 4,500 beds, excluding those for their crews, have 20 restaurants and 30 bars, and in the course of a year, between them serve up two-million eggs, 164 tons of bacon, 549 tons of sausages and 120 tons of baked beans.

The Shipping Committee meeting was chaired by Capt. Russ Garbutt who worked for many years on the Pride of York. Capt. Garbutt said it was nice to be back on board the ships and thanked Sally and P&O Ferries for hosting the meetings.

It's All Looking Healthy at Shoreline

Shoreline Housing Partnership has become the first employer in North East Lincolnshire to be awarded the coveted gold Healthy Workplace Award alongside fellow local organisation Youngs Seafood.

The area's largest social housing provider's commitment to improving employee health was honoured by North East Lincolnshire's Council's healthy workplace programme in recognition of the positive approach taken to creating a happy and healthy workforce.

Going for Gold campaigns have included a 100 Day Challenge, healthy options canteen, the pedometer challenge, health awareness days, quiet rooms, health and fitness checks, yoga sessions, alternative therapies, health trainers, safe working awareness, access to medical advice, a locally sourced organic veg box scheme and even a spacehopper bounce across the Humber Bridge.

Promotion of national health awareness campaigns and access to a dedicated 'Mental Health First Aid' programme help equip employees with the skills to recognise and deal with mental health issues.

Shoreline chief executive Tony Bramley said: "We're delighted to stand alongside Youngs as the first employers in the area to be honoured with the gold healthy workplace award.

"This award reflects our employees' enthusiastic commitment to the programme which aims to ensure they are healthy, safe and happy in their employment – for the benefit of themselves and to the local communities in which they work."

Dan Pyrah, Health and Wellbeing in the Workplace programme manager said: "Both Shoreline and Youngs should be commended for their dedication to the award scheme which has paved the way to them becoming the first two organisations to achieve the gold award.

"It has been a pleasure working with them over the last few years and the commitment and enthusiasm of staff has really shone through."

The scheme is a key component of North East Lincolnshire Council's Healthy Workplace Programme, aiming to encourage organisations to engage staff at all levels, in initiatives such as the healthy choices award, support for staff to stop smoking and offering advice for improving general health in areas such as stress and mental health, physical activity and healthy eating.



Specialist health promotion service manager Deborah Simpson presents the gold award to Shoreline HR manager Lesley Mosley



Shoreline employees and chief executive Tony Bramley hold the gold award aloft at Blundell Park, home of Grimsby Town

AA Global Helps Businesses Cut the Cost of Targeting Overseas Markets

A key supporter of the Chamber's International Trade Centre is offering website translation discounts to help businesses cut the cost of expanding overseas.

AA Global Language Services Limited will reduce its translation rates until the end of September to encourage businesses to take a multilingual approach to promoting their services.

Kirk Akdemir, Chief Executive of AA Global, established the business in Worcester more than 25 years ago and joined the Chamber soon after opening a second office in Hull early last year.

Since then the company has become a sponsor of the International Trade Centre and has played a key part in supporting and servicing overseas trade missions, including to Kirk's native Turkey.

Kirk is also active in helping the Chamber to promote its international trade services among Members and in the media, and the current offer arises from his concern that businesses risk missing out.

Kirk said: "Whatever your business, it is vital to let prospective customers know what you are offering. If you operate internationally that means communicating in different languages.

"The key is to make it easier for people to do business with you, and to help that we are offering reduced rates to clients for every additional language that they add to their site."

"We will offer the discount until the end of September. It will not be limited to Chamber Members because, in the same way that the Chamber's international trade services are available to non-Members, we want to encourage as many businesses as possible to target overseas markets."

For further information please contact AA Global Language Services Ltd on **01482 308777** or **info@aaglobal.co.uk**



Rory Squires outside the Lenexpo Convention Centre in St Petersburg.

Chamber's Global Links Support Media Services at Major Sport Convention

More than 2,000 delegates at SportAccord, the world's most influential sports industry convention were delivered the news of the day from the industry's top decision-makers with help from the Chamber's International Trade Centre.

Phil Ascough, a Non-Executive Director of the Chamber, was commissioned by Hull-based Squires Media to provide editorial consultancy services on The Daily, a conference newspaper for the event in St Petersburg.

Faced with the need to assemble a team of young journalists capable of working in Russian and English, Phil approached the Chamber.

He said: "We knew our work would be read by Vladimir Putin when he visited SportAccord and we knew we would be reporting on such big names in sport as Jacques Rogge, President of the International Olympic Committee, Lord Coe, Chairman of the British Olympic Association, and Hugh Robertson, the UK's Minister for Sport.

"We needed a top team and we managed to put one together thanks to the contacts in St Petersburg of the Chamber and one of its main supporters, AA Global Language Services.

"Between them they came up with six fantastic young journalists who did a superb job, gained invaluable experience and had a wonderful time – even if they didn't manage to break through the security cordon to meet Putin."

Rory Squires, Director of Squires Media, said: "As a team, very few people have our ability and experience, and with the help of the Chamber we showed we can deliver media and PR services at the highest level.

"We're now looking ahead to next year's event in Turkey and we've also been approached about providing similar services for other major sports conferences around the world."



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Paragon Data Services – Setting the Standard

Paragon Data Services (PDS) sets the standard in design, installation and deployment of innovative network infrastructure, communication, electronics and AV display solutions across the UK.

Combining the best products, engineering services, deployment, project management and technical support, PDS offers its customers a single-source solution which has seen it become the supplier of choice with clients locally, nationally and internationally.

It's no surprise then that PDS recently took an innovative decision and became one of the first businesses in the region to invest in KC's superfast broadband, Lightstream.

The investment was made to better facilitate the growing demands of its clients by enabling a move to a cloud-based storage system. The company's directors believe the move will give them greater flexibility, reduce overheads and make them more competitive.

Iain Bland, PDS's managing director, said: "We are a company which leads from the front when it comes to super-fast connectivity for our own clients, continually developing and investing in the latest technological advances to provide the best possible future-proof infrastructure.

"But we were to a point behind the times in our own data management and accessibility. Cloud storage has untold business benefits – especially for a medium-sized enterprise such as ourselves.

"We're really pleased to be able to now tell our own customers that we are once again leading by example."

The Cloud-based business management system is only now practically accessible after PDS has migrated to Lightstream to take advantage of up to 350Mbps (megabits per second) download speeds.

This combination of technologies allows the company to continually have access to the latest software updates, allows staff to work from anywhere and guarantees greater security and protection against lost data and system malfunctions.

The move also has inherent environmental benefits as the shift away from large, cumbersome and power-hungry on site servers will reduce the company overheads and energy consumption.

Although KC is expected to roll out the Lightstream technology to an additional 15,000 properties during

2013, on top of the 17,000 homes and business which already have access to the technology, PDS took the decision to invest in the technology to make it available sooner.

PDS - which is also set to celebrate its 15th Anniversary this year - has also made another significant development by opening up its first southern office in Newbury.

Iain said: "We've always had a strong focus in Hull and the surrounding area but have too had expansion plans in the pipeline. We are always looking at what comes next and this latest contract has allowed us to move into our 16th year of trading stronger than ever."

PDS and its staff are really enthusiastic about the future and hope the improvements they've made so far continue to add to their success in delivering the best service to customers on every occasion.





For International Opportunity - Oman

The Sultanate of Oman, one of the most progressive countries in the Middle East, has achieved remarkable growth in all sectors of its economy in recent years and is well on course towards a bright future.

Although oil remains the country's single most important source of revenue, continuous expansion of sectors other than Oil Production are predicted to have sustainable growth in the long-term and development will continue apace.

The Sultanate encourages foreign capital investment that shall enhance the overall development of the country and in turn offer highly lucrative returns for investors. Oman has several attractive advantages for those that wish to invest these include; Low prices

for gas feedstock, continuous improvement in port services, five year income tax exemption (renewable), low rents for industrial estate land and services, equalisation of taxation for foreign and local investors, foreign ownership of up to 70% in most and even 100% in certain select sectors, unified law for local and foreign investment, creation of free trade zone areas, government equity participation, soft loans and many others. More importantly, Oman is characterized by high returns on foreign investment reaching up to 30% in some sectors. Furthermore, Oman is a member of a number of multi-lateral agreements, international and regional organisations and has a number of bilateral agreements that have been awarded an A+ rating from all recognised rating agencies.

Whilst I pursue my education and professional development further in the UK, I can foresee enormous opportunities for both Oman and the UK where both can mutually benefit from each other's potential. Oman, with its unique location and natural resources, the advantage of a strong infrastructure and support for development from the government. The UK on the other hand being well-known for its vast global investments and history in creation of new and emergent markets, coupled with the wealth of individuals with



management skills and marketing expertise that are sought as capital In Oman and together we can build wonders!

I am willing to offer my humble and complete support to any potential investor interested in investing in Oman, along with opportunity for necessary visits to and arrangements for meetings in Oman.



Yousuf Hamad Al Balushi
Supreme Council for Planning, Oman
PhD Candidate
King's College London
yousufhamad@yahoo.com

Dragontooth Training & Consultancy

My name is Sarah and I have spent over 10 years in public and private health care in both clinical and managerial roles.

My roles included staff training, large scale project management and business case change initiatives. During this time I identified numerous limitations in the quality and impact that training and development courses had.

So, in 2008 after gaining my MBA and Fellowship of the Institute of Leadership and Management I set up Dragontooth Training & Consultancy. The aim and concept was to provide bespoke, high quality training and development that would build on good practice, increase skills and confidence and utilise the latest technology. This results in creative and innovative deliveries that are set 'in the real world' and challenge and change working practice.

This approach has seen my clients list grow to include; Huddersfield University, Humberside Fire & Rescue Service, Barnsley Council, Harrogate Council, Northamptonshire Fire and Rescue Service and Humberside Police. I have also had the privilege of publishing a range of books that cover presentation skills, leadership, management and team building.

I passionately believe that quality training and development can make people feel valued, increase morale and optimism, engage staff and enhance the organisation vision. The result is a reduction in workforce turnover and an increase in productivity.

I look forward to meeting everyone and actively engaging in the Hull & Humber Chamber of Commerce.

Sarah Simpson
(MBA, FlntLM, BSc, Dip Man, Cert Man, DCR)

Incredible Care for Incurable Illness

We are a health and social care charity. When we care for someone we see a person not a condition.

Everything we do is aimed at making their time with us the best it can be in every way.

Whether they're patients at our hospices, residents at our care centres, or being cared for at home or in day care, Sue Ryder provides specialist medical care and emotional support to 16,400 people living with incurable illness every year.

Whatever the illness, be it cancer, Parkinson's or Huntington's disease, or even brain injury ... our challenge remains the same. Not just to provide specialist medical care to ease pain and discomfort, but also to offer patients and their families real emotional support that can help them with the difficult and often distressing effects of these illnesses.

We treat everyone in our care as an individual, focusing on the person not the patient. Whether the time they have left is 30 days or 30 years, we try to provide the flexibility and freedom they need to live the life they choose and deserve.

But this kind of personalised care demands specialist knowledge of the conditions we treat and a great deal of nursing time. There is no NHS alternative because care like ours comes at a price, and it's one that is becoming increasingly difficult to afford. In Yorkshire, our services have a total running cost of over £9 million. We need your help to continue offering incredible care to those living with incurable illness.

For further information - email:
sarah-jane.meyers@sue Ryder.org

Phone: 0113 203302 / 07768443247

New Active Skylights Launched in the UK by Ciralight

The sky's the limit for a new Hull renewable energy company following its UK-wide launch of new active daylight enhancing skylights.

The skylights work by capturing available light and driving the light down into the building for up to ten hours a day, reducing energy consumption, improving people performance and giving environmental gains.

Ciralight UK is the sole UK distributor of the US-developed Active Skylight that is new to the UK.

The active skylight is housed in a rooftop plastic dome and uses a GPS controller and a microprocessor that tracks and calculates the position of the sun. Light is reflected from a mirror array downwards through the roof via a highly reflective light well.

"Our active skylights allow artificial lights to be turned off during daylight hours reducing electricity bills and ensuring a longer life for lights and light fixtures," said Steve Parkinson of Ciralight UK, set up in 2011 from a base on Hedon Road, east Hull.

They have already been installed in a number of buildings in Europe, such as Amsterdam International Airport and Caterpillar's HQ in Belgium. In the US clients include the likes of IKEA, Office Depot and Boeing.

The company has just agreed a sale to Hull City Council for its KWL building, which houses the council's fleet of maintenance vehicles at Stockholm Road. This follows a successful pilot installation in Ings Road Library, Hull



Law Firm Joins Chamber

Howells Solicitors has joined the Hull and Humber Chamber of Commerce following the opening of a new office in Hull.

Established more than 30 years ago with offices across South Yorkshire, Howells has now expanded with the new premises on Parliament Street in Hull City Centre.

Howells offers advice and representation on most areas of law for individuals from Family Law to Employment and Immigration issues, as well as offering their services in Criminal Defence, Housing, Personal Injury, Medical Negligence and Civil Law.

With consistent high rankings in Chambers UK and Legal 500, Howells has an excellent reputation. Hull is the latest office opened by the firm whose Family department is ranked number 1 in the North and has top tier rankings for Immigration and Criminal Defence.

Already having had a presence in Hull for the past three years, Howells had provided legal services as part of the Community Legal Advice Centre. Opening a new office, Howells is continuing to deliver a high quality, friendly service to clients



– a guiding philosophy of the firm which aims to provide fairness, value and excellent service.

Eleanor Lawrance, Solicitor and Legal Director, said: “This is an exciting time for Howells in Hull. Joining the Chamber of Commerce will help us connect with the local business community, make

some great contacts and create links with local businesses, all of which we see as an important part of building on our successes and growing the firm.”

For more information call Howells on **01482 317 420** or visit www.howellsllp.com

BID Events Address Business Issues

HullBID has embarked on a series of networking events aimed at promoting partnership and generating more trade between city centre businesses.

The events also provide an opportunity for business owners and managers – and their staff – to gain a cost-effective insight into issues which may help or hinder how they work.

They were introduced in response to feedback from businesses which suggested they wanted to see BID doing more to bring businesses together.

Business and pleasure were on the agenda as the HullBID Fashion Week kicked off with

the ‘Make Fashion Your Business’ networking event featuring Hull-born designer Lara Jensen at Hull Truck Theatre.

In June, BID marked Business Week by organising a presentation advising businesses on how to use social – and mobile – media to build their customer base.

In July, Hull History centre was the venue for a breakfast meeting which featured a talk about making the most of local business history and also provided some top PR tips for the future. Another networking event is also planned for Hull Truck Theatre on Thursday 24 October which will mark the launch of a new HullBID initiative.

Kathryn Shillito, HullBID City Centre Manager, said: “The presentation during Business Week was particularly significant because it was the first time we had set out to give businesses direct access to expert advice which can really make a difference to their bottom line.

“It was a great start to our series of networking events and what we found particularly interesting was that in addition to HullBID businesses the audience included companies from outside the BID area. That demonstrates the value of the events that we are planning for the future, and it increases the networking opportunities for our members.”

Can you offer a world of opportunities to this years talented school leavers?



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North Lincolnshire Council and North East Lincolnshire Council have teamed up with **Liftshare**, the UK's largest car-share network to provide **Travel Lincs**.

Travel Lincs offers a mechanism for everyone travelling across the county and beyond to register their journeys and car-share with fellow members travelling the same way.

The group is completely free to join, helps members to save money on their journeys and travel more sustainably.



Business Solutions



Liftshare provide bespoke car-share schemes to over 600 organisations nationwide. Your business may be eligible for its own scheme subsidised by **North East Lincolnshire Council and Liftshare**.

How can a private car-share scheme benefit your organisation?

- ☐ Reduce pressure on parking
- ☐ Reduce traffic congestion
- ☐ Provide a cost effective commuting option
- ☐ Reduce CO2 emissions
- ☐ Improve your corporate image
- ☐ Form a key part of your travel plan

For more information contact:

Kate: kate@liftshare.com
Jemma: jemma@liftshare.com
www.liftshare.com/business



Save Money, Cut Carbon, Have FUN!

As part of North East Lincolnshire's Councils' commitment to help you travel more sustainably, we have teamed up with North Lincolnshire Council and Liftshare, the largest implementer of car-sharing systems in the UK, to provide a mechanism for registering and matching up for car sharing: TravelLincs.com.

The TravelLincs scheme covers all areas of Northern Lincolnshire from Crowle in the west to Grimsby and Cleethorpes in the east. It goes as far north as Barton, Winterton and Immingham and as far south as Ashby, Bottesford and Messingham. Also covering central locations including Scunthorpe, Brigg and the Wolds. Currently there are over 2,000 registered journeys for sharing within a 25 mile radius of Grimsby.

The benefits of car-sharing: For the individual:

Financial - The number one reason many people car-share is the money that they can save. The typical commuter who car-shares every day saves about £1000 per year!

Safety - Independent research found that drivers carrying a passenger were involved in half as many accidents as drivers on their own.

Environment - More people are starting to realise that filling our roads with single occupancy cars is entirely unsustainable. Around seven in every ten people who car-share are motivated (completely or in part) by its environmental impact - Just by sharing with one other person who's going your way, you halve the CO₂ emissions of that journey.

Accessibility - A lot of members don't have good connections where they live - or the local bus and train timetables don't fit with their working hours, so car-sharing can really help make the inaccessible, accessible.

For your organisation:

Workplace travel plan - Car-sharing complements other measures, such as public transport. Staff who don't have access to public transport and live too far away to use walk or cycle to work can benefit from car-sharing as it is more sustainable to share than to drive alone.

Reduced demand for parking spaces - Large financial benefits are possible as costs such as maintenance, insurance and security can be significantly cut with the demand parking spaces is reduced.

Reduce business miles - Staff can use your scheme to arrange travelling to meetings together - decreasing the related costs and environmental impact of the journey.

Staff retention - Staff are happier, finding that sharing the driving is less stressful than driving alone and getting to leave on time.

Inter-office relations - Staff from different departments often car-share together, helping with inter-office relations and knowledge sharing.

Hiring new staff - It has been shown that work places with a car-share scheme are more attractive, widening the sphere of employment influence: "3,402 people in the UK were surveyed by reed.co.uk, in research that found 45% of the UK workforce would be more likely to work for an employer who offered a car-sharing scheme" (reed.co.uk, 2002).

Corporate Responsibility - Car-sharing can reduce the negative impacts on the environment that may be caused by the employer. This in turn can also create positive PR.

Helps decrease the size of an organisation's carbon footprint -

Commuting is one of the biggest causes of pollution; helping staff to car-share can significantly reduce this.

Subsidised offers for local businesses:

As part of North East Lincolnshire Council's commitment to supporting sustainable transport options your business may be eligible for highly subsidised Liftshare Lite car-share scheme system.

The Liftshare Lite system is perfect for those businesses looking for an affordable solution that will still provide results along with the monitoring and reporting capabilities any successful car-share scheme needs. Organisations who are interested in having their own car-share scheme will each receive:

- A white-labelled car-share scheme website that can be branded using your own company identity.
- Full monitoring pages to assess impact of your scheme.
- Full training and ideas on how to encourage car-sharing in your business.
- Full access to our dedicated client account management team; including telephone, email and marketing support.

What to do next:

If you think your business could benefit from having a car-share scheme or want to know more about myPTP and how to encourage your staff to travel more sustainably on their way too and from work then please contact Kate (kate@liftshare.com) or Jemma (jemma@liftshare.com) for further details on the subsidised scheme.



TravelLincs.com is supported through the Department for Transport's Local Sustainable Transport Fund



The Only Venue for Your Occasions

This fine Georgian grade II listed building was the rectory to St Peters Church, Rowley. There is said to have been a church at the site since 1150 AD

Rev, Ezekiel Rodgers reputedly built the rectory in 1621. In 1638, the Rector, along with about twenty of his parishioners and their families, set sail for the Americans from Hull on board the 'John'. They eventually set up the Settlement of Rowley in Massachusetts, U.S.A.

Rowley Massachusetts is now a town of some size and the townsfolk celebrated their 350th anniversary in 1989. There are still strong links between the two settlements and we often meet

Americans who have come to visit the home of their ancestors.

Rowley Manor remained the parish rectory until 1928 when the local shipping magnate Mr. Thomas Filmer-Wilson purchased the estate. His family owned the famous Hull based Shipping fleet of the Ellerman-Wilson line.

During his ownership of Rowley Manor, Mr Filmer-Wilson modernised the house and installed the beautiful pine panelling in the study, carved

by Grinling Gibbons. A water temple was also brought from the Wilson's London home.

Mr. Filmer-Wilson lived at Rowley until his death in 1969. Rowley Manor was then converted into a Hotel, offering a country house welcome, combined with fine food and excellent service.

Rowley is the perfect place for you to celebrate your special occasions, whether they be Christening, birthdays wedding anniversaries or School proms. Call and speak to one of our team and discuss your requirements.

We pride ourselves on listening to our customers and tailoring the perfect solution to your event.

With over 5 acres of land, a manor with 4 refurbished function suites and plenty of beautiful outdoor space, Rowley Manor could be the ideal venue to host your exhibition or corporate event.

Use the beautiful surroundings and East Yorkshire countryside to create a corporate event to remember.

For more information contact Rowley Manor on **01482 848248** or email info@rowleymanor.com
Rowley Manor County House Hotel, Rowley Road,
Little Weighton, East Riding of Yorkshire HU20 3XR



Rowley Manor

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Innovation the Key in a Rapidly-Changing Sector

Mike Goddard

Sales Director
Kingsway Printers

Mike Goddard's career was not supposed to take the path that it has done. The Sales Director of Kingsway Printers actually began his working life by considering a career in the motor trade.

He said: "Printing was not the career path I had in mind when I started out. At the beginning, I was looking at jobs as a mechanic in bodywork repairs but then a friend of mine told me about an apprenticeship at a printer and bookbinders and I thought that sounded interesting and applied for it.

"I had not considered printing as a career but I served a four-year apprenticeship, achieving a City and Guilds qualification, and that was it, I was hooked on the idea of working in the industry."

However, for all he had acquired skills in the printing trade, it was in sales that he really saw his career take off.

He said: "When I was working at the printers, I passed my driving test and they sent me out doing deliveries. When I was out making the deliveries, I started picking up orders.

"In the end, I was selling more than the reps so they sent me on a training course, bought me a suit, gave me a car and said 'go on, get out there and sell!'"

He eventually came to work for Kingsway Printers in 1990 as Quality Assurance Manager, joining a company that was formed in 1972 and specialises in print, labels and packaging.

Kingsway Printers carefully fosters its reputation as specialists and the resulting increase in work has seen it grow to employ 45 people from its extensive, modern, purpose-built site near Humberston on the south side of the Humber.

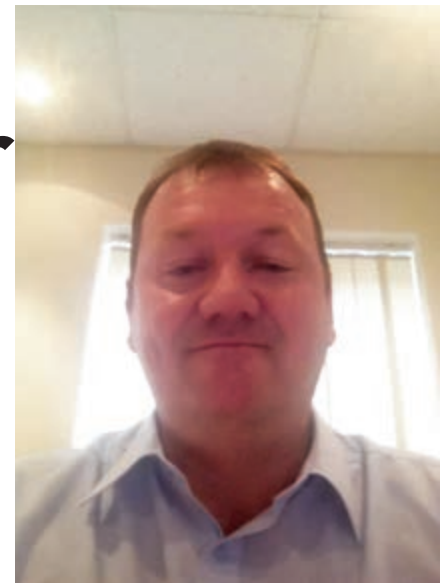
It was during the 1980s that popular demand from retail clients led the company to specialise in the production of pressure sensitive self-adhesive labels, a focus on niche markets that has served it well.

Since then, the business has continued to grow and develop, and original lithographic print capabilities have evolved to include flexography and digital production to take account of the rapid technological advances in the industry.

Kingsway's commitment to award-winning quality means that its clients include many leading businesses in the retail, industrial and service sectors. For example, Kingsway was selected by Marks and Spencer as the printer of choice for its range of luxury hamper swing tags and labels.

The company's commitment to high standards, innovation and continual development has also been recognised with the Flexotech Industry Award on three separate occasions, Starpack's Award for Technical Innovation and, most recently, the Label of the Year presented at the UK Packaging Awards.

Mike said: "The printing industry has been undergoing a lot of changes in recent years as new technologies emerge and we have adapted to them.



"It has been a challenging time for many printing companies. People are not having as much printed as they used to, what with the advent of ebooks and ecommerce, and technologies that allow them to do much more printing themselves.

"In addition, supermarkets are using less packaging which has reduced the amount of printing that they require.

"The skill for companies like ourselves is in being able to occupy a niche, which we have done, for example, with our adhesive labels.

"That has meant that, as some 'flat sheet' printing companies have struggled and despite the general economic downturn, we have continued to grow year on year for the past 12 years

"You have to keep moving in this industry and we saw several years ago that digital printing was changing the printing world. So we moved into digital and last year our digital printing performance went up by half as much again on the previous year's sales..

"We continually invest in new equipment and recently brought in a machine from America which is the first of its type in the UK and which will increase the efficiency of our operation."

"You have to keep moving in this industry and we saw several years ago that digital printing was changing the printing world. So we moved into digital and last year our digital printing performance went up by half as much again as the previous year's sales..





Recruitment and Training Benefits as Economy Recovers

As the economy starts to recover, more and more companies are turning their thoughts to recruiting new staff.

Although many companies handle the recruitment process themselves, others bring in specialist companies.

The challenge for recruitment companies is always identifying those talented individuals who can fill the needs of clients wishing to set up or expand businesses. Getting it just right is part of their strength.

Using a professional recruitment company makes a lot of sense for an employer because it takes the pain out of the process as the specialists handle everything from the advertising of posts to the analysis of applications.

Recruitment companies also help businesses conduct the interview process, advising them on what to look for and how to select the best candidate as well as identifying key questions to ask.

However, their role is even more fundamental than that because they are involved right from the start of the process, from the moment when the vacancy arises.

The reason recruitment companies are so valued is that they have extensive databases of people who are available for work and who have the best skills for the posts which have fallen vacant, a resource which can save a lot of time and result in a more targeted process.

That ability to differentiate between candidates is a key reason why bringing in a specialist company makes so much sense.

Most areas are blessed with excellent recruitment companies, whose teams understand the jobs markets in which they work and who can bring great experience to the process.

Another benefit of a recovering economy is that more companies step up their training as available funds increase with improved company performance.

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.

Gone are the days when someone did the same job for life, now people are accustomed to switching roles 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 also helps 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.

Good Mental Health Makes Good Business Sense

A 1/6th of the working age population have stress related mental health symptoms and a further 1/6th has a diagnosis of depression, anxiety or both: do the maths and this number equals potentially a significant number of any workforce.

We all know how it feels when we are stressed, worried or feeling low, whether that is due to work pressure or other life situations, and how it affects our ability to work effectively. Feeling like this over a prolonged time can adversely affect our decision making, concentration, and our working relationships often leading to mistakes, accidents, reduced work performance and communication problems. All these feelings and behaviours could be the sign of an existing or developing mental health problem. The earlier they are addressed the better for the individual and the business.

Mental health what's the problem?

One in six of the working age population has stress related mental health symptoms and a further one in six has a diagnosis of depression, anxiety or both - that's 5 million workers out of 29 million.

Why should I be interested?

The cost of mental ill health to employers in the UK is significant, estimated at or £30.3 billion at 2011 pay levels. In 2007 this cost to UK employers was estimated to at £8.2 billion for absenteeism, £15 billion for Presenteeism and £2 billion for turnover of staff. (Sainsbury Centre for Mental Health 2007).

Do you know your level of mental health related sickness?

NICE, the National Institute of Health and Clinical Excellence, estimates the annual cost of mental ill health to an organisation with 1000 employees to be £835,355, or £1206 per employee.

Taking positive steps to protect, promote and restore mental health in the workplace, including good mental health policies, training of line managers, prevention work and early identification of problems should enable employers to save at least 30% of this cost – around £8 billion a year (Sainsbury Centre for Mental Health 2007).

But dealing with mental health is difficult isn't it?

The good news is that there are effective ways of improving work based mental health which are readily available and are relatively low cost. The Department of Health has shown that every £1 invested in mental health yields an £8 return on investment.

So what can I do?

Increasing workplace mental health awareness is a key step in improving mental health at work.

The report 'mental health and work' (2008 RCPsych) commissioned by Dame Carole Black chair of the cross government health work and wellbeing programme recommends, alongside other measures, that employers should consider Mental Health First Aid (MHFA) as a driver of any mental health at work programme. MHFA has been shown to support

- Improved detection of mental ill health and support early referral to services,
- Increased mental health literacy within the workplace so people feel confident to discuss their issues and know they will be treated fairly, and employers know what to look for and what to do
- Challenging prejudice on the grounds of mental health and the resulting discriminatory behaviours, promoting early return to work for mental health related sickness and finally
- Enabling both employers and employees to identify activities which promote good mental health to promote and protect wellbeing.

Internationally recognised in seventeen countries, MHFA is a 12 hour course which at its heart aims to improve the mental health literacy and capacity (knowledge and understanding and confidence to offer support) of individuals, communities and society. The course teaches delegates how to recognise the signs and symptoms of common mental health problems provide help on a first aid basis and effectively signpost towards support services.

In the UK the MHFA instructor training is accredited by the Royal Society of Public Health and to date over 35,000 in the UK people have been trained in MHFA.

See www.mhfaengland.org for more research on effectiveness of MHFA



Improving workplace mental health through Mental Health First Aid: MHFA instructor Andy Flockton joins Chamber

Andy Flockton is a self-employed instructor in Mental Health First Aid, Youth Mental Health First Aid and Mental Health First Aid Lite. Until recently Andy spent 23 years working in local mental health services, and he has seen at first hand the negative effect mental health problems can cause.

"Mental health problems are very common and costly. Right now one in six workers will have a mental health problem, costing UK businesses £30 billion a year or £1200 per employee, yet most businesses are unable to recognise emerging mental health problems or know what to do to help.

Established in April 2012, Andy is keen to offer Mental Health First Aid training to business as an effective step in improving workplace mental health and reducing the associated costs.

Andy explains "Mental Health First Aid (MHFA) is a proven mental health intervention and follows the basic principles of First Aid Training: It is the help given to someone experiencing a mental health problem before seeking professional help.

The MHFA training course equips people with the skills and confidence to recognise mental health problems, offer initial help and guide the person towards professional help."

"I take a flexible approach in supporting businesses with their mental health needs. All MHFA training products are adaptable and can be tailored to any business no matter what size.

For further information on any of the MHFA products provided contact Andy at mhfaevents@gmail.com or call 07956393718

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The business world for Mines Rescue Service Ltd is an ever changing one. Always at the forefront of new developments we are adding renewables to our ever growing portfolio of services, with significant investment in the construction of a new wind turbine training rig in Crossgates, Fife. We already operate a training partnership with CATCH in Stallingborough, NE Lincolnshire and hope to offer our renewables sector skills and experience towards developing local training opportunities.

Always looking ahead of how we can best serve the future demands and needs of our existing and future clients yet at the same time remembering our proud history forged over 100 years.

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Construction Reaches a Key Milestone on £700m Wind Farm

Work is pressing ahead on one of the largest renewable energy projects on the east coast.

The Humber Gateway wind farm, which is being developed by energy firm E.ON, will be located 8km off the East Yorkshire coast, just north of the mouth of the River Humber. At its heart will be 73 turbines, when combined will have an installed generating capacity of 219MW.

Once complete, the wind farm will be capable of producing enough electricity to power around 170,000* UK homes, which is more than one and a half times the number of homes in Hull.

The total area of the site is approximately 24.8 square kilometres, Matthew Swanwick, Project Manager, said: "We selected the site after a lengthy consideration of a number of alternatives. We believe that this site is an ideal location for the generation of offshore wind energy for a number of reasons including the high winds to be found there and the good connections into the National Grid."

Making that connection work will be cables which will come ashore near Easington, then run underground for approximately 30km from Easington to Saltend. The installation of these onshore cables has been progressing over the last 2 years and the work is due to be completed by the end of the year.

Another key element of the project is the sub-station being built at Saltend and this is also progressing near completion.

Construction of a wind farm is a complex project and requires a significant amount of preparatory work before the construction of the wind farm can begin. There has been an enormous amount of time and money invested to make the development site safe and the conditions right to build the wind farm. This work has involved activities such as site enabling works and investigations, along with the completion of pre-construction environmental surveys. Parallel to these onsite works, the construction of wind turbine foundations, cables and the offshore substation has been progressing well to enable the construction phase to commence.

E.ON has now reached a key milestone on the project. The huge amount of enabling work completed now means that the offshore wind farm can start to be built. The offshore crane vessel, the MPI discovery has arrived with the foundations and transition pieces and the first 28 foundations (first phase) can start to be installed offshore. Matt Swanwick added: "We are delighted to have reached this important milestone and an enormous amount of work has been done to get us to this stage."

Work has also begun on the export cable route. Two marine cables will connect the offshore wind farm to a cable landfall site (the point where the electricity generated comes to shore) just south of Easington. From there, the electricity generated from the wind farm will travel 30km through underground cables to the onshore sub station at Salt End.

Matthew Swanwick added: "People often ask what will this project do for the local area, well for a start it will further enhance the Humber as a strategic centre for renewable energy. In addition, this is a major project in its own right – costing £700m and so will bring opportunities and investment to the area.

E.ON is currently building its Operations and Maintenance base at Grimsby Fish Docks where up to 50 people will be employed to maintain the wind farm once construction is completed.

*Based on an average annual domestic household electricity consumption of 4,266 kWh (Department of Energy and Climate Change – DECC)



"We are delighted to have reached this important milestone and an enormous amount of work has been done to get us to this stage".



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Points to Consider When Setting Up a New Business

Setting up a business within the UK can often seem a daunting process. Good legal advice can play a pivotal role in the growth and success of your business by providing pragmatic, practical advice based upon many years of experience.

The drive, commercial acumen and legal knowledge from our experienced legal team has helped many of our corporate clients hit the ground running and played a part in ensuring they achieve their commercial goals. Our understanding of business will ensure all legal aspects are dealt with in a professional manner. Our ethos is client satisfaction and we pride ourselves on the results we achieve by meeting our clients needs.

Limited Companies, sole traders and partnerships all impose due diligence requirements upon their respective owners and investors. Each business must register with the HMRC for tax liability purposes and dependent upon the type of business, licenses should be obtained. These issues can often be complex; in-depth legal knowledge and expertise will ensure that these matters progress smoothly allowing companies to focus on developing their business.

A business will often trade from sole premises for the initial start up period in order to keep costs low. The official copies of a register of title to a property will determine any rights or restrictions imposed on the property. This area of law can often be diverse and complex and it is vital to seek legal advice regarding the information contained within the title. Personal guarantors can be required by banks and landlords when obtaining land and premises, and there is a need to ensure the level of liability imposed can be paid if your company faces financial difficulties.

If you require employees for your business you will need employment contracts for any person employed by your business. These should include basic information including employment conditions, rights, responsibilities and duties. We advise all our business clients on the terms included within an employment contract to ensure no stone is left unturned.

Once your business starts to flourish you may receive an influx of offers from businesses who wish to supply you with services and equipment. It is vital that you have terms and conditions in place when entering into business contracts as they will regulate the working relationship between you and another party. Any dispute that arises may result in court action and the terms of an agreement shall be considered in fine detail. We place great emphasis on developing an understanding of our clients business specifics and the terms they require when entering into contracts. In this way we are able to review their legal affairs in light of the wider commercial implications and then offer legal advice which takes into account practical business issues.

If you have a good business idea and have structured the business properly then you will make a profit, but what do you do with your

Ben Pepperell Partner Pepperells Solicitors



profits? The amount of profit a business generates and the way in which the business was set up, may determine the tax implications of the business. A Limited company will be subject to corporation tax and penalties are applied by the HMRC for any payment failure by the company. Once all tax and expenditure has been paid a company may distribute the profit as dividends to the investors and shareholders within the company. This can be split in any agreed proportions and is often pro rata to the original investment. It is crucial that the shareholders within a company enter into a shareholders agreement. The agreement will regulate any dividend policy, appointment of Directors and any shareholder decisions making consent.

The above information is a very general description of some of the key points when setting up a business. If you have any questions or require any further information regarding this article we would be happy to assist you in every way possible.

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Keeping on the Right Side of Employment Law...

Employment law is an area that is constantly changing and ensuring that your business remains up to date with changes is vitally important.



Oliver Tasker, specialist employment solicitor at Wilkin Chapman Grange, explains how some of the recent changes impact on businesses.

Tribunal fees

From 29 July 2013, employees bringing an Employment Tribunal claim have to pay a fee. One fee is payable at the outset - to issue a claim - and a further fee is required to proceed to a full hearing, with the level determined by the type of claim. There will be two types to determine the fee: Type A will cover straightforward claims (e.g. breach of contract), and Type B will cover all other claims (e.g. unfair dismissal, discrimination).

Not all employees will have to pay a fee and there will be exemptions under the same remission system that already exists in the civil courts'.

The new system of structured fees may help focus claimants' minds on whether or not it's all worth it. The government predicts a 25% drop in the number of tribunal claims - we suspect it will be more.

Compromise Agreements become 'Settlement Agreements'

29 July 2013 saw another change when 'compromise agreements' were renamed 'settlement agreements'. A settlement agreement is a legally binding agreement under which the employee agrees to give up their right to bring an employment tribunal or court claim, usually in return for financial compensation.

There are various conditions to satisfy to ensure that the agreement is legally effective and covers all potential claims, therefore legal advice should always be sought.

Whistleblowing

The new whistleblowing provisions came into effect on 25 June 2013. These provisions mean that the law is (slightly) clearer about the circumstances in which whistleblowers are protected from dismissal or mistreatment in the workplace. Some of the main points include:

- The employee must reasonably believe that their disclosure is in the public interest (which is not defined)
- Disclosures no longer have to be made in good faith - they will be protected even if motivated by spite or money - but this may see any compensation reduced by up to 25% by the Tribunal.

Protection now extends to actions against the whistleblower by another employee. It is worth talking to Wilkin Chapman Grange about updating your whistleblowing policy to take account of the changes.

Zero-hour contracts

Zero-hour contracts are a hot topic - for both employers and employees - with some research suggesting that there could be approximately one million zero-hour workers in the UK. These contracts mean that the employer is under no

obligation to offer work to the employee, however the individual is usually obliged to be available and to accept the work when it is offered. In reality this means that the employee joins a 'bank' of available staff for the employer to call upon when needed.

When used appropriately, zero-hour contracts can provide flexibility for employers and employees. However, for some this may be a significant disadvantage as there is no guarantee of set hours or regular pay. Zero hours contracts cannot be used simply to avoid an employer's responsibilities to its employees and legal advice should always be sought before implementing these contracts

Employment law seminars

If you want to make sure that your business complies with employment legislation, Wilkin Chapman Grange Solicitors are running a series of six breakfast seminars, covering key topics in HR & employment law.

Starting in October, the seminars take place every three weeks in Grimsby and Lincoln. Places are limited and early booking is advisable. For further details, visit: www.wilkinchapman.co.uk/site/events or call 01472 262626 (Grimsby) or 01522 512345 (Lincoln).

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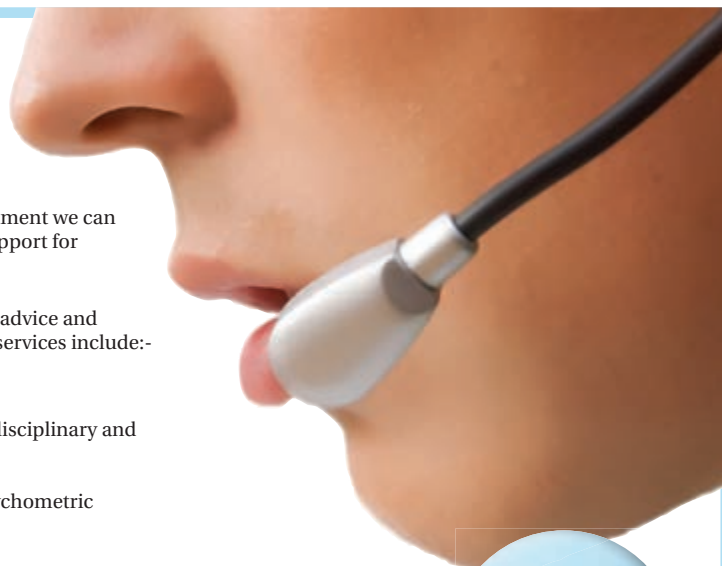
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Customers Not Paying?

The provisions of the Late Payment of Commercial Debts Act 1998 have been enhanced in respect of commercial contracts entered into after 16 March 2013.

If your reasonable costs of recovering the debt exceed the fixed administration charge you can additionally charge your customer the difference. So if you instruct your solicitors to recover the debt for you and their reasonable costs exceed the fixed charge you can pass the difference on to your customer even if you did not have to issue court proceedings.

The interest rate chargeable under these provisions has been 8.5% for some time now. There have been some changes to the date from which the right to this interest runs from under the new regulations.

It is possible to claim these charges separately from the debt so that in some circumstances you can go back up to 6 years even if the debt has been paid.

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The Importance of Restrictive Covenants

Businesses are at risk when a key employee leaves. The employee may take commercially sensitive information or solicit business from customers for their new employer.

There are a range of measures available to employers to protect against this risk; one of the key ones being restrictive covenants in an employee's contract of employment.

Restrictive covenants can be used to restrict an employee's activities after their employment ends by preventing them from using confidential information, soliciting or dealing with customers, soliciting staff or in some cases competing with their former employer's business.

Restrictive covenants may be enforced by an application to court for an injunction and damages. Often the presence of covenants alone will have a significant deterrent effect.

To discuss this or similar issues please contact Rob Ripley on 01482 730115 or Lee Whiting on 01482 730330.

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Our vision is for people to be connected to what matters to them, no matter what their location, their preferred device or their time zone.

We know that work is no longer a set place – it's wherever you are on a particular day; picking up emails when you're on the move or tracking your sales online before your morning cup of coffee.

This increasing demand for digital content and the rapid advances we are seeing in technology mean

traditional IT services can no longer cope with the needs of many organisations.

This is why we are investing in our roll-out of superfast fibre broadband and launching new technologies such as Cloud and VoIP, both of which make staying connected so much easier.

Using solutions such as VoIP working on the move becomes a reality. Customers can video conference from their mobile devices, make and receive calls with one number across multiple devices and get voicemails delivered straight to their inbox.

There are also simpler and better ways of keeping businesses secure. Cloud based CCTV solutions mean businesses can view footage at any time, from anywhere with an Internet connection. Cloud CCTV solutions have also enabled offsite storage of footage which eliminates risks of theft

and vandalism which have often been associated with traditional CCTV services.

We believe investments in such technologies has the potential to transform the region's fortunes by attracting new businesses, stimulating the digital sector and – most importantly – helping existing businesses operate more efficiently.

Join the conversation, follow us on Twitter **@KC_Business** or find out more at **www.kcbusiness.co.uk/connecting**



Moving With The Times



The partnership between Hull based Flex Communications and the Telecoms company Nexus Hull has developed considerably over the last few months with everything moving in the right direction!

With over 15 years' experience within the telecoms industry, Darren Sunley and Wayne Wooldridge decided to set up Flex Communications. Looking to enhance their product portfolio further they began the search for a fixed line provider and the natural choice was Nexus Hull.

Since their partnership Flex have signed a number of clients via Nexus Hull including **Rapid Solicitors** and **Quality Lockings Solicitors** both of whom, have saved huge amounts on their line rentals and call spend since switching from Kingston Communications.

Within the Estate Agency sector, Flex have supplied solutions for **Matthew Limb, Lime Property, Zest** and **Marlborough Estates** to name but a few. These clients have all opted for state of the art NEC Telephone Systems supplied and fitted by Flex Communications with their telephone lines provided by Nexus Hull - resulting in substantial savings.

MATTHEW LIMB

Matthew Limb previously used an old style KC Centrex System - something that proved to be costly for them and provided limited functionality for a business that wanted to offer its clients the best possible service.

A spokesman for Matthew Limb said, "We knew we were spending a huge amount on our calls and rentals which is what prompted us to look for a new provider, most of our clients are contacted on mobiles and we were paying a very high rate for these calls, many of which we were just leaving voicemails for but still being charged even if we didn't leave a message.

Darren from Flex came in to see us and advised that the platform we were on was indeed expensive and was limited. As we had not really looked at this it was something we had not considered prior to meeting. Flex advised that we could update our lines to digital lines providing more services and with the savings made we could upgrade our Centrex Platform to a new Telephone System"

They went on to say, "Flex handled everything for us including the lines and their engineers installed the new system with minimal disruption.

We are saving over 40% on our annual call spend by doing things this way and everyone has noticed how much things have improved by having the new system in place. We would recommend them and Nexus Hull to anyone looking to update and also save money."

MARLBOROUGH ESTATES

Tony Cook from Marlborough Estates said, "We have already saved money on our landlines and we had an existing phone system but it was very outdated. The service we have

received from both Flex and Nexus Hull has been brilliant. We have worked with a few communications companies but we find their customer service brilliant."

If your business is looking to save money why not give Flex Communications a call on 01482 247150 they will advise the best way to do this and also look at how your business operates – after all everyone needs to move with the times!



... we are saving over 40% on our annual call spend by doing things this way and everyone has noticed how much things have improved by having the new system in place"



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Come and get it



In June 2013, the O₂ shop in St Andrews Quay, Hull, became a member of the Hull Chamber of Commerce. Store Manager, Katie Macdonald, outlines some of the services that the O₂ shop can offer local businesses in addition to an award winning network and great value packages.

Business connections

The business team is on hand to give advice on the best plan for a company's usage, what handsets or SIM only deals best suit their needs and the most competitive rate on any new/upgrade connections. And all with the benefit of free calls to O₂ Mobiles and 10 UK landlines.

O₂ Guru

Whatever help you need with your phone, broadband or laptop, the O₂ Guru is available to offer clear, friendly advice. Katie says this free service is invaluable for many businesses as it enables the smooth transition from one device to another, even if not all supplied by O₂. Book an appointment online.



Priority Moments

O₂ customers love Priority Moments and you can be part of it. Advertise your business offers direct to thousands of O₂ customers in your area for free. You choose what you want to offer, the quantities and timings, it takes minutes to set you up. Just pop into the shop and speak to the team.

O₂ Recycle/Think Big

O₂ is committed to recycling and has their own charity, Think Big. The charity provides support for young people (aged 13 – 25) to help them develop a business idea with funding, guidance and support. When you recycle your old phone you can choose to keep the cash or donate to a Think Big charity and help initiatives in your local area.

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HullBID Works Towards Purple Flag Renewal

HullBID is working with its city centre partners to prepare for a 'light touch' assessment as part of the process to renew Hull's Purple Flag status whilst revealing new initiatives further to enhance and support the evening economy.

Among the innovations will be a brochure which will highlight the city centre's evening attractions. Also planned is a repeat of the highly successful Hull Trinity Festival, a live music extravaganza which this year will form part of the Purple Flag Week celebrations.

The Purple Flags flying at Princes Quay Shopping Centre and the Mercure Hull Royal Hotel tell the story of the city's success in achieving the status in

October last year, as do the Purple Flag symbols on window stickers, beer mats and plastic glasses.

For the first stage of the renewal process, the Association of Town Centre Management has identified seven key performance indicators.

Kathryn Shillito, HullBID City Centre Manager, said: "The criteria will demonstrate how well we have progressed since becoming a Purple Flag

city, so while the full inspection will not take place until autumn next year the 'light-touch' assessment is an important milestone.

"As we did with the original Purple Flag campaign we will be working with city centre businesses and our partners at Humberside Police and Hull City Council to achieve a positive outcome."

Hull Trinity Festival will reappear over the weekend of 21 September with a new format featuring indoor performances by local bands and musicians and also providing an outdoor event in Trinity Square.

The new brochure, to be published in September, will cover about 70 pubs, café bars, nightclubs and other evening entertainment venues within the HullBID area.

Accolade for Hotel

Hallmark Hotel Hull scooped the Remarkable Hotel Accommodation Award at the Visit Hull & East Yorkshire Tourism Board Awards.

Beating off a record number of entries, the hotel was praised for its commitment to customer care.

There were 77 finalists at the awards, which recognise the best individuals, attractions and hospitality businesses in the area's tourism industry.

Paul Nixon, Hallmark Hotel General Manager, said: "The entire team at Hallmark Hull have worked tirelessly to achieve the standard of quality and service that has become synonymous with the Hallmark brand and we're extremely proud to have been given this award. We will continue to strive to deliver a remarkable experience for everyone visiting the hotel."

For more information on Hallmark Hotel Hull visit www.hallmarkhotels.co.uk/hull



New Signing for Streets Sport

Streets Chartered Accountants, a top 40 UK Accountancy firm, has recruited Gareth Short, a leading sports tax adviser, to spearhead the development of its new dedicated sports tax practice.

Gareth's appointment is a bit of coup for Streets who for sometime have looked after the needs of media and entertainment clients and have been keen to expand into the sports sector.

In his new role with Streets, Gareth will not only seek to develop his portfolio of clients but he will also look to develop the firm's sports offering tailored to the clients' needs. In particular, and not least based on his experience, Gareth will be instrumental in providing a holistic approach to looking after client affairs from tax compliance and high end tax advice, to wealth protection and general business advice.

Commenting on Gareth's appointment, Streets Chairman and Managing Partner, Paul Tutin said: "This is truly an exciting venture for us, we have been exceptionally fortunate in attracting Gareth to our firm. We believe there is a gap in the market for the provision of dedicated specialist tax and broad financial advice for sports personalities and with Gareth's leadership we feel we are well placed to fill it.

"Gareth demonstrates true empathy and appreciation for the needs of sports people who often have little time to focus on their personal financial matters. With this approach and the provision of a dedicated part of our practice we are confident that Streets Sport will be a winner."

In his previous senior roles at some of the UK's top 10 accountancy firms, where he specialised



in dealing with sports clients, Gareth gained significant experience advising and looking after the needs of premier league footballers, rugby players and golfers.

Gareth, along with his new team members, will look after clients nationally, drawing on his established contacts with sports personalities, their clubs and agents.



Redhall Jex Receives Distinguished Health and Safety Award

Grimsby-based Redhall Jex, part of the Redhall Group has received a President's award from the Royal Society for the Prevention of Accidents (RoSPA), as a mark of its success in obtaining twelve consecutive Gold RoSPA awards.

The RoSPA Safety Awards have been recognising and rewarding health and safety excellence since 1956. They offer organisations a prime opportunity to prove their ongoing commitment to raising and upholding health and safety standards.

Redhall Jex, which operates in the food and pharmaceutical sectors, has achieved continued award success by providing evidence of an outstanding health and safety management system. It has also successfully answered key performance questions and provided relevant supportive documentation.

Richard Shuttleworth, CEO of Redhall Group, said: "We place great importance on our health and safety performance and are committed to continual evaluation and organisational improvement. As we work towards our stated objective of zero harm to our staff, working partners and the communities within which we operate, these awards prove we are taking the steps necessary to achieve our stated goal."



Consortium Tackles Energy Challenge

The Energy Technologies Institute (ETI) has commissioned three consortia to design an advanced waste gasifier capable of achieving electrical efficiencies beyond existing technologies.

The consortia will compete to develop a plant to demonstrate the highest possible efficiencies for plants operating at a commercial scale of between five and 20 megawatts (MWe) output. The winning plant could be designed, built, tested and in operation by 2016.

Among those taking part is Royal Dahlman, which has assembled a consortium of British, American, Swiss and Dutch development partners. The consortium includes:

- Grimley Smith Associates – Engineering consultants based in Brigg, North Lincolnshire
- ECN - Gasification/gas cleaning technology patent owner, lab and pilot facilitator
- Synova - Strategic financier, waste to energy developer
- NNFCC, Biorenewable consultants and advisor to the UK's Department of Energy and Climate Change, based in York.

New Landmark Appears

A new landmark has appeared on the city skyline as Hull-based specialist engineering business Spencer Group constructs a facility to support a major green energy investment at the Port of Hull.

Spencer Group has erected a silo tower at the port as part of a multi-million pound contract to create a facility to load sustainable biomass on to rail wagons to be transported to Drax Power Station near Selby.

Drax is executing plans to convert three of its six generating units to burn sustainable biomass as it transforms the business into a predominantly biomass-fuelled generator over the next few years.

The silo tower is in a prominent position close to Hedon Road and can be seen for miles around. When complete, it will rise to 49 metres (160 feet) - almost as high as Hull Royal Infirmary and one of the tallest structures on the city's skyline.

The main structure went up in just two weeks as concrete was poured into a 9m (30ft) steel shell which moved progressively up the structure. It will be completed by a conveyor drive house at the top, linked to a conveyor belt taking the biomass from ground level.

Ian Atkinson, Engineering Director for Spencer Engineering, said: "This is a flagship project for the Spencer Group and it couldn't be more

prominent. We can even see it from our offices at Humber Quays four miles further along the waterfront in Hull.

"If everybody can see it, that means everybody can see the work that we are carrying out, which, of course, has to be of the highest standard."

The silo is part of a system that will handle a million tonnes a year of biomass imported from the United States and Canada by sea to the Port of Hull in the form of wood pellets created from forestry residues.

After unloading at the port, the biomass will be stored in warehouses before being delivered by truck to the new facility and unloaded into feeders which take it to the 250-metre long conveyor.

The silo will be filled by 60 truckloads of biomass over a three-hour period, twice a day, loading at the rate of 600 tonnes an hour. It has a capacity of 3,000 cubic metres and will be capable of storing up to 1,800 tonnes of wood pellets for discharge into rail wagons as they pass through the base of the structure.



As well as the mechanical handling and loading system, Spencer Group is constructing a new one kilometre-long branch for the rail network at the port; creating half a kilometre of new road for truck deliveries to the facility, and putting in place connections to the port's electrical supply.

Matt Jukes, ABP's Port Director for Hull and Goole, said: "We are delighted to be contracting with Hull-based Spencer Group for the delivery of this strategically important biomass project at the Port of Hull which will help to ensure that ABP's Humber Ports remain at the forefront of the developing renewables industry."

The facility and related infrastructure is due to be completed in September and to become operational in October.

Independent Technology Company's Expansion

East Yorkshire-based Quickline Communications has announced the appointment of two new telecoms professionals as its services reach further into Yorkshire and Lincolnshire.

Claire Danter is newly appointed regional manager for North and South Yorkshire. With a background in telecoms, Claire has also run her own company from her hometown of York for the past three years

and now joins Quickline as the company expands into the wider region through its own private investment in wireless technologies.

James Sutherland is selected for regional manager for North and North East Lincolnshire. Originally from Grimsby, James now lives in Hessle having worked for both small businesses and national providers of telecoms and technology.

Managing Director of Quickline, Steve Jagger, said: "Our team has grown over the past 12 months with valuable additions to both the sales team and engineering department. Quickline has been in operation since 2007 but recently we have experienced vast growth in new customers, largely due to a greater awareness of wireless broadband and other telecoms services."

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Name

Malcolm Robins

Company

Inxpress –
Hull and Doncaster

Job Title

Managing Director



After having gained a degree in electrical engineering I working in a multi-national communications company becoming a senior manager by the age of 30. Having married I moved up to Hull to begin a new challenge. There was a clear niche in the shipping and courier market for a company not beholden to any one carrier

but able to offer best of breed from each and customers real choice whilst not being penalised because volumes were too low. Mix with this a local presence and a passion for customer service and Inxpress Hull was born, more recently adding the Doncaster region to our portfolio.

What did you want to be when you were young?

An automotive designer

What business tool could you not live without?

My laptop. I use an Ipad but always prefer my laptop

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

North Island, New Zealand to take advantage of the great fly fishing.

What makes you angry?

Nowadays nothing. It's counter productive.

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

Henry Ford and Alex Ferguson. The former as it must have been amazing to be involved in a business which transformed the world and the latter to understand how, having achieved so much, he was able to continue to drive and motivate generations of players through different eras of the game.

What is the best thing about this area?

Being able to be in the country in a few minutes and enjoy its beauty.

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

I'd give it to someone who needed it more.

What is in your opinion the greatest invention ever?

In recent times the internet. It has transformed the world and given a voice to the oppressed.

What is the most valuable lesson you have learnt in life?

A Henry Ford quote, "anyone who stops learning is old, be it at 20 or 80. Anyone who continues learning is young. The greatest thing in life is to keep your mind young".

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

A cat, I think, assuming I have a caring owner.

Chamber Events Diary 2013

Members' Speaker Breakfast with Kishor Tailor (Humber LEP)

in Association with Henry Boot Developments
Wednesday 11 September 2013
The Village Hotel, Hull

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
Sponsor: SAS Airlines

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 Sponsor: SAS Airlines

Members' Speed Networking and Lunch

Friday 29 November 2013
Goole High School Conference Centre

Chamber Annual Dinner

Friday 6 December 2013
The Willerby Manor Hotel

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

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