

# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

December/January 2014

Issue 17



## £150 Million Boost for Construction Sector

page 28

# Expertise Innovation Partnership

**Tube City IMS** is a leader in the industry offering a comprehensive and pioneering array of pre- and post-production services for our customers.

We are experts in on-site services including iron and steel services, facilities management, inventory management, logistics, contract maintenance, refractory removal and maintenance.

We also provide a host of additional services that can complement your business including industrial cleaning, industrial vacuum and jetting, contract labour supply, heating electrical & plumbing services and delivering RTITB accredited training.

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# HullBID Awards Will Recognise Best Of Business

Outstanding achievement by city centre businesses is to be recognised with the launch of a new awards scheme by Hull Business Improvement District (HullBID).

Individuals and employers will get the chance to enter the awards, which will be launched in February and conclude with a ceremony at Hull Truck Theatre on Thursday 8 May.

Categories will embrace success in business and will also encourage excellent customer service and pride in the city and community.

The awards were unveiled at the latest HullBID networking event held at Hull Truck. Kathryn Shillito, HullBID City Centre Manager, said the awards have been developed as part of BID's work to support businesses in the city centre and raise their profile.

Kathryn said: "We represent 760 businesses and we are well aware of the variety they offer, the high quality of service and the efforts they make towards improving the city centre.

"Their achievements do not always gain the recognition they deserve so we are launching the awards to raise awareness, to reward outstanding contributions and to encourage more businesses to get involved."

Contributions to improved safety and cleanliness within the city centre will be recognised by the awards, as will community engagement, success in promoting Hull further afield and development of businesses and employees.

HullBID has also appointed a new, part-time secretary and administration officer. Jane Reeve's career includes experience as a personal assistant, a teaching assistant and a radio operator in the armed forces.

As part of her work Jane will be handling enquiries about the new awards. She can be contacted at the HullBID offices on **01482 611850** and by email at [jane@hullbid.co.uk](mailto:jane@hullbid.co.uk)



Graham Ward (left), Head of Qualifications and Standards at the IAB, with Vic Golding, Managing Director of Goldings, and Di Garbera, Head of Training and General Manager at Goldings

# Goldings Targets National Market

Chamber Member Golding Computer Services is using a reputation enhanced by yet another award to develop its high quality accounts training, offered in partnership with Sage and the International Association of Book-keepers (IAB).

Goldings is also demonstrating the strength of its IT equipment supply and support arm to deliver training to clients nationwide via KC's new Lightstream platform.

The company, founded by Managing Director Vic Golding in 1982, has only been delivering courses in association with the IAB for two years, but quickly won two awards for Computerised Accounting for Business.

In 2012 Goldings was named as the IAB's best centre in the UK for delivering the Level 2 Certificate and in 2013 it was named as the UK's top centre for all three levels.

Now, Goldings has won IAB Silver status for 2013–2014, and is targeting a wider market with new distance learning courses in Sage accounts and payroll.

Vic said: "We are winning awards alongside colleges who have been involved with the IAB for 20 years so that demonstrates the quality of the training and the professionalism of our approach."

"But we also aim to be affordable, with the option to spread the cost of the courses, and flexible, with distance learning backed by full tutor support and with individuals able to undergo training when it is convenient for them and their employer, rather than to fit in with a college timetable."

"Our investment in KC Lightstream is providing the platform for us to reach more students further afield and to improve our remote support for the many businesses who rely on us for the supply and maintenance of their IT networks."

To find out more about the courses contact Di Garbera at Golding Computer Services on **03303 331 508**, email [di@gcs-limited.com](mailto:di@gcs-limited.com) or visit:

[www.gcs-limited.com/sage.html](http://www.gcs-limited.com/sage.html)

L-R Dr Tony Flinn and Tony Ogden



## HCF Announces New CEO

Dr Tony Flinn has been appointed as new chief executive officer of HCF following its merger with subsidiary company CATCH.

Dr Flinn has a PhD in chemistry and his 30 year career has spanned roles from research and development through to technical management and sales and marketing. He brings with him a wealth of business experience that includes founding his own company in 2000, which was sold in a multi-million pound deal in 2011, winning a host of awards and accolades along the way.

Tony Ogden, HCF chairman, said: "We knew that finding someone with the range of skills needed to continue HCF's growth was a big ask but we are positive that we have found those skills in Dr Flinn."

"We are delighted that he has agreed to join the HCF team and are confident that he will lead the organisation to even bigger and better things in the future."

Dr Flinn said: "There are unprecedented opportunities for both HCF and the Humber region over the next few years. I am looking forward to making the most of these opportunities and building on HCF's enviable reputation when it comes to tackling industry skills, competency and best practice through collaborative working."

The continued success of HCF has also led to the promotion of Neil Mann to site operations manager, and the hiring of a new course coordinator Kelly Smith, who joined HCF from the Grimsby Institute in September.

# Pat Testing Meets Asset Management

A HULL telecommunications provider is continuing to thrive after launching its latest system.

Flex Communications has secured a lucrative contract with Willerby Holiday homes to implement its risk and asset management system.

The new technology developed with their Hull based partners works by using specialised QR codes, a type of matrix barcode, to link to each individual asset. After scanning the code, information about each asset is then automatically stored on a secure platform which allows clients to keep a track of all their items.

Darren Sunley, sales director of Flex Communications, said: "We have found this especially good for safety measures. In the first two months of providing the product we have taken on contracts worth more than £15,000 using this method within a PAT testing environment.

It's a very specialised product using a digital edge to a job that would normally be very time consuming and takes up lots of time and paperwork, so the solution is not only time saving, cost effective and can be adapted for individual businesses, but it's also helping the environment by cutting down on paper work as everything is stored digitally with a date and time stamp.

The system allows businesses to keep a track of any item and have its location readily available through a secure portal, giving a true up to date asset management system. It's ideal in a number of areas as not only does it cover safety such as the PAT testing, but it also provides other valuable information which can be tailor made to suit the client.

Willerby Holiday Homes are about to roll this platform out to their own items including ladders for safety checks, fire doors and roller shutters. It means that as a manager you can log onto a portal and not only see where things are but also a picture of the item and a record of any amendments which have ever been made to it.

Flex Communications intend to bring this product to their existing base of clients to complement the communication services they offer to clients which include business telephone systems, CCTV and broadband – they also offer excellent savings on line rentals and calls through Nexus Hull.

Mr Sunley said: "We have completed our first full year trading and we have developed our products and how we operate to accommodate our clients. We have maintained our ethos of 'Honest and



Reliable' services and in doing this other avenues have been opened working with our larger clients. We are all very excited about the Asset Management system.

Information about the services can be found at the following web sites or call  
**01482 247150.**  
[www.flexcommunications.co.uk](http://www.flexcommunications.co.uk)  
[www.asset-management.org.uk](http://www.asset-management.org.uk)





## Lincolnshire Law Firm Strengthens Position In Legal 500 2013

Lincolnshire's largest law firm Wilkin Chapman LLP has continued to build on previous years' successes in the 2013 edition of Legal 500, a leading legal directory which provides information on the legal services sector.

The solicitors' firm has received a general recommendation in the East Midlands regional listing, where it has been recognised as a 'wide ranging practice.' The firm has also increased its profile for its family, debt recovery and commercial property teams, which are now recognised as being 'top tier' practice areas.

The firm's recent addition of a construction department has also been singled out as a notable development and the firm has also been ranked in 13 specific practice areas with a new recommendation for construction

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# Fund Helps Lucy With Her Studies in South America

Student Lucy Bell is heading to South America to study Portuguese – and the Chamber's Sir Henry Samman fund is helping her on her way.

Lucy (18), from Cottingham, has just completed her A Levels and is taking a gap year to study Portuguese to help her win a place at Sheffield University in September 2014, where she plans to take a degree in Hispanic Studies, part of which involves learning the language.

The travelling bug bit Lucy at a young age, and she has already spent time in Portugal and Argentina as a 15-year-old, an experience she says she loved and which whet her appetite for more foreign adventures.

When she flies south in January, Lucy will be staying in Sao Paulo for three months and will join a course at an accredited language school. She will be staying with a local family throughout her course and plans to spend her first week acclimatising before starting her studies. When she's completed the course, Lucy will move further south to another part of Brazil to stay with family friends and practice her new-found language skills.

Lucy said: "I love the culture of Portugal, but I like the way the Brazilians speak Portuguese, it's different from the way it is spoken in Portugal and sounds a bit softer and nicer, so I thought that would be the best place to study the language.

"My time in Argentina encouraged my interest in South American culture.

Lucy is working to raise money towards her trip and is currently living in Highgate, London and working as an au pair with a British family, looking after their three children.

"I'm really enjoying it, but with three young children to look after it's very busy and hard work," she said.

Lucy said her dad is really excited for her, but her mum is a bit more apprehensive about her travelling so far from home.

The Sir Henry Samman Endowment Fund was set up in 1917 by the famous former Chamber president to encourage the study of business methods and languages.



Lucy receives her cheque towards her studies in Brazil from the Chamber's External Affairs Manager, David Hooper, at the Hull offices. A portrait of Sir Henry Samman, the Chamber's 1921 president, is seen in the background.

It provides bursaries to assist young people who plan to spend a period abroad linked to the study of either business methods (business studies) and/or foreign languages.

Applicants are normally at least 18 years of age and have to be able to show some academic proficiency in either business methods (studies) or a foreign language.

Trustees usually make their award based on the suitability of candidates following receipt of a written application and occasionally, following an interview.

Awards are usually made for a period of between three to 12 months, although longer periods may be funded at the discretion of the Trustees who make the awards on an annual basis, usually at a meeting held during the summer. The size of a bursary varies, but for standard awards is usually calculated at circa £100 per month of study abroad.

Successful applicants are required to write a report to the Trustees half way through their period abroad highlighting how they have benefited in the 'study of business methods and/or languages', while they have been away.

# Leading Financial Recruiter Appoints Director

Leading specialist recruiter Smailes Goldie Financial Recruitment (SGFR) has appointed new director Shaun Brown to head up its operations and drive the business forward.

The firm, which was formed as a partnership between chartered accountants Smailes Goldie and East Yorkshire recruitment company Emmerson Kitney, specialises in providing financial recruitment services to SMEs, corporates and blue chip companies across the Yorkshire region.

Hull-born Mr Brown brings more than 16 years experience to his role at SGFR working for one of the world's largest financial recruitment firms, placing candidates in positions ranging from accounting operations to executive level roles.

His appointment sees his return to East Yorkshire to help local firms find the talent they require to grow.

Mr Brown said: "I have had a fantastic career so far helping UK and global businesses find the right people for their organisations and that has been very rewarding.

"In recent years I've developed a desire to come back to East Yorkshire and help companies here. Even though I have lived in the area I have never worked in Hull and I wanted to change that, I wanted to make a difference to local businesses to help them get equal access to the talent that is available, to help them grow and develop."

SGFR was created to help Smailes Goldie offer a 'one-stop-shop' for its clients, providing everything from accounting and auditing services to recruiting financial personnel.

Based at Princess Street, Hull, it has access to a wide network of accounting and financial professionals which it places within Smailes Goldie's clients and other businesses when the need arises.



**Shaun Brown,**  
newly appointed  
director at SGFR

Mark Sharpley, director of SGFR and partner at Smailes Goldie, said: "We are looking to really push the SGFR brand so that people know there is a specialist financial recruiter in the area that has the ability to identify and source the best talent in the market place.

"Having Shaun on board will help us achieve this because he is well known in the industry and has a fantastic CV, plus a huge amount of great contacts."

## SMS Towage Is New Force On Waterfront

SMS Towage has opened a new operation at Belfast Harbour in response to demand from port users.

The Hull-based company, which started in 2002, has launched the new service with an investment in excess of £5m. It follows an expansion into the South Wales Ports last year.

The Belfast Harbour service is to commence this October with two modern and highly-maneuvrable tug boats capable of handling a full range of vessels. They will be manned 24 hours a day and provide a 'just in time' service for the convenience of customers.

SMS Towage's managing director Patrick Lyon said that the company had been set up to meet a clear demand for its services.

"We see Belfast as a strategic location. It is a vibrant port that will be home to a purpose built cruise terminal, a new offshore wind terminal and had a record year in 2012. We believe there is great potential for growth in the new business that will result in local employment."

Mr Lyon said that the company had grown quickly over the last 10 years to become the UK's largest independent harbour towage company.

"This was achieved through offering a highly flexible, competitive service and continual investment in our modern fleet.



"It is a real milestone being involved in a Belfast-owned company. We envisage that we will make a great success of it by applying our experience of this specialist area of business to offer Belfast Harbour users a superior, economical service and advanced fleet of omnidirectional tugs."

The 40tp ASD Irishman and 50tp ASD Masterman will be mobilised to Belfast during September.



The independent Northern Irish company will trade under the brand of SMS Towage.



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# Tourism Awards Are Launched

Entries for the region's premier tourism awards, the Remarkable East Yorkshire Tourism Awards (REYTsAs), organised by Visit Hull & East Yorkshire (VHEY) are officially open.

A range of businesses, from restaurants to pubs to tourism operators and attractions, are being urged to enter in this annual celebration of excellence. 2013 winners included Chamber Members Beverley Tickton Grange, who were named Restaurant of the Year, and the Hallmark Hotel, North Ferriby, for best hotel.

A glittering awards ceremony is planned for March at the Spa, Bridlington, and winners will have the opportunity to grab national glory as well by going through to the finals of Visit England's own tourism 'Oscars'.

Bigger and better than ever, the 2014 REYTsAs have 13 categories, reflecting the importance of tourism to the local economy, estimated to be worth in excess of £615 million annually.

VHEY tourism manager Andy Gray said: "The REYTsAs are an opportunity for our local tourism businesses to celebrate quality. The tourism industry is extremely competitive and delivering a high quality experience and service to the visitor will increase visitor spend and encourage repeat visits, which is our key objective at Visit Hull & East Yorkshire.

"One of our aims in 2014 is to increase still further the record number of businesses participating. Plenty of help will be available with the application process if required.

Entry is free and application forms can be picked up from any Tourist Information Centre in the area or completed online at [www.visithullandeastyorkshire.com/reyta](http://www.visithullandeastyorkshire.com/reyta). The deadline for entries is January 20, 2014. Entries will be shortlisted and invited to the final on March 13, 2014, where the winners - selected by a panel of independent experts - will be announced.

An additional award - Remarkable East Yorkshire Passion - will be selected by the Visit Hull and East Yorkshire Board to honour the person who, in their view, has made the greatest contribution to tourism in our region in the previous year.

The categories for the 2014 REYTA awards are as follows:

**Remarkable Hotel Accommodation** - open to hotels large and small that provide the best overnight stay and the highest standards of accommodation.

**Remarkable Bed and Breakfast** - open to all types of accommodation, including B&Bs, farmhouses, inns and restaurants.

**Remarkable Self-Catering Provider** - open to all types of accommodation, including serviced apartments, caravans, lodges etc., that have quality assurance from the AA, Visit Britain or an equivalent industry scheme.

**Remarkable Fayre** - open to all sectors of the tourism industry including restaurants, cafés, tea rooms, accommodation providers, visitor attractions, pubs, delis, farm shops and food/drink producers in Hull & East Yorkshire that provide a visitor or dining experience linked to local food (including demonstrations and tasting).

**Remarkable Cuppa** - for the café or tea room that serves the best tea or coffee and refreshments in Hull and East Yorkshire.

**Remarkable Restaurant of the Year** - for the restaurant, café, hotel, accommodation provider, pub or independent deli that serves the best food in Hull and East Yorkshire.

**Remarkable Pub** - for the best pub serving the highest quality beverages in the finest surroundings.

**Remarkable Business Tourism Award** - open to any organisation in the business tourism sector including exhibition centres, convention hotels, country house properties, conference, banqueting and training venues.

**Remarkable Visitor Attraction** - what is the best tourism attraction in Hull and East Yorkshire that put a smile on visitors' faces and created special memories?

**Remarkable Tourism Experience/Event** - for the best event, experience or festival in Hull and East Yorkshire.

**Remarkable Caravan Holiday Park/Holiday Village of the Year** - recognises the destinations that have boosted business by making the most of their distinctive appeal.

**Remarkable Sustainable Award** - open to any tourism business that can illustrate their excellence and commitment to sustainable best practice.

Recognising the prestige and importance of the REYTsAs, Councillor Jane Evison, cabinet portfolio holder for economic development, tourism and rural issues at East Riding of Yorkshire Council, said: "East Yorkshire has a lot to offer visitors, from picturesque countryside to top class beaches and market towns to stately homes.

"Tourism plays a vital role in our local economy; supporting thousands of jobs and attracting visitor spend to the East Riding.

"The Remarkable East Yorkshire Tourism Awards (REYTsAs) acknowledge the outstanding efforts of those involved in the area's tourism offer and the council would encourage those in the industry, whether you are a hotel, B&B, restaurant or tourist attraction to apply."

Meanwhile, Councillor Steven Bayes, Hull City Council's Portfolio Holder for Economic Regeneration, said: "I would like to encourage businesses and attractions to enter the fourth REYTsAs to make sure we show off the city and region's tourism offer. The awards help show what is remarkable about the area in 13 categories, and with the added chance this year for winners to get national recognition in the Visit England awards, there is even more reason to fill in a form and make a nomination."

## James Legal Nets a Basket For The Panthers

Hull law firm James Legal is proud to be this season's main sponsor for the city's basketball champions, the Kingston Panthers.

The deal came about when James Legal solicitor, Pete Konieczko-Hansom, started training with the Panthers, who, if you didn't already know, finished last season on the ultimate high, by winning all four competitions and remaining undefeated in the Humber Premier League.

Pete says he knew it was the perfect partnership because the Panthers' vision and work ethic mirrors that of the team at James Legal.

Pete said: "I was inspired by the work ethic of the team as well as the infectious enthusiasm of the coaching staff. I was particularly impressed by their vision of creating a team that could challenge for national honours on a yearly basis."

Nick Miller, the man behind James Legal, said: "We consider it important to support local sporting organisations and to give something back to the community. The Kingston Panthers are a positive role model to people of all ages by encouraging children to play sport from an early age, with their recent merger with the East Hull Harriers, all the way up to the National League and beyond."

Karl Buitendam, Director of Basketball at the club, thanked James Legal for showing faith in them.



# Your Wellbeing is Our Business ...

Caprica Healthcare was created in 2008 by Kath Grimshaw, formerly an Aviva Health Senior Regional Sales Manager and an IFA. Her business partner is Peter Shaw formerly an Aviva Healthcare Senior Consultant. Kath remains the Managing Partner.

Based on 20 years industry experience and with the knowledge that the client has to be at centre of everything we do, we wanted to provide a first class service proposition that centred fully on the client. Consequently we are concerned to support the client in the use of their cover arrangements, assisting our clients with administration and claims enquiries as well as at renewal.

Year on year we have grown the business and after 5 years have doubled the Annual Premium Income. We have 15 sales consultants nationwide, including Northern Ireland. The Head Office is Blackburn with satellite offices in the Midlands and in Belfast.

We are focussed on delivering cost effective and affordable Private Medical Insurance together with a range of additional related products and services, especially in the field of Occupational Health.

As a fully independent and whole of market intermediary, we are well placed to offer and recommend products and services solely based on client need and without pressure from insurers.

Caprica has recently been joined by David Connell to provide representation in the Yorkshire and Lincolnshire region. Based in Northern Lincolnshire, David was a Senior Lecturer involved in social work and nurse training before joining Norwich Union Healthcare in 1997, becoming a Senior Advisor with them and Aviva. He now brings the benefit of 17 years health insurance industry experience to enhance the Caprica team and is looking forward to introducing customers in the area to the Caprica "brand" of client-centred care.

Typically private health insurance in the UK has been reactive: insurance plans pay the bills for treatment that has been required as the result of an illness or injury. However, the nature of ill-health has changed. Historically the diseases and conditions that affected us no longer represent the same problems they did. Instead, a new range of life-style induced conditions have developed which require a modified approach and insurers are starting to change their policies to reflect that. They are becoming much more orientated towards prevention generally and a pro-active attitude towards health management particularly. Businesses understand the value of a healthy workforce and are taking steps to encourage staff to become more involved in managing their health, rather than relying on their health insurance to see them through.

Step forward Pru Health. More than any other insurer, Pru Health has adopted this approach in its Vitality and Vitality Plus programmes. These seek to reward customers for looking after their health by offering lower premiums where customers have a health check; stop smoking; follow an exercise programme and so on. The rewards also include "treats" such as free cinema tickets, shopping discounts and reduced costs for "away days" at a Spa and many others.

Other insurers are taking note and are starting to offer incentives. Aviva, for example, has a Healthier Solutions policy with a "My Health Counts" aspect which is linked to discounted premiums.

Caprica Healthcare is a fully independent health insurance intermediary which can guide you through the range of plans to assist you in finding one that is the "best fit" for you or your business. Caprica also has its own "Rewards" programme which offers a similar approach via its cash plans.

For a no-fee and no-obligation consultation on your health insurance, contact David Connell your local Caprica Healthcare consultant on **07788 697541** or at [davidconnell@capricahealthcare.com](mailto:davidconnell@capricahealthcare.com)

**CAPRICA Healthcare**  
...your wellbeing is our business



## Freelance Software Developer Looking For Local Projects

I am a freelance software developer with over 12 years commercial software development experience.

I moved back to the area in April having spent 11 years working as a Senior Developer and Project Manager for a software development company in Warrington. During this time I ran software projects for multinational clients across a range of different industries, including Oil and Gas, Nuclear, Life Sciences and Fast Moving Consumer Goods.

Even while living in Warrington I spent most weekends in Hull, and eventually decided to move back full time to be closer to family, friends and football – I am a season pass holder at Hull City! I had also always been interested in the idea of freelance work, and so decided at the same time to set myself up as a freelance software development company.

I have experience of desktop, mobile and web applications and the entire project lifecycle from requirements and feasibility to specification, design, development, testing and support. I have a wide range of technical skills, as well as team leading and project management experience, and I am a certified ScrumMaster. I am passionate about all aspects of software development, especially software quality and agile development methods.

I am looking forward to getting involved in more projects in the local area, so if there is a project you would like to discuss please get in touch!

There are more details on my website at [www.stevebowman.net](http://www.stevebowman.net) or please drop me an email at [steve@stevebowman.net](mailto:steve@stevebowman.net)

L-R Mark Wyatt, George Ayliffe and David Best



## Investment Experts Join Finance Yorkshire

Finance Yorkshire has welcomed three investment professionals to its ranks, further boosting the wealth of expertise available to businesses looking for funding.

David Best and Mark Wyatt will be working with the Seedcorn Finance team, which invests in early stage innovative or technology-based ventures which have the potential to become 'beacon companies' for the region.

A qualified chartered accountant, David Best is experienced in both executive and non-executive positions and played a pivotal role in growing a small venture capital-backed business to FTSE 500 status.

Mark Wyatt has particular expertise in the bioscience, healthcare and clean technology sectors, working with founding academics and incoming management teams to build valuable investment propositions.

The third new face, George Ayliffe, joins the Equity Linked Finance team, which provides investment to selected businesses, management teams and entrepreneurs, from £100,000 up to £2m per company.

A qualified executive director, George has diverse strategic level experience growing businesses across sectors including technology, distribution and manufacturing.

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.

The project is supported financially by the European Union. It has attracted £30million investment from the European Regional Development Fund (ERDF) as part of Europe's support for the region's economic development through the Yorkshire and Humber ERDF Programme, £15million from UK Government and £45million match funding from the European Investment Bank.



For more information about Finance Yorkshire, please visit [www.finance-yorkshire.com](http://www.finance-yorkshire.com) or call 0845 649 0000.

# The Chartered Institute of Logistics and Transport Announces New Global Identity

The Institute's new message 'Stronger Together' along with the new purple and gold global logo was launched in Dublin on 16th September. The UK launch will be at our annual awards event on 24th October.

The Chartered Institute of Logistics and Transport, which has offices in 31 countries and a presence in over 100 worldwide provides an extensive education, training and professional networking platform for professionals across the world. The Institute's new single brand and message, 'Stronger Together', introduces a global identity of trusted professionalism which will be visible wherever its members are in the world.

The new CILT purple and gold global logo is set to become a familiar sight everywhere in the world and the new brand will provide all members with the following benefits:

- Global recognition through a single brand image.
- Globally accepted professional standards.
- A first choice home for all supply chain, logistics and transport professionals wherever they are.

Commenting on the announcement, CILT President Dr Dorothy Chan FCILT, of Hong Kong University, said:

"The launch of the new common brand across all nations shows to our members that we believe we are stronger together as one professional family and that we can draw on one another to add

greater value to the organisations we represent. I am particularly excited that this new brand will enable us to deliver on our key growth strategies internationally and allow all of our members and wider stakeholders to take part in our strong future together.

"The Institute has for many years championed professionalism in each discipline that we represent and our chartered members and fellows have recognised that a stronger unified image will allow us to communicate our core values more easily across the globe. We are particularly proud that our values of integrity and professionalism have been recognised by governments, educationalists and industry alike"

Keith Newton, the Institute's international Secretary General, welcomes the new identity and commented: "Having spent my whole career working closely with the Institute I am certain that our new common identity, with its confident message 'Stronger Together', will unify and energise our activities and enable us to be the first choice professional body for everybody associated with the supply chain, logistics and transport across the world."

Click to watch Dr Dorothy Chan's video  
[www.youtube.com/watch?v=bre9uU4eK98#](http://www.youtube.com/watch?v=bre9uU4eK98#)



## Roger King

It was with great sadness that the Chamber learnt of Roger King's passing on 19 November 2013.



Roger was President of the Chamber in 1998 following many years involvement both in the Chamber itself and in the Hull Junior Chamber before that. Along with his friends Gerald Proctor, Chris Brown and Andrew Milner he moved seamlessly through the junior organisation and into the senior Chamber. At various turns each of the four became President.

As a senior partner at Kidsons Impey and then Baker Tilly Accountants, Roger was a high profile and well respected figure in the local business community who enjoyed an interesting year as Chamber President. This included preparatory work on taking the Chamber pan-Humber in 1999, involving a lively debate around the name change at the time from Hull & East Riding to Hull & Humber Chamber.

His Annual Dinner speaker in 1998 was Sir Edward Heath, the former Prime Minister, who gave a barnstorming speech at the Guildhall which will remain long in the memory for all those who attended. In more recent years Roger continued in his retirement to serve on the Board of the Chamber's Acorn Fund, giving good advice on how to help small firms grow, an interest he held following his similar involvement in Hull's Enterprise Agency, then known as HABAC and now known as Chamber Enterprise. Roger will be sadly missed.

## Driving Businesses to the internet

Since 1995, Laser Red have been designing and developing high-quality websites for businesses across Lincolnshire and further afield.

Although we have made many changes to the business in the last 18 years, our combination of creativity with technical ability and excellent customer service has enabled us to provide continued web based solutions to many happy customers.

We work from a single studio office in Laceby near Grimsby, Lincolnshire, where our industry savvy team collaborate to take on projects for customers around the world. One of our latest

websites, which was for a company specialising in digital signs that have appeared in Times Square, New York, was nominated for four design awards within two weeks of being launched. And we put just as much care and creativity into websites for our local customers, which range from Cathedrals to recruitment agencies and one of the county's leading news websites.

As well as web services, we have developed our skills to provide engaging and visually exciting videos through our motion graphics and 3D animation services. Encompassing moving type, film, video and animation, we create high quality video, edited and mixed with animated elements and special effects that bring visions to life. At the moment, we are working closely with the Caistor Heritage Trust to construct a 3D model of an ancient Roman wall that once existed in the town, using current knowledge and a report written in

1960. In October, the project was featured on the Museum Development East Midlands website; our websites and projects are being featured in global magazines as well as popular online blogs – we must be doing something right.

Keeping ahead of the latest technologies and digital marketing trends is what we do best, and this is why we have expanded our services even further to include social media management, email marketing, copywriting and SEO. And what's more, 100% of our customers say they would recommend us to another customer.

For more information about Laser Red and how we can help you, please contact us on

**01472 878 496**,  
email [office@laserred.co](mailto:office@laserred.co)  
or visit [www.laserred.co](http://www.laserred.co).



## There's a Demon in the Chamber!

Vibrant and innovative Marketing Agency 'We Are Demon' have joined the Hull and Humber Chamber of Commerce as their business grows.

Gareth Rooney, Ben Wright and Carlton Whitfield are the driving force in the city's newest marketing team, all of whom have lived in Hull for over 15 years and seen the city grow.

"I have always heralded the city from the moment I moved here, and believe the city has a unique soul, one that is often underestimated, until you dig a little deeper. We love the city, and know how its heart beats and have a marketing company that reflects the needs of the city" stated Carlton. Their product offering is as diverse as the team, and they are affordable to reflect today's climate.

If you are looking for a new website, or wanting to join Hull's growing group of entrepreneurs and set up your own ecommerce business, We Are Demon have just the platform to help you grow.

Signage, banners and even vehicle livery are sought after, allowing one company to design and organise all your requirements under one roof ensuring consistency – almost all of their business is through recommendations and repeat custom (so they must be doing something right!)

Social media is one of their fortes. It's all about talking to your customers, not at them. If you would like help or even allow We Are Demon to be 'your voice' on social media, pick up the phone and chat to them or pop round for a coffee in person!

With all sorts of other skills under their belts such as event prop hire, photography, SEO and animated corporate videos it's a wonder how Hull ever coped without them!

**www.wearedemon.co.uk**  
**www.demonwebsitedesignhull.co.uk**  
 Hull **01482 216402** | National **08725 333 666** | Mobile **07543 638353**

We Are Demon, York House, 41 Baker Street  
 Hull, East Yorkshire HU2 8HP  
**www.facebook.com/websitedesignhulldemon**



## The Importance of Training Staff

TurnerWarran Accountants and Business Advisers recently celebrated staff members passing exams.

Sophie Dent has passed her F7 Financial Reporting and F8 Audit and Assurance exams. She now has three more sets of exams which are due in December 2013, June and December 2014 before she is a Chartered Certified Accountant (ACCA); Alice Bradley is now fully qualified at AAT level and has commenced training towards the ACCA qualification and Afsana Begum has passed her level three AAT and has started level four which is the last level in the AAT qualification.

TurnerWarran isn't alone in investing heavily in training its staff, but the question often asked is why is training your staff important? A business is not just a group of people coming together to work on a daily basis, it is a team that works together in order to achieve a goal and ultimately generate profits for the business. Without this a business is surely heading for failure.

There are many benefits that can be obtained by investing in proper staff training, primarily that of efficiency. A well-trained staff member will help reduce the risks of potential mishaps within the business, ensuring that the employee gives his best at all times and to any task.

When training staff members you are investing in the overall morale of the employee, it reinforces the feeling that the business is interested in members of its own staff and that they belong within the business/company. This will generate a sense of loyalty for the employee, which in turn means that staff will give their absolute best for the company. This loyalty will also inspire the employee to climb the corporate ladder within the company.

Taking the time to invest in proper training for your staff can only benefit your business as a whole. After all, a success business relies on continual growth for survival.

In the end a company can only benefit from adequately training its staff. At the time it may be an enormous expense, but realistically it should be seen as a considerable investment in the overall quality of the performance of the business.



## Ultimate Packaging Awarded FMCG Packaging Printer of the Year

Ultimate Packaging and their digital partner Shere Print have won Print Week's 2013 FMCG Packaging Printer of the Year, for their entry titled 'Print Using Various Techniques.'

The entry explored the use of digital print, flexo print and the importance of colour management to create faultless print on flexible films for some of the largest UK brands and retailers.

"This level of print definition is the result of perfection throughout the supply chain, from substrate and ink selection to seasoned pros in repro," said the judges of Ultimate's entries, which included Gardman's Wild Bird Seed and Patak's Paste range, which was printed digitally to support a market sampling campaign.

Chris Tonge, Ultimate Packaging Sales and Marketing Director, said: "Winning this award



Chris Tonge is presented with his Award by Dara O'Brian at the national Print Week Awards in London

demonstrates how far the business has evolved in the past year, using digital print to create flexible packaging is a true innovation and sees the business moving leaps ahead of many global packaging producers."



# Chamber Strengthens Ties With Thailand And Singapore

The Hull & Humber Chamber of Commerce's Director of International Trade, Pauline Wade, has signed agreements to strengthen ties with Chambers of Commerce in Thailand and Singapore.

The new Memorandums of Understanding (MOU) between the Hull & Humber, British-Singapore and British-Thailand Chambers is intended to strengthen the links that already exist between the organisations and their Members and improve trade between the countries.

The MOUs were signed during the British Chamber of Commerce's International Trade Conference at the Central Hall in Westminster, London.

The Hull & Humber Chamber's Chief Executive, Dr Ian Kelly, at the international conference, welcomed Government Minister Ken Clarke's commitment to the joint export drive between the private bodies with public sector support.



Dr Ian Kelly (centre) with Ken Clarke to his left, and the Thailand Chamber's CEO Greg Watkins to his right, with other directors of the Thai Chamber at the British Chambers of Commerce International Trade Conference at the Central Hall in Westminster, London.

The Hull & Humber Chamber, with offices in Hull and Grimsby, is leading the way in bi-lateral Chambers co-operation with a series of Memorandums of Understanding and its pioneering work in the past establishing the British Caribbean Chamber of Commerce in Trinidad in 2001 with then Trade Minister Alan Johnson MP.

Mrs Wade said: "I am very pleased to have signed these Memorandums of Understanding with the Singapore and Thailand Chambers. The Humber Estuary is ideally suited to increasing trade and inward investment with Singapore and Asia and we look forward to encouraging new relationships between our Chamber Members."

## AA Global Steps Up Investment In Hull

A sponsor of the Chamber's International Trade Department is looking forward to growth in its public and private sector work as it continues to expand in 2014.

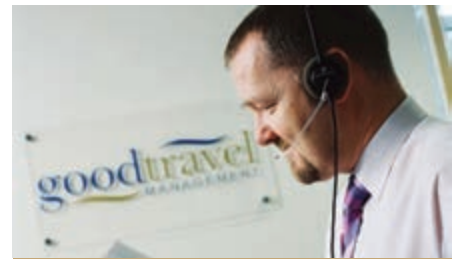
AA Global Language Services Ltd began 2013 with two staff at its Hull office, finished the year with four and is now in the process of recruiting two more.

Chief Executive Kirk Akdemir said the progress is the result of some significant contract wins coupled with increased investment in people and technology.



Kirk Akdemir (right) with Dr Dan Roper of NHS Hull CCG.

Kirk said: "Through our work with the Chamber we are seeing an increase in optimism and in international activity. Our role is to support businesses by providing the expertise which helps them operate internationally so they can concentrate on their own products and services."



## International Market Visits for 2014

Hull & Humber Chamber of Commerce and Good Travel Management – working in partnership.

Each year Chamber partner, Good Travel Management, work closely with the International Trade Department to deliver a number of market visits and trade missions to a range of business destinations around the world. The 2014 calendar of activity is now taking shape with the first visits now being finalised.

- 28th January 2014 UKTI funded Food and Drink Mission to the Caribbean
- 9th March 2014 UKTI funded Multi Sector Mission to Singapore and Kuala Lumpur
- 14th November 2014 International Food Technology Exhibition – Mumbai, India.

We are also planning a return to Libya and a mission to Ethiopia at the appropriate time during 2014. For more details on the missions above or to go on the mailing list for future missions and events please contact Alison Burnett at Hull & Humber Chamber of Commerce on (01482) 324976 or email [a.burnett@hull-humber-chamber.co.uk](mailto:a.burnett@hull-humber-chamber.co.uk)

Good Travel Management are a corporate travel specialist with locations across the North of England and Midlands, with their head office based in Hull, and are a division of the 180 year old family business, John Good & Sons Ltd. Managing Director, Kevin Harrison, meets regular with the International Trade Dept to discuss the planning and logistics of the missions and ensure that the detail behind a successful mission is all in place. Similarly, the same services are offered to individual businesses for their own corporate travel requirements, whether it be a visit to China, a rail ticket and Hotel to London or a group visit to a European city. Our clients save money through our flexibility, negotiated air fares and rates, 24 hour emergency service and through the expertise of our team and account management support. For more information, please contact Head of Sales, Andrew Sison on [asison@good-travel.co.uk](mailto:asison@good-travel.co.uk) or Tel (01482) 307145

# 'Top Class Training on Your Doorstep'



## Other courses we run are:

Introduction to Effective Purchasing	(3 Day)
Improving Purchasing Performance	(3 Day)
Introduction to Negotiation Skills	(2 Day)
Advanced Negotiation	(3 Day)
Legal Aspects of Purchasing	(2 Day)
Advanced Legal Workshop	(2 Day)
Financial Skills for Purchasing	(2 Day)
Effective Expediting	(2 Day)
Buying from Abroad	(2 Day)
Purchasing Capital Equipment	(2 Day)
Health & Safety Essentials for Purchasing & Stores	(2 Day)
Effective Stock Control	(2 Day)
Effective Storekeeping	(2 Day)
Stores Management	(2 Day)

HSBC, Panasonic, Toyota, The Royal Mint, Heinz, Eurostar and Rolls Royce are just some of the hundreds of businesses who send their staff for training to York based Purchasing Management Services (PMS for short). PMS is a small business yet they are internationally renowned for the professional development of purchasing, stores/warehouse and stock control personnel.

As you can see above, PMS's client list features some of the largest and high profile businesses in the UK but they also cater for small and medium sized enterprises.

Early next year, PMS are presenting a new one-day course called **'Fundamentals of Purchasing'**. This course has been specifically developed for small and medium enterprises to maximise the opportunities that are available in their supply chain to reduce costs, increase profit margins and ensure suppliers fulfil their obligations and responsibilities.

The 'Fundamentals of Purchasing' course will show the contribution to business profits that good buying can make and will equip people to obtain better deals from their suppliers and very importantly, show how a business can protect its interests with a firm, legally binding contract.

The course is presented by PMS's Managing Director Gareth Roden. Gareth's view is that many businesses are missing these opportunities by not buying professionally. He says 'there is tremendous potential in most businesses to gain much more from their supply base and we can train people to take advantage of such opportunities'.

Unlike other training providers, PMS does not sub-contract any training. All training courses

are presented either by David Brown or Gareth Roden. Both are educated to degree level, professionally qualified and vitally, have a wealth of real world experience in purchasing and materials management. David is the chairman and principle tutor and worked for Dunlop, BP, Ford (South Africa) and Portakabin before setting PMS up in York city centre in 1983.

Gareth held senior purchasing positions with Lucas Automotive, British Coal and Qualter Hall before joining PMS in May 2000. He says 'even though I worked for mainly large organisations before joining PMS, I see the positive effect good buying has on our business. Having just completed a 20 day purchasing training programme with SME's around the UK we know that we can help local businesses achieve more.'

PMS has a very practical and no nonsense approach to training which provides attendees with concepts and techniques that can be immediately applied in the workplace. Training is delivered through a variety of learning methods with a stimulating and lively style of presentation. As well as increasing knowledge, attendees will gain confidence and be motivated to go back and contribute more to their businesses.

PMS have their own purpose built Training Centre in York and take up to 25 delegates per course. The centre is equipped with the latest technology and has three spacious syndicate rooms where attendees can interact with other supply chain professionals and develop their team working skills.

Two and three day specialist training courses for purchasing and commercial personnel are also offered in critical areas such as negotiation, contract law, buying from international sources

and financial skills. Courses are also available in the physical aspects of materials management for stores, warehouse and stock control personnel.

In addition to the public courses held in the Training Centre, comprehensive training packages for presentation on customer's premises are also provided. Courses are mainly delivered in the UK but they have also worked with clients in Qatar, Moscow, the Czech Republic and Singapore. Their in-house client list is again impressive featuring many well-known businesses including Thornton's Chocolates, ARCO, BAE Systems, Siemens, McCain Foods, Best Western Hotels and RS Components.

With their down to earth, practical but professional approach, this impressive business guarantees a productive and enjoyable experience for anyone attending their courses and for Humberside businesses they are just up the road!

The Fundamentals of Purchasing course is being held in the PMS York Training Centre on Tuesday 7th January, Friday 14th February and Friday 14th March 2014.

Further details can be found at  
**www.pmsyork.co.uk**  
**Tel: 01904 636969**  
**e-mail: training@pmsyork.co.uk**

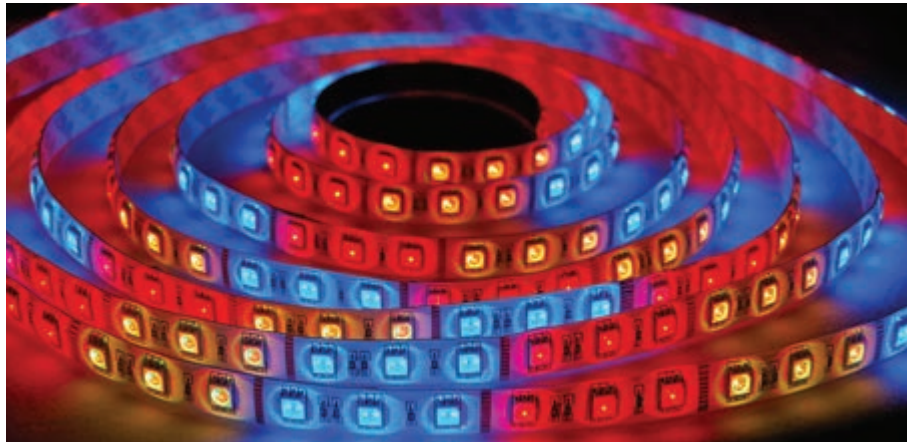
**PMS**  
 www.pmsyork.co.uk

# New Generation of Commercial LED Lights Bring Major Benefits to Businesses

The vast majority of retail, factory, warehouse and office locations use hundreds if not thousands of units of old fashioned fluorescent tube lighting, and experience many problems including short product life, high running costs, flicker causing eyestrain and headaches and then the eventual problem of disposing of dead tubes. The latest developments in commercial LED lighting launched by RODA Energy remove all these problems.

Many of the existing lighting products now have direct replacements based on LED technology. Tube replacements are available in all standard tube lengths and can often use existing fittings with minimal changes. LED lights use far less electricity than their conventional equivalents, often as much as a 75% to 80% reduction in energy usage, which of course leads to a very welcome reduction in electricity bills. Energy that isn't being used doesn't need to be generated in the first place, so that is a major benefit to the economy.

LED lights also have a lifetime of 10-15 years, depending on how they're used, compared to



fluorescents which only last for 2-3 years. The overall cost over an extended period is therefore far lower, which taken with the lower running costs makes LED lighting the alternative that every business should be considering.

**Roda Energy, 1 Jet Park, Newport, Brough, HU15 2PR 0844 358 5550**

## Are you happy to pay high electricity bills?

**No, neither are we.  
And neither are our customers.**

Which is why they've switched their commercial lighting to LED instead of the old fashioned fluorescent tubes. As a result their lighting energy bills have dropped by as much as 75%.

Their employees are happy because they can see what they're doing. The light is cleaner and brighter and so there's no flicker, eyestrain or headaches.

Their Maintenance Manager is happy because the lights only need changing after 10-15 years, not every couple of years with the old fluorescents.

Their H&S Manager is happy because untrained people don't need to clamber up stepladders to change lights. But their Finance Director isn't happy. He's ecstatic!



Come and have a look at our  
lighting calculator on

**[www.roda-energy.co.uk](http://www.roda-energy.co.uk)**

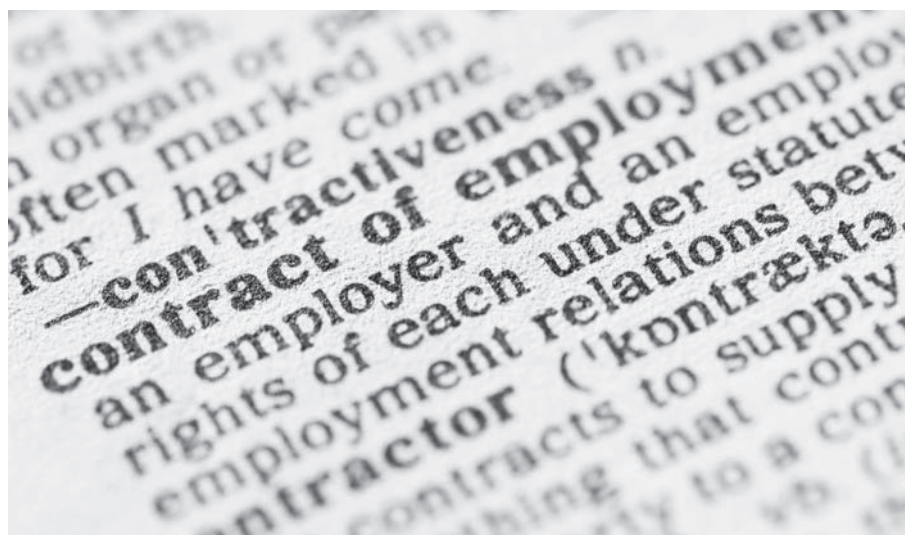
and see how happy we could make you.

**RODA Energy Ltd**  
1 Jet Park, Newport, Brough, HU15 2PR  
0844 358 5550



# Employment Tribunal Fees - is this the End of a Free Ride?

Have the recent changes to employment law surrounding employment tribunals, made an impact? Craig McKay, partner at Wilkin Chapman Grange solicitors, reflects on what these changes mean for employers and employees alike.



Until August of 2013, employment tribunals had been free of charge to all users. However, if a worker now wants to issue a claim in the Employment Tribunal they will have to pay a fee to do so.

## Types of fees now payable

There are two types of fees payable: For "Type A" claims (mostly the minor ones), the claimant will have to pay an issue fee of £160 and, unless the claim is settled beforehand, a trial hearing fee of £230. For "Type B" claims, which cover everything else - including in particular unfair dismissal, discrimination and whistle blowing - the issue fee is £250 and the hearing fee is £950.

To put this in context, in 2011/12 the average compensation award for unfair dismissal was £4,560. However, as the employer would probably be ordered to reimburse the tribunal fees to the claimant - if he or she wins - a stake of £1,200 in respect of the total type B fees payable may be worth waging despite the relatively modest return.

## Has the introduction of fees impacted on tribunal claims?

The statistics from the Tribunal so far demonstrate that there has been no significant reduction in the number of new claims lodged since the introduction of the fees. The statistics are not yet fully clear but it is generally accepted that there has been no significant downturn in claims.

This may, though, reflect the fact that a fee exemption is available on financial grounds to many claimants - particularly if they are out of work and have little in the way of personal capital. Furthermore, some trade unions are funding tribunal fees for their members.

Additionally, lawyers may be able to offer financial assistance schemes to claimants including loans and insurance products that will protect the claimant from the consequences of both paying the fees and losing a case. Therefore, it remains to be seen whether employers can gain any comfort at all from the introduction of fees. Most claimants should not find the fees an obstacle.

## A system 'creaking at the seams'

The volume and complexity of employment law has expanded substantially over the years and has been driven primarily by the EU. This in turn has led to the increasing use of lawyers on both sides. As a result, the cost of resolving claims in an employment tribunal has inevitably rocketed.

The tribunal system itself is creaking at the seams, with a backlog of claims in 2011/12 standing at over 54,000. The average time taken to get a contested claim from start to finish is 76 weeks. Unfair dismissal claims average 35 weeks but discrimination claims are averaging 126 weeks; and, on average, only 48% of claims overall succeed.

Trade unions have opposed the introduction of fees and court litigation has been started by Unite. However, those 'in the know' suggest that it is unlikely that Unite will succeed.

It might be tempting for employers to think that all of this adds up to an easier climate with a lower risk of employment tribunal claims; however nothing could be further from the truth. Employment law is more complex than ever before and is littered with pitfalls. Most would-be claimants can easily avoid the new tribunal fees. There is no room for complacency.



Contact Craig McKay on  
**01472 262626**

Website: [www.wilkinchapman.co.uk](http://www.wilkinchapman.co.uk)

**wilkin chapman  
grange**  
solicitors



Photograph from left to right: Mark Bradshaw, Chris Hubbard, Mark Popleth, David Holmes, Andrew Manderfield, Jason Robinson, Alex Thompson, Daniel Rippon, Ben Halstead and Paul Tutin. Also to appear but not in the picture: James Pinchbeck and Ben Robinson.

## Charity Calendar Goes On Sale

Partners and staff at Streets Chartered Accountants have been busy doing something out of the ordinary that you wouldn't expect of an accountancy firm and have ventured into the world of modelling.

Twelve Streets male Partners and employees shed their suits and donned a pair of Streets branded boxer shorts to have their picture taken in some unusual locations, all for charity.

The photos of the 12 men posing for the camera are appearing in a 'Calendar Girls' style calendar in aid of St Barnabas Hospice, a charity that provides comfort, care and relief for cancer patients in Lincolnshire, whilst helping them retain the best quality of life.

## A New Approach to Contract Cleaning has Arrived

### Rejus are a Contract Cleaning and Facilities Management Company.

As a long established South Yorkshire based company with contracts throughout Yorkshire we are looking to bring the Rejus ethos to the Hull and Humber region. We believe we have something special to offer our clients. Please visit [www.rejus.co.uk](http://www.rejus.co.uk) to find out why.

We believe that people are paramount, whether they are our employees, customers or partners. We work closely with all of our partners, clients and employees. We listen and are considerate to people's needs, especially the people who live in our communities. We are helpful, friendly and approachable and always seek to build a positive rapport.

The only way to deliver on our promises is to be truthful and honest in what we say and do. This is essential if we are to build trust in everyone's mind that if we say we will do something, it will get done. We give straight, open and honest answers to people's questions and keep them informed every step of the way.

We are a proactive, can-do company that is focused on the future. We have the enthusiasm, energy and knowledge to overcome problems and find solutions. We see potential in everything and treat every project as an opportunity to improve everyone's quality of life.

Caring about what you do creates drive and enthusiasm that's visible for all to see. Everything we do, no matter how big or small, should be delivered with the same commitment and passion – there's nothing more rewarding than doing a job well. This is instilled within all our employees.

We know that our work goes beyond cleaning an office or testing a boiler; it is about improving the lives of people in the areas we work, making business better, safer, happier and more profitable places to work. Rejus continually strives to show respect, integrity, commitment, honesty and a strong ethos and we commit never to compromising on these fundamental values which are at the very heart of our business. To Rejus, social responsibility is not an optional extra, it is a way of doing business and we pride ourselves in understanding and responding to the needs of our clients and the environment in which we work.

At Rejus we only use environmentally sustainable products. We challenge our suppliers to source the most environmentally safe products.

Play it Safe – a simple message to all our employees and one that sums up our commitment to safety. It is this approach that engages our whole team to improving safety in the workplace. Health and Safety to us is more than a matter of rules, it stems from how we act and how we live. We strive to look after our own health and safety, and that of others, by being proactive, not reactive. It is the active engagement of our whole team that leads to improved safety in the workplace.

For further details contact Phil Shaw on **01302 738684**. Email: [phil@rejus.co.uk](mailto:phil@rejus.co.uk)

## Hull & Humber Chamber is Proud to Have Two Regional Winners the British Chamber of Commerce Awards 2014



Amanda Austin presenting Irene Keal and Tony Barker with their award

Sylvester Keal have won the 'Commitment to People Development' Award and Ramsden International have the accolade of regional 'Exporter of the Year.'

Both companies attended the British Chamber of Commerce Awards final held at The Brewery in the City of London on 28th November.



## South Holderness Technology College

**South Holderness Technology College is the first state school in the country to open a Higher Education Centre and offer degree level qualifications.**

Now the Centre has enrolled a second year of students on to their Business Higher National Certificate course. The course is becoming a popular choice for many students due to the learning environment and the reduced course fees compared to those at University. The course not only educates the students for the business world but also provides them with valuable skills for their future careers in business. The first year of HNC students planned and held their own black tie evening at the Village Hotel, Hessle which raised a considerable amount of money in aid of the British Heart Foundation. Many local businesses took part in the black tie event and provided the students with prizes to include in the raffle.

The HNC students also undertook some research on behalf of The Leonard Chamberlain Trust. This allowed the students to conduct worthwhile research that would be used by the Trust to determine which causes they should donate to. The research was completed to a high standard and allowed the students to develop their research and reporting skills.

The Centre would like local businesses to get involved in the HNC and HND courses by providing business advice and being involved in the events management unit. We feel that the relationship between the students and

local businesses will be beneficial for both parties. If you would like to be involved in the courses please contact Deborah Fisher, [fisherd@shtc.org.uk](mailto:fisherd@shtc.org.uk).



## Want MORE from your team? We can give you MORE...

- Part time courses
- Distance learning
- Traineeships
- Apprenticeships
- Funding available
- Support and guidance



**Franklin**  
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**T. 01472 875 011 A. [alt@franklin.ac.uk](mailto:alt@franklin.ac.uk)**



# LOOKING FOR STAFF?

## HIRE AN APPRENTICE

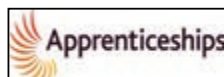
Our successful recruitment process to source high quality candidates embarking on Apprenticeships, is on-going and we can supply you with an apprentice at anytime throughout the year.

- **WE** will carry out in-depth candidate assessments
- **WE** will advertise your vacancy FREE of charge (on-line AVMS)
- **WE** will select suitable candidates to meet your criteria
- **WE** will send you electronic profiles
- **WE** will organise the interviews
- **YOU** make your choice
- **YOU** pay the National Minimum Wage for Apprentices at the new rate of **£2.68 per hour**

Alternatively if you have found your own staff and would like to enrol them onto an apprenticeship or stand alone QCF programme, just give us a call.



- **Business and Administration**
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- **Health and Social Care**
- **IT**



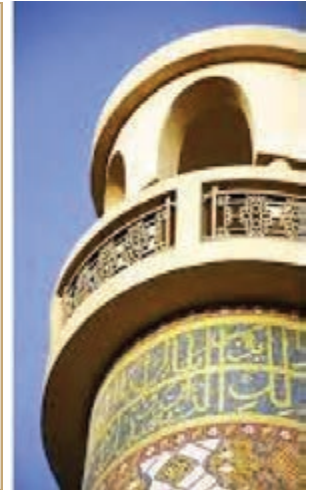
### *Eid al-Adha*

عيد الأضحى

We hope that all of our Hindu, Muslim and Sikh customers and learners enjoyed their recent cultural festivities

### *Diwali*

दीप दिवाली



The staff at Chamber Training would like to wish all of our employers and learners



A very Merry Christmas and a happy new year



For further details please contact:

Carol Gill on 01482 611896

or email

[c.gill@chambertraining.com](mailto:c.gill@chambertraining.com)



# Can we assist your company in becoming competitive?

The National Metals Technology Centre (NAMTEC) has secured European Regional Development funding to drive our Direct Company Support Scheme, and as of earlier this year, available funding increased by 50%.

During 2013, the fund has assisted Yorkshire and Humber companies in becoming more

competitive, sustainable and enabling growth. As a result, it is expected that 87 new jobs will be created, 386 jobs will be safeguarded and GVA (Gross Value Added) will be increased by approximately £12 million.

With a significant amount of funding remaining, there is great potential for companies to create a step change in terms of improving products or processes (better, smaller, faster, cheaper) or even introducing new product / process developments. We would like to encourage large or small manufacturing companies within North Yorkshire, West Yorkshire and Humberside to get involved in this innovative scheme.

The fund is aimed at supporting regional companies that will benefit from a substantial amount of support, with the majority of initial projects being funded at 70%. Projects of any

size will be considered, where the focus is on short term, high impact results, with projects typically in the £5,000 to £15,000 range. NAMTEC has assembled a broad team of individuals and organisations covering a breadth of manufacturing expertise who will work with you to bring your project to life and help you reap the benefits.

The programme runs until the end of June 2015. If you already have a technical project in mind or want to find out more about the scheme, please contact Betime Nuhiji by email: [betime.nuhiji@namtec.co.uk](mailto:betime.nuhiji@namtec.co.uk) or by telephone: 0114 222 6665

Further information and case studies of previous projects are available at: <http://www.namtec.co.uk/company-support>



Advanced Manufacturing Research Centre



## Regional Funding Opportunity

The European Regional Development Fund (ERDF) has approved the National Metals Technology Centre's 'Direct Company Support Scheme'. This fund provides companies with up to 70% funding for short term, high impact projects which lead to benefits in jobs and profits.

### Could you benefit from?

- Product and process creation or improvement
- Market analysis for market growth or diversification
- Technology change
- Optimisation of factory layout

### The type of business

You should be an advanced engineering company (excluding electronics, software and food).

### The delivery

We will help you to choose who you work with to deliver your project.

### The value

Typically projects are in the £5,000-£20,000 range.

### The process

We will give you an answer within 2 weeks and successful projects will begin within 6 weeks.

### For more information and to apply:

visit: [www.namtec.co.uk/company-support](http://www.namtec.co.uk/company-support)

email: [betime.nuhiji@namtec.co.uk](mailto:betime.nuhiji@namtec.co.uk)

telephone: 0114 222 6665





Picture by GSMG

# New Northern Lincolnshire Business Women's Group Holds First Meeting

The Northern Lincolnshire Office of the Hull & Humber Chamber of Commerce has founded a new women's networking group in North Lincolnshire.

The group, called 'Women@1' will hold bi-monthly lunchtime meetings. The group is aiming to contribute to business success through wider networking, provide a forum for business women and professionals to network with each other, meet 'new' business people on a regular basis and to champion good business practices through exchange of news, views and information.

The six core members will each bring a guest to the lunch. Its launch was held on Thursday, 17th October, with the first lunch being held at San Pietro Restaurant, in Scunthorpe.

The confirmed core members of the group are:

**Anne Tate** - Northern Lincolnshire Manager, Hull & Humber Chamber of Commerce

**Jo Spire** - Manager HSBC Scunthorpe

**Jo Moorhouse** - Practice Manager, Beetonson and Gibbon Solicitors

**Claire Phillips** - Partner, C H Jefferson, Accountants

**Julia Thompson** - MD, East Coast Pictures

**Joanne Dixon** - MD, HBP Systems Ltd.

For further information please contact Anne Tate at [a.tate@hull-humber-chamber.co.uk](mailto:a.tate@hull-humber-chamber.co.uk) or telephone (01472) 342981.



## FTP Facilities Management Appoints New Director

FTP Group has affirmed plans for growth by welcoming Lynsey Jones to the Board of Directors.

Established in 2010 by Nicole Oldaker and later joined by Kimberly Mason, FTP Electrical Limited now provides a portfolio of services.

The company has expanded in recent months to introduce a Gas Division managed by Louise Bell and FTP Facilities Management Limited managed by Lynsey Jones.

Lynsey has many years' experience as a Key Account Manager in Facilities Management. She oversees testing and maintenance works for the largest of FTP clients.

Kimberly said: "I have employed Lynsey for a number of years and I am really proud to welcome her to the Board of Directors. Lynsey has shown dedication to the company aiding growth, development and bringing on line new clients. I know she will do very well in her new position and I look forward to developing our companies with her."

Lynsey said: "My role is to play a part in the continuing development of FTP, working to forge new partnerships and ultimately securing the success and growth of the companies."

Employing a total of 23 staff, FTP offer services ranging from gas, plumbing, PAT testing, fixed wire, fire extinguishers, water testing, pest control and asbestos testing. Purchasing, supplying, promoting and employing locally are a priority for the group and they have pledged their support for the Humber Skills Pledge.



# Yorkshire Brewery is Toast of Chamber Awards

Wold Top Brewery was named Overall Business of the Year at the Chamber's Bridlington and Yorkshire Coast Business Awards held at the Spa Royal Hall.



The packed Spa Royal Hall in Bridlington which hosted a record number of guests at this year's Chamber's Bridlington and Yorkshire Coast Business Awards.



The Wold Top Brewery Team were named the Overall Winners at the Chamber's Bridlington and Yorkshire Coast Business Awards. They were presented with their award by David Dowson of Lloyd Dowson (centre). Wold Top Brewery also scooped the Green Business of the Year Award.

The East Yorkshire Brewery also won the Best Green Business honour at the superb event which attracted around 500 people, a record for the awards celebration staged at Bridlington's Spa Royal Hall.

Hosted by Viking FM's Steve Jordan, guests enjoyed a wealth of entertainment, which included the superb singer Alex Bay supported by Robin Campbell, and the Drum Waiters with their Boom Whackers, which added some interactive fun and got everyone into the rhythm of the evening.

A presentation by Bank of England Deputy Agent Will Holman and opera singing tenor Andrew Bain all helped to entertain the packed hall.

Help for Heroes were the beneficiaries for the evening, Charity ambassador Simon Brown took to the stage to explain the work the charity does to help rehabilitate injured service men and women from all of the three Services and why their work is so important.

An auction, conducted by former Chamber president Malcolm Scott, saw competitive bidding for some great lots and contributed to the £4,075 raised for the charity. The chance to attend the unveiling of the 2014 Infiniti Red Bull Racing Formula 1 car, which was donated by Infiniti Centre Hull, on Hull's Priory Park, along with a luxury Infiniti car to travel to the event, was the most fiercely fought-over lot and raised £1,500 on its own.

The Chamber's Bridlington and Yorkshire Coast Business Awards evening is organised by a team led by Geof Humphrey from Nexus Executive Services Ltd. Geof said: "The 2013 Chamber Bridlington and Yorkshire Coast Business Awards have been another tremendous success with a record attendance of almost 500 guests this year.

"I would like to thank all the businesses which entered this year for the high standard they set. It was a total celebration of local business innovation, achievement and success.

"Well done to all the finalists for their hard work and vision to showcase their businesses through the event.

"I would also like to thank all the sponsors for their generous support – without them this event would not happen.

"We're already looking forward to next year's awards!"

The Chamber's Membership and Business Manager, Bruce Massie, said: "Like everyone I've spoken to and heard from, I thought this year's Business Awards was a superb event. Everything went perfectly and the mixture of entertainment and business content was excellent.

"I would like to say a very big thank you to Geof and our local team for all the hard work in organising and administering such a great event."

Please find the event on Facebook at [www.facebook.com/cbycba](http://www.facebook.com/cbycba) and the website of course at [www.cbycba.co.uk](http://www.cbycba.co.uk)

## THE FULL LIST OF WINNERS

### Overall Winner –

Wold Top Brewery

### Business Person of the Year –

Clare Steel of Park Rose Birds of Prey & Animal Park, Bridlington

### Medium/Large Business of the Year –

Safewood UK trading as CB Solutions

### Small Business of the Year –

SG Technical Systems

### Start-Up Business of the Year –

Staal Smokehouse

### Social Enterprise of the Year –

Hull East Riding Institute for the Blind

### Green Business of the Year –

Wold Top Brewery

### Retailer of the Year –

William's Farm Kitchen, Hornsea

### Fisheries Business of the Year –

Holderness Fishing Industry

### Tourism & Hospitality Business of the Year –

All Seasons, Filey

### Training Business of the Year –

Logan Teleflex UK Ltd

### Judges Award for Business Innovation

– Whitby Fishing Industry School.

## THE SPONSORS

Allsigns, Archomai, KC Business, Yorkshire Bank, Bridlington Free Press, East Riding College, East Riding of Yorkshire Council, Yarrows Aggregates, Lloyd Dowson, Muntons, Nexus, Redman Nichols Butler, The Scarborough News, Viking FM, Beverley Guardian, Pocklington Post, Driffeld Times & Post, Ingham & Co, Holderness Coast Flag, Marine Management Organisation, European Fisherman's Fund, Charles A. Wood & Co, Bridlington Tourism Association, Lloyds Bank, Wold Top Brewery, Hull Infiniti Centre, Morgan Sindall, Yorkshire Water, NatWest, Welcome to Yorkshire, Petals Florist, Enterprise Partnership, Yorkshire Coast Enterprise Ltd, Dalby Offshore, Murray Hills Solicitors, Napoleons Casino and Restaurant, Williamsons Solicitors



## Chamber Annual Dinner Dials Up A Fabbalicious Evening Out

EXECUTIVE Chairman of the KCOM Group, Bill Halbert, paid tribute to KC's engineers for keeping the telecoms network up and running during the recent floods and storms during an evening he described as a black tie and wellies night out!

The "night out" was actually the Hull and Humber Chamber of Commerce's most prestigious event in its calendar, its Annual Dinner, which saw business leaders across the Humber attending a lavish bash at the Willerby Manor Hotel, near Hull.

Guest speaker Mr Halbert gave a revealing insight into the ups and downs of the world of telecoms and how from 2009, he oversaw the financial and strategic transformation of the business, rebuilding shareholder value and returning the company to the FTSE250 in 2012.

He told his audience that his company was proud to have been part of local life for more than 100 years, but over the last 30 years, it has been on quite a journey and its success has been down to its ability to harness the power of technology.

However, there have been other challenges. As its shareprice rose, the company expanded quickly, but as the bubble burst at the end of the dot-com boom, the business had to restructure.

The company was rebranded from Kingston Communications to KC, the firm ensured its packages compared well with the best in the industry and it is now a transformed group.

The North East Lincolnshire-born businessman quoted several statistics which demonstrated just how quickly technology has moved on, with 80% of households now being connected to broadband.

He said that by 2015, there will be 25-billion connected devices around the world and by 2020 there will be 50-billion. Companies like Walmart, which owns Asda, completes 17,000 online transactions every minute, and since 2009, humans have generated more data than they had in the last 5,000 years!

All this is in stark contrast to 1980, when there were no mobile phones, no Google and no internet as we know it today.

Mr Halbert said that with Light Stream, the next step in fibre super fast broadband direct to the home, Hull has the potential to have the fastest broadband in the UK and could run at speeds of up to 10Gb – which just about makes it futureproof.

Chamber president Dr Malcolm Joslin chose Teenage Cancer Trust as the beneficiary of the evening, and fundraiser, Abi Batchelor, explained to guests the work the charity does and talked about its new facilities at Castle Hill hospital.

Entertainment was provided by Abba tribute duo Fabbalicious and Yorkshire-born comedian Simon D. Heaven who had the audience laughing with his unique humour and perspective on life.

The evening was sponsored by BP, Leeds Bradford International Airport, Stafford Apprenticeship Academy, Youngs Seafood and Saville Audio Visual.

Photographs by Hull News and Pictures.

[www.hullnews.co.uk](http://www.hullnews.co.uk)



# Keeping it in the Family the Key to Business Success

**Nick Sangwin**  
Managing Director  
Sangwin Group

Construction has gone through tough times recently but Hull businessman Nick Sangwin senses a new confidence emerging in the sector.

Nick, Managing Director of the Sangwin Group, is the fourth generation of the family business which was founded in the 1870s in Hull.

The business, which has stayed loyal to its roots and currently resides at Dansom Lane South in east of the city, started out, and remains, a building and civil engineering contracting business. Today, it also has subsidiary companies involved in Plant Hire, tarmac surfacing, pre-cast concrete manufacture and educational furniture manufacture.

Nick said: "The construction industry has been hit very hard during the recession and a number of businesses have ceased to trade, but there is a strong core of well established local family businesses in the area from the construction industry, probably more so than any other industry sector, that have survived the longest recession this country has faced in a lifetime.

"Through prudent management and knowledge from past recessions, companies have managed to batten down the hatches and ride it out.

"Businesses that are still here are nicely placed to take advantage of the upturn and there is certainly a lot of anticipation that this is happening.

"We have seen an increase in our workload from a couple of years ago but there are still a number of projects that are being delayed or put on hold which is holding growth back.

"In terms of enquiries, the industry has seen a rise on last year and there are many positive signs of growth returning to the sector. The industry is still wounded and tender margins still remain too low.



"The main driver of growth is coming from the housing market where private housing starts are predicted to have risen 19% in 2013 and 15% in 2014.

"The public sector for education and health is expected to have fallen 11% in 2013 and 2.5% in 2014 and, overall across all sectors, to see a 2.7% increase in 2014."

Despite the confidence, there remain challenges, including supply issues and skills shortages, according to Nick.

He said: "As we move into a period of sustained growth, the industry will be faced with the usual issues of wage and price inflation and we are already experiencing some shortages of materials in the brick supply.

"This is partly fuelled by the house builders' increased confidence to build again and also by the factories cutting back on production over the past few years.

"Our business is looking at the apprentice schemes and working with local providers in ensuring the correct skills for the future. We are also aware of our responsibility as an employer for concentrating any additional resources on the issue of youth unemployment.

"This is a huge area of concern both locally and nationally. The industry also faces the challenge of rebuilding its skill sector as it has seen many jobs shed over the past five years.

"The Government has a hard task of reducing the national debt and spending but, at the same time, the infrastructure that keeps the country moving is in a poor state and we only have to see the state of the roads and potholes in winter to see the lack of investment over the past 10-15 years."

Nick says that the company's ability to take advantage of new opportunities, looking after its clients and employing good staff are key reasons for its survival.

He said: "Our business has survived because of our diversity as a group. Along with our long-standing customers' loyalty and our strong balance sheet, that has made us resilient during the recession. The business is founded on prudence and longevity.

"Businesses survive for many different reasons but it is always the people within the business that make the difference. We are very lucky to have a great team of loyal and hard working individuals.

"Our diverse set of businesses has helped us to keep redundancy levels very low by temporarily reemploying within the group for short periods of time.

"This enables us to look to 2014 with confidence and within the group we are already looking at investing in new plant and equipment across the Group.

"We have always had the largest and most modern fleet of cranes in Hull and we are looking at expansion of the educational furniture factory and our precast concrete factory. Our Civils continue to work throughout the UK."



"Our business has survived because of our diversity as a group. Along with our long-standing customers' loyalty and our strong balance sheet, that has made us resilient during the recession"



# £150 Million Boost for Construction Sector



Construction industry in the UK is set for a boost of up to £150 million over the next five years

The construction industry in the UK is set for a boost of up to £150 million over the next five years to help reduce construction times, improve quality and make buildings more efficient.

£60 million is being invested through the Technology Strategy Board to support the UK construction industry in designing and developing more energy efficient buildings. The projects are expected to leverage in an additional £60 million of industry investment and £30 million extra funding from across government and other agencies.

Over the last five years £83 million has already been invested in low carbon buildings, saving money for home owners and businesses. Projects have ranged from small businesses like The Facility, developing new energy efficient designs and systems to refit Victorian homes, to multi-national companies like Skanska, developing semi-autonomous equipment such as lift motors and central heating pumps that can tell operators when they need maintenance.

## **Business Secretary Vince Cable said:**

The UK's new and existing buildings must adjust to a low carbon economy. Investing in energy efficient construction projects is important to help industry and government achieve our aims of reducing greenhouse gas emissions by 50 per cent by 2025. I therefore warmly welcome the Technology Strategy Board's investment of £60 million in energy efficient technology alongside the private sector.

The construction industry contributes almost £90 billion to the UK economy and supports around 3 million jobs. We are well placed to take advantage of new and emerging energy efficient technologies, commercialise them and then export them across the world.

Over the last five years the Technology Strategy Board has invested £83 million of funding through the Low Impact Buildings Innovation Platform. This has been supported by industry investment of £34 million. The future direct economic benefits of this investment are expected to be more than £1.5 billion and three quarters of the organisations supported are SMEs with fewer than 250 staff.

## **Director of Innovation Programmes at the Technology Strategy Board David Bott said:**

The government's challenging target of an 80 per cent reduction in the UK's greenhouse gas emissions by 2050 called for innovation on a grand scale. We've been astounded by the enthusiasm with which the projects we've funded, through our Low Impact Buildings Innovation Platform, have grasped that challenge.

The resulting new, innovative techniques for both building new, energy efficient homes and for refurbishing existing homes to similar standards have achieved often startling carbon footprint reductions and have the potential to help drive economic growth in this sector.

We're already identifying the most commercially viable solutions from this programme for further trials at scale, through our 'Scaling Up Retrofit of the Nations Homes' initiative and groundbreaking collaborations such as the AIMC4 project.

The announcement comes ahead of the one year anniversary of the launch of the government's Industrial Strategy. Eleven sector-specific strategies have been produced alongside industry with the objective of achieving strong and sustainable growth across the UK and between industries.





# GRAHAM in the Humber Region

GRAHAM are proud to be playing a major part in the development of the towns on the Humber estuary. With the recent announcement that Hull will be the UK City of Culture in 2017, it is clear that the region is on the up, and GRAHAM aim to be at the forefront of the development.

## About GRAHAM Construction

GRAHAM is a privately owned company operating in the construction, asset management and project investment markets whose primary focus is constructing and maintaining the infrastructure we all rely on in everyday life. Operating throughout the UK and Ireland, our principal construction sectors are marine, roads, water as well as healthcare, education and leisure.

## GRAHAM in the Humber Region

GRAHAM have recently undertaken two major projects for Associated British Ports, one at Grimsby, the other at Immingham, and are aiming to be involved in developments at Hull to service the offshore wind industry.

At Immingham, we have been appointed to undertake the design and construction of a major new facility for importing, storing, and onward transfer of renewable fuels (wood pellets). The port is already the UK's largest handler of dry bulk cargo, and the development of the Immingham Renewable Fuels Terminal (IRFT) will put Immingham at the forefront of the developing supply chain in renewable power generation from biomass.

Once completed, the 11.5-acre facility will be a fully automated bulk-handling terminal that will handle biomass for the region's power generating

industry. The terminal will have the capability of handling around three million tonnes each year, and be able to store up to 100,000 tonnes of wood pellets. Four storage silos will have a total capacity of 168,000m<sup>3</sup>; equivalent to over 60 Olympic-sized swimming pools. The IRFT facility will support the planned transformation of three of Drax's six coal-fired generating units at the Selby power station to biomass-fuelled units, in line with the UK government's climate change targets. The design and construction project comprises:

- Provision of continuous ship unloaders for offloading the wood pellets from ships
- Conveyor systems – circa 1.2km of conveyors
- Storage facilities – capable of storing 100,000 tonnes of wood pellets
- Road vehicle loading facility
- Rail load-out facility
- Extensive safety systems required to ensure safe handling of wood pellets

The GRAHAM team includes Ramboll, which brings extensive experience of designing biomass handling facilities in mainland Europe; local consultant HBPW Consulting; materials handling contractors Whitwick Engineering; and local electrical firm Lectec Services.

John Fitzgerald, ABP Port Director Grimsby & Immingham, said: "We are really pleased to be working with the team at GRAHAM, with whom we have established an excellent relationship through the development of our Grimsby River Terminal for the automotive trade"

In August, following the completion by GRAHAM of the Port of Grimsby's single biggest investment project in over 160 years, the newly opened Grimsby River Terminal (GRT) welcomed its first vessel, securing the port's position as the UK's leading automotive handling facility.

The £26 million GRT, which is the first construction to be built outside the lock gates since Royal Lock opened, will offer access for two vessels carrying up to 3,000 vehicles, significantly increasing the Port's capacity and making it attractive to more carriers. It will link directly into the Port's extensive car storage facilities.

Sean Blissett, ABP Engineering Manager, Humber, said: "GRAHAM's and ABP's engineering staff have worked closely to ensure the completed works are in line with our requirements. The collaborative approach of both engineering teams has ensured construction efficiencies have been met, and we are on course to provide a riverside berthing facility which meets – and hopefully exceeds – the high standards of our customers."



visit us at:  
[www.graham.co.uk](http://www.graham.co.uk)



**GRAHAM**

## DELIVERING TOMORROW'S INFRASTRUCTURE

GRAHAM recently completed the construction of the new river terminal at Grimsby for Associated British Ports (Humber), securing the port's position as the UK's leading automotive handling facility.

We are currently constructing a renewable fuels terminal at Immingham, thus further enhancing our presence in the construction sector in the Humber region.

To find out more, visit [www.graham.co.uk](http://www.graham.co.uk), call us at **+44 (0) 28 9268 9500** or email [info@graham.co.uk](mailto:info@graham.co.uk)

# Mason Clark Associates Celebrate Over 20 Years of Excellence

As one of the leading multi-disciplinary practices in the Yorkshire and Humber Region Mason Clark Associates have celebrated over 20 years of excellence in the construction industry.

Successful expansion has been achieved during the last few years by offering clients value for money, coupled with a professional service demonstrating a strong capability to control and manage cost and progress on our commissions.

Directors are involved in projects on a day to day basis providing the client with the comfort of high level input into all commissions. Our Philosophy is to build a lasting relationship with our clients.

First established in the Autumn of 1990, Mason Clark Associates provide a consultancy in Civil & Structural Engineering, Project Management, Building Surveying and CDMC services. Some of the work sectors we cover include education, industrial, commercial and residential development. Our list of skills are extensive covering structures, highways, CDMC, Party Wall dispute resolution, expert witness services, risk



management, temporary works design, feasibility studies, wharfs, jetties and marine structures, to name but a few.

With offices in Hull and Leeds, Mason Clark Associates are able to provide a competitive and personal service which is continually being reviewed and improved to ensure best value is being achieved and explore ways to reduce overall fees, whilst maintaining quality of service.

The Practice is committed to providing clients with quality products and services and, in order

to achieve this, operates an externally UKAS accredited Quality Assurance System to BS ISO 9001:2008. Mason Clark Associates are also certified under the Contractors Health & Safety Assessment Scheme (CHAS) and we are corporate Members of the Association for Project Safety.



**Anglian Compressors**



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Specialist Surfacing was established in 1982 and has since become one of the largest family owned surfacing companies in the UK, having attained approval as preferred sub-contractor to many Local Authorities and Major National contractors, whilst still able to provide a service to smaller construction companies, private individuals and house drives.

We offer all types of Asphalt and Macadam Surfacing and Surface Dressing, having gained approval from our suppliers to lay specialist materials and thin surface course systems. These products are suitable for an extensive range of project types that cover any sector involving the application of Macadam such as Roads, Footpaths, Industrial Estates, Car Parks, Schools and Colleges, Sports Surfaces, Leisure Parks and House Drives.

Our modern fleet of plant includes pavers in a variety of sizes, from a mini paver with a minimum width of 1.2m to larger machines up to a maximum width of 6m including a track machine which has all the necessary lasers to lay sport pitches and multi use games areas. We also have an extensive range of rollers varying from 0.8m wide to 1.61m wide. Our fleet is further enhanced with a 350 Deepcut Planer, Roadsweeper, Chipper, Spray Tanker, Bobcat Loading Shovels and Low Loader, thus enabling us greater flexibility with our plant requirements on site and a competitive edge when it comes to budget, and the versatility to carry out a wide range of Macadam applications from footpaths and drives to major trunk roads.

Specialist Surfacing's highly skilled and motivated team enables us to work with the quality accreditation scheme, a system we have followed since 1995 and are currently certified to ISO 9001-2008 including National Highway Sector Scheme 16. We are also proud to have been accredited with and maintained CHAS for many years.

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## A spectacular new facility at the Port of Hull has become a landmark on the city's skyline and a beacon for the Humber as the UK's leading renewable energy region.

Hull-based Spencer Group has constructed the facility which will be the first to be delivered as part of a £100m investment in biomass handling facilities at the Humber Ports related to a 15-year contract between port operator Associated British Ports (ABP) and Drax Power Limited.

The investment underlines the Humber's reputation as the UK's Energy Estuary, with a quarter of the UK's energy needs generated in the region, or supplied through it.

At the time of publication, commissioning had begun with the facility due to be handed over to ABP and be fully operational early in the New Year.

It reinforces Spencer Group's reputation for projects in the renewable energy field. Flagship schemes have included designing and building a biomass handling facility at Drax Power Station, near Selby, and a biomass rail-loading facility at the Port of Tyne, to serve Drax. Spencer is also developing Energy Works, a £120m environment-friendly power plant in Hull, which will be the first facility of its kind in the UK, using a combination of innovative renewable energy technologies.

The multi-million pound facility at the Port of Hull will handle a million tonnes a year of sustainable biomass imported by sea from the United States and Canada in the form of wood pellets created from forestry residues. The biomass will be stored in warehouses before being delivered by truck to the new facility and unloaded into feeders which take it to a 250-metre long conveyor, carrying it to the top of a 50-metre (164 ft) tall concrete silo.

The silo has a capacity of 3,000 cubic metres and 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. Sophisticated technology will ensure an even load as the biomass is discharged into rail wagons which pass through the base of the structure at crawling speed. The system is capable of loading up to 30 rail wagons with 1,500 tonnes of material in just 45 minutes.

Spencer Group has also constructed a new one kilometre-long branch for the rail network at the port; created half a kilometre of new road for truck deliveries to the facility; and put in place connections to the port's electrical supply.

Spencer Group Project Director Neil Hewitt said: "This has been a truly multi-disciplinary project – we've done mechanical, electrical, civil, rail and process engineering all within this job.

"It has been like a huge jigsaw puzzle. The team on site have had to bring in the right pieces, at the right time, in the right sequence, to make it all fit together. That takes a lot of planning and organising and the right people on site. We've certainly had a cracking team delivering this job.

"Subject to commissioning going as expected, we will come in within budget, on programme and with zero safety incidents."

Mr Hewitt added: "Because of its position the facility is seen by thousands of people every day passing by on Hedon Road. So, for us, the key was not just building something that works, but looks good too.

"The conveyor belt is enclosed within galvanised steel which has a nice aesthetic look. It's there for a purpose, to protect the materials from the elements, and also for the safety of workers on site, but it has also finished it off well. The facility has become something of a landmark and a very prominent illustration of the major investments being made in green energy projects in the Humber region."



The work by Spencer Group on the biomass loading facility and related infrastructure has been extensive, including use of the following quantities of materials:

- 1,150 cubic metres of ready mixed concrete.
- Over 100 tonnes of reinforcing steel.
- Over 200 tonnes of structural steel.
- 12,500 metres of power and instrument cables.
- 2,400 metres of rail tracks.
- 3,000 tonnes of tarmac.



# Lets help build the recovery... it's that Simple!

Its been some time now since builders and developers, commercial or private have had any real confidence that they can secure the funding they need.

Simple Commercial Finance specialises in providing property development funding for commercial & residential property developments as well as private individuals looking at self build or conversion projects. They have arranged funding for all types and sizes of development in the UK, ranging from single units to million pound plus mixed-use projects.

With unique access to specialist funding including strong relationships with lenders specifically looking to fund development it is no surprise that they wish to get the message out there that funds are available for construction projects.

Andy Pritchard, Director states " the last 12 months has seen a real uplift in the mood of the UK and I believe it is no co-incidence that we are seeing also an increasing demand for construction related funding. There is no doubt that access to funding was almost non existent however in the main we as a company have been successful in helping our clients in this area and are seeing more and more appetite to fund development type deals."

If you are a property developer or simply looking to build/extend your own home then you know the importance of having the right funding in place for your project.

Property funding – not always loved by the High Street Banks – is clearly a critical part of a development project and has to be ready when you need it.

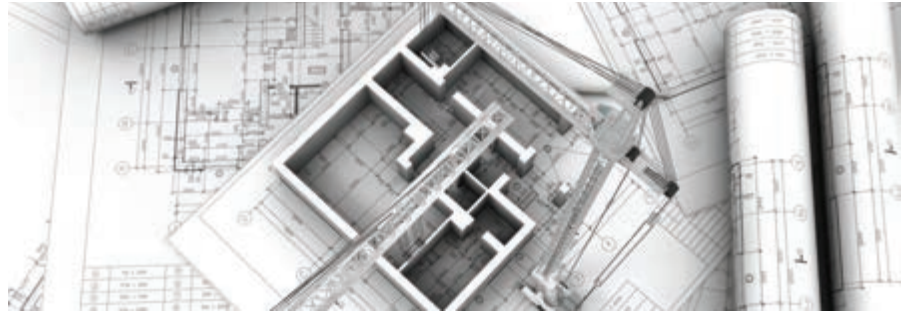
A delay in starting, or completing the build, can have damaging consequences.

Each project is different and as such Simple Commercial Finance will tailor a bespoke solution to meet with your requirements. Their role is to find you the most suitable finance, at a competitive price reflective of the project, and to make sure it is ready as soon as you are.

Indeed Simple Commercial Finance will also work with you to help secure a repayment strategy for the finance by way of mortgage if required.

A true holistic approach to funding a project from start to finish.....!

Andy goes on to say " A well presented project demonstrating an ability not only to complete the project but to repay the funding is the key. Some projects will of course be more open ended than others eg the repayment is reliant upon the subsequent sale or multiple sales however we can work with the client, their advisors and the lenders



to gain a proper understanding of the exit strategy and also help secure this exit if subsequent longer term mortgage facilities are required to repay the initial funding"

Applicants ideally need to be able to demonstrate they have past experience relevant to the project they are seeking funding on. i.e. they have bought either land or buildings in the past, developed the site and then exited the development finance successfully either via sale or conversion to longer term senior debt .

Simple Commercial Finance work with lenders that will look at a well constructed proposition and will work with you even if you have not done a development or conversion in the past eg. where there is a strong build team in the background/ strong financial profile/guaranteed exit from development etc..

Some development lenders will let you borrow up to 100% of the overall cost of a project, including land and building costs.

Were you aware that property development funding can be arranged on an interest only basis? The interest on the debt can be "rolled up", meaning it isn't payable until the end of the loan term, when you sell, or re-finance though please be aware that this will increase the overall cost of the borrowing.

## Property development funding is available for:

- Owner-occupier and investment developments
- Commercial projects
- Restructuring existing arrangements
- Pre-let, pre-sold or speculative developments
- Property Trading (Acquisition, refurbishment and onward sale).
- Investment Portfolios

## Criteria Guide:

- Loan Size £30,000 – £5 million
- Term typically up to 12 months\*
- \*Longer terms may be available to suit project timescales
- 100% of build costs

Lender's surveyor will normally be appointed to monitor work done, costs and timetable.

Stage payments are usually released on monthly certification in arrears.

Sites typically to have detailed planning in place before purchase of land and drawdown of build costs loan.

## Information Required

Outline Development Appraisal stating what is being built, where and final outcome. E.g. Sale or retain for rental.

Costings summary to include a contingency and an estimate of end values.

Copy of planning permission and plans.

Assets and Liabilities Schedule of the applicants/ directors

CV from all applicants stating their past development experience.

Details of build team eg Architects, Construction etc

Andy finishes by saying "I firmly believe that construction will continue to lead the recovery and whilst we are not completely out of the woods yet customers should have confidence that there is funding out there to help them"

**Andrew Pritchard**  
**Mobile 07540 174081**  
**E-Mail [apritchard@simplecf.com](mailto:apritchard@simplecf.com)**  
**Web Address [www.simplecf.com](http://www.simplecf.com)**

## Own a Construction Business... Funding a Problem?

The construction sector has traditionally found it difficult to raise finance due to the cyclical nature of the industry and the banking sectors discomfort with the sectors "application for payment" based debt.

Over the past few years raising funds to support cashflow or finance growth has never been more difficult.

Through our association with a number of bespoke lenders who understand the industry we are now able to offer construction related businesses the chance to access valuable finance facilities.

Many businesses will suffer from late payment of "applications" as well as the cash consuming retentions held against completed works.

We are able to access funding to enable a proportion of the value of the application to be released to our clients at the point of the application being raised so enabling the company to service its own debts without relying upon incoming payments arriving on a promised date. This can either be provided on all applications raised or against specific applications as determined by the cashflow needs of our clients business.

Having sufficient funding available to replace and grow the fleet of construction assets can be a problem for many construction businesses too.

Simple Commercial Finance have access to a number of funding sources with an appetite for the construction industry which enables us to provide our clients with syndicated asset finance facilities. Through our partnership with a privately funded asset finance company we not only have access to the essential funding need for our clients but also act as underwriters too!



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## Clugston Construction Enjoy a Successful Year

After a year in which Scunthorpe based Clugston Construction enjoyed success on the national stage, being highly commended in the "Construction News Contractor of the Year" Awards, regarded as the Oscars of the Industry, the Company has continued to build on its strength in its chosen markets.

A long association with the process industries on the Humber has remained central to Clugston's growth. Stringent health and safety standards coupled with strong planning has enabled the Company to grow its business with the regions petrochemical, energy and heavy industrial Companies. Already recognised for its building and civil engineering expertise this has been extended recently with the addition of facilities management services. Supported by a 24/7 helpdesk, Clugston is able to provide planned and reactive maintenance, cleaning, catering and security services. This combination is being provided to Vivergo Fuels Ltd at Saltend



where, having successfully completed the civils infrastructure, Clugston negotiated a package of ongoing support services to Europe's largest bioethanol plant.

Complementing this, Clugston has also continued to develop its commitment to the public sector, building schools and colleges across the Humber. Despite the Government's curb on capital projects, they have recently completed work on

Cleethorpes Toll bar Academy and are currently delivering a number of schools in Scunthorpe via the partnership they have with North Lincolnshire Council.

With this focus on key sectors and customers Clugston is looking forward to further success in 2014, where it has already established a strong order book and pipeline of opportunities.



# Delaney Marling, Chartered Building Surveyors – Solving Property Problems

## Dilapidations for industrial and commercial properties

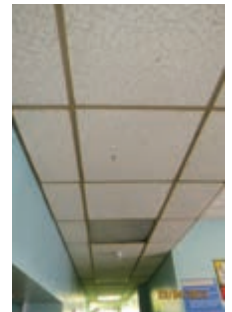
Usually under the terms of a property lease between a tenant and landlord there is a legal responsibility to guarantee that the property is maintained during the term, in compliance with the covenants contained within the schedule. It includes the effects of, and the tenant's obligations during the lease term and can enable tenants to plan future works and expenditure during their lease and estimate the potential cost of terminating it.

Yorkshire and Lincolnshire Chartered Building Surveyors, Delaney Marling Partnership carry out a survey known as the schedule of condition, which outlines the condition of the building before the lease contract commences. The aim of the schedule is to determine the condition of various elements of the premises which can then be referred to when the lease terminates, which will seriously affect/limit the tenant's obligations for repair. The proviso is 'that the premises are to be kept in no better condition than evidenced by such a Schedule'.

Terminal claims for dilapidations have caused much heart-ache with stress to both tenants and landlords alike. It is not uncommon for a landlord to serve an unexpected schedule of dilapidations to a tenant via their solicitor. However, there is no need to panic as Chartered Building Surveyor, Kevin Marling explains:

"A recent example was a client who received a claim for dilapidations in the region of £80,000. After negotiations with the landlord and his surveyor, this was reduced by 50% to £40,000. Claims can vary from a few thousand pounds to hundreds of thousands of pounds depending on the size and condition of the building. For peace of mind, we provide practical common sense advice, in line with the dilapidation protocol to both landlord and tenant with a view to avoiding unfair claims and expensive fees."

For further information on Delaney Marling Partnership's services, please visit [www.delaneymarlingpartnership.co.uk](http://www.delaneymarlingpartnership.co.uk) and [dmp-lincs.co.uk](http://dmp-lincs.co.uk). Follow us on Twitter @ **DMP\_Surveying** or call **01482 623955** and **01472 729964**.



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## Well-established Local Construction Company

Overhall Contractors Ltd are a well-established Groundwork and Civil Engineering Sub Contractor based in North Lincolnshire. The family run business was set up by Nick Hubbard in 1995. Overhall has continued to grow, gain experience and build up a well established client base and reputation over the years.

Our work is predominantly based around Lincolnshire, Yorkshire, Hull and the Humber region but we are able to work further afield should the need arise. We have recently undertaken Groundworks packages as far South as Stamford and as far North as Newcastle. Overhall welcome tenders for projects up to £2 million in value for Labour and Plant or Labour, Plant and Materials.

Overhall Contractors Ltd are members of the YORBuild Framework and have experience undertaking works within this framework. We are registered with Constructionline, hold CHAS Accreditation and have a CSCS Platinum Award for our commitment to CSCS.

Overhall Contractors Limited has a fully trained workforce with management qualified up to Diploma Level 6, supervisors trained to NVQ Level 3 and operatives qualified with NVQ Level 2 in both Construction Operations and Plant Operations.

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## Improving Prospects With Prospect Training

As part of its on-going commitment to learning and skills development, the Directors of CityworksTraining have purchased Prospect Training Organisations Ltd, an independent learning provider based in Hull that has been providing outstanding training and learning in the Hair and Beauty sector for over 25 years.

It has now been decided to bring these two successful training providers under the banner of Prospect Training, ensuring that they have the capacity and resources to provide our customers with the best training available across a wide range of occupational sectors – business administration, engineering, hair and beauty and health and social care.

Noel Johnson, director of Prospect Training, said: "Merging these two organisations will help us meet existing and future demand, ensuring that we are flexible and responsive to the needs of local people and employers."

"We are bringing together the two business operations under the brand of Prospect Training to ensure that all our customers can quickly benefit from the enhanced services and capacity this will create."

Jamie Leigh Baker, who was previously training to be a hairdresser, has recently begun an administration apprenticeship with Prospect Training and is working for housing developer Keepmoat:

"Other young people should see how apprenticeships can help them in their future careers," she said.

"They are worth looking into and finding out about the different job roles you can go into."

"Like with me, it will help them gain more experience, which will help them with future job roles and it will give them a chance to get in to a work environment whilst learning."



Steve Preston

Chris Midgley

## Corporate Risk Experience Boosts Hessle Office

One of the region's leading figures in the large corporate risk insurance market has joined the Hessle office of Henderson Insurance Brokers.

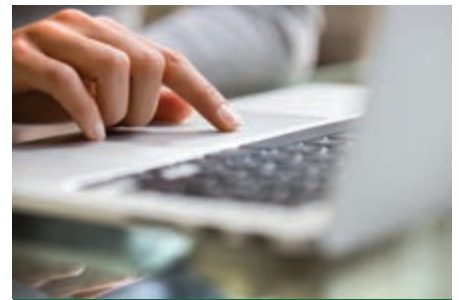
Steve Preston, who has been with the company since 1986 and has more than 35 years of insurance business experience, specialises in large corporate risks, such as construction, manufacturing, distribution, warehousing and mining.

Mr Preston is now back working in East Yorkshire for the first time in 30 years, an absence that has included more than 10 years running the major risks unit of Henderson's Leeds office.

Henderson Insurance Brokers has also appointed Chris Midgley as senior account executive to its Hessle branch.

With over 20 years' commercial broking experience he will be responsible for developing Henderson's client base and promoting the independent firm's specialist services.

Mr Midgley, who previously worked in York, said he hoped to demonstrate the superior levels of service offered by Henderson to both SMEs and larger businesses.



## Digital Agency Convert Website Visits Into Sales

Website design agency Mediademon have been applying their digital expertise and technical knowledge to help businesses across the region increase their online conversions.

In today's digital world, consumers wield the ultimate power with a single mouse click and will not think twice about heading elsewhere, so it's crucial to keep them engaged when navigating your website, effortlessly directing them to the content you want them to see.

Grace Waite, Mediademon marketing executive, said: "Two thirds of users will exit a website if it is not designed with them in mind. Your website needs to flow seamlessly from the point of entry to the point where your customers can make a purchase, pick up the phone to get in touch, or find whatever it is they are looking for. Your company website is a reflection of your brand and if a potential customer has a bad experience on your website, they will not be sticking around for long."

Websites that drive conversions are designed with the user's experience in mind, making it easy for them to find your products and services.

If you are interested to learn more about increasing your online conversions, or anything from the world of digital, you can visit Mediademon's blog at [www.mediademon.com/blog](http://www.mediademon.com/blog)

Otherwise, get in touch via [hello@mediademon.com](mailto:hello@mediademon.com), visit their website at [www.mediademon.com](http://www.mediademon.com), give them a call on 01522 790600, or follow them on Twitter at @media\_demon





# First Hull Trains: Integral to the Long-term Future of the Region

First Hull Trains is a true Hull-born success story. It is a company founded on the pioneering spirit which is evident across many businesses in the city.

The company ran its inaugural service from London King's Cross to Hull's Paragon Interchange in September 2000.

Since then, passenger numbers have risen ten-fold from 80,000 a year to 800,000 and the services have expanded from two, two-car services a day to 90, five-carriage services every week.

The company was the initiative of Renaissance Trains, but can now call upon the might of First Group as the majority owner of the business.

As the wider Humber sub-region looks towards a brighter, more prosperous and successful future, First Hull Trains will without question be an integral part of any success.

The 14 daily connections to and from the capital, which stop at Brough, Howden, Selby, Doncaster, Retford and Grantham, provide vital transport links for those looking at taking a break, but more significantly, for those growing their business south of the city and, importantly, companies looking to invest in the wider region.

The open-access operator offers an early train which leaves Hull at 6.25am and has commuters in central London for around 9am - a journey time of around two-and-a-half hours.

Not only that, the carriages were recently given a £2.4m internal refresh with free Wi-Fi installed throughout and plug sockets available in all seating sections – the trains are effectively offices on wheels, but without constant interruptions and phones ringing. Some say that they get more done during that two and half hour journey than they do in a full day in the office.

The company has been driving value for money into all ticket prices and offering customers flexible options. Regular business customers are given the opportunity to take advantage of First Hull Trains' flexi-ticket, which can offer savings of up to £500 a week. And leisure travellers can get to the capital for as little as £10 – that's less than five pence a mile!

All these initiatives and drives seem to be paying off. Despite a surge in passenger numbers through 2012 of almost 10 per cent, already in 2013 numbers have continued to show significant increases. From January to March, almost 30,000 more passengers travelled with First Hull Trains than compared to the same three months the previous year.

Being an open-access operator offers the commercial team greater flexibility to respond to passengers' wants and needs. Only at the turn of the year, the company was able to announce below inflation fare rises, which were also significantly lower than national averages across the rail industry.

Other initiatives, such as the M-Ticket, which allows people to purchase tickets on a smartphone app, download digital tickets and present them on trains and use them to exit stations, have been developed. At the time of going to print, this service was being rolled out to all tickets rather than just advance purchases – an industry first. Print at home tickets are now also available.





## What about the future?

The company's track access contract is due for renewal in December 2016, so now the focus is turning to the long-term future.

First Hull Trains is spearheading an ambitious plan to finance privately the electrification of around 70 miles of track between Hull and Selby.

Currently in talks with private sector investors, rail infrastructure firm AMEY and Network Rail, First Hull Trains is expecting soon to start discussions with the Office of Rail Regulation (ORR) and the Department for Transport (DfT) over plans to electrify the route from the city to Temple Hirst junction.

It is currently outside of Network Rail's own immediate electrification plans but is an integral part of the company's ambitions to extend its current licence.

Discussions have been taking place across the last few months for the project, which is expected to cost around £60-80m.

Will Dunnett, the company's interim managing director, said: "This is a company founded in the city and one which is cherished and valued by the people of Hull and the surrounding area.

"We are an integral part of Hull's economic growth plans and directly support local employment and skills development now and hopefully for many years to come.

The electrification plans are still at the development stage but we are working closely with all key stakeholders to make our vision for the route a reality. There would be many benefits, not least securing the jobs of our 100-strong team – most of whom originate from or live in the area."

## Passengers First

It is not just First Hull Trains' own staff who think highly of the company.

In the Passenger Focus National Passenger Survey league of overall satisfaction, First Hull Trains consistently finds itself in the higher echelons.

In the latest survey released by Passenger Focus, the independent rail industry passenger champion and watchdog, it was revealed that First Hull Trains scored 95 per cent in overall customer satisfaction – a seven per cent improvement on the autumn 2011 survey, and two per cent better than the score achieved in spring 2012.

The figures put First Hull Trains ahead of the pack across the rest of the UK, for the first time, with the national average for long distance operators in the same survey being 89 per cent.



**"We are an integral part of Hull's economic growth plans and directly support local employment and skills development now and hopefully for many years to come."**

# EU Sulphur Directive Impact on North European Short Sea Shipping

Poul Woodall, DFDS A/S Director Sustainability & Environment and Sean Potter, Managing Director of DFDS Seaways PLC recently held a presentation on the latest EU Sulphur Directive, its impact on Northern European shipping and likely economic and structural consequences.

In 2005, MARPOL (the International Maritime Organisation's Marine Pollution Convention) set a global marine fuel sulphur cap of 4.5%, whilst limiting it to 1.5% in the Northern European Sulphur Emissions Control Areas (SECAs) comprising the English Channel, Baltic and North Seas.

2008 amendments reduced the global cap to 3.5% from 1 January 2012 and, subject to feasibility study, to 0.5% from 1 January 2020. Within the SECAs the limit from 1 July 2010 was 1% and 0.1% from 1 January 2015.

There are four options open to shipping companies to meet the Directive; switching to a 0.1% sulphur content fuel; fitting "Scrubbers" to reduce emissions from existing fuels; changing fuels to Liquefied Natural Gas (LNG), or Methanol.



A Scrubber installed onboard a DFDS Seaways vessel.

The predicted €3,000,000,000 additional annual North European shipping bill will increase costs and potentially reduce the fleet due to impractical refits of older vessels.

Other potential impacts:

- Increased road transport/longer journeys/more congestion
- Lack of refining capacity for road fuels, increasing pump prices



Poul Woodall (second from left) and DFDS Seaways PLC Managing Director Sean Potter (right) with Customers and Staff at the EU Directive event.

- Declines in Northern Europe where raw materials are sourced elsewhere
- Pressure on rail
- Co2 may increase

DFDS Seaways installed its first Scrubber on the Ficaria Seaways in 2009. Last summer 3 vessels had Scrubbers fitted and a further 8 come into service in 2014 as part of DFDS sustainability programme to meet EU Directives.

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## **If you are a business owner, ask yourself these 3 important questions:**

**Did you achieve all you wanted to last year?**

**Are there things you regret not doing or wish you had done better/differently?**

**Have you clarity about your plans for 2014 to achieve what you are in business for?**

**Call me for an informal chat or to book a complimentary coaching session and let's find out how coaching can work for you.**

**1:1**

**– Coaching**

**ActionCLUB**

**– Group Coaching**

**GrowthCLUB**

**– 90 Day Planning**



**Coach Pam**

Coach Pam is an award-winning business coach with over 30 years experience. Working with her you'll find you'll work less, have more money and increase your free time to spend with your family or to just do the things you want to do. A lot of people start their own business and then get bogged down with the day to day running of it. They may be really good at what they do, but spend all their time working in the business, never freeing up time to work on their business. It then gets to the stage where they can't remember why they started their business in the first place because life is a drudge. Every day is "Groundhog Day."

If this rings true with you then I can help. As a successful business owner myself, I have a passion for sharing my knowledge with business owners like you. I understand the emotional rollercoaster and the trials and tribulations of owning a business. If you feel that you've lost heart or you're just not sure what your next step should be, then please get in touch. Your business should enhance your life, not be your life. If you continue to do the same thing day in, day out, then you can't expect your business or your life to improve. It's about taking action and having a fresh look at your business.

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**"Consciously creating your  
future, inspiring self-belief  
and motivating you into  
action."**

**Coach Pam**  
**Business Coaching**





Left to right, Sally Moore, JMS Commercial Director; Lee Holgate, JMS Operations Manager; introducer Martin Overfield; and Ian Atkinson, Finance Yorkshire

# Gap Funding Boosts Business Across Hull and Humber

Finance Yorkshire knows all about funding to grow business across Hull and Humber. Funding which enables companies to innovate, expand, access new markets, create jobs – and prosper.

We also know that it is not always possible for SMEs to secure finance from traditional sources of funding to achieve their ambitions. And that's where Finance Yorkshire can step in and fund this gap.

We offer a range of finance to support the majority of SME business development and expansion plans. Seedcorn Finance, Business Loans and Equity-Linked Finance – from £15,000 to £2 million – are available to help drive company growth and boost the Hull and Humber economy.

There are some great examples of Finance Yorkshire investments in Hull and Humber which are making a significant difference to the businesses involved. Take Envirodoor – a family manufacturer and supplier of specialist industrial and hygienic doors. It was the first business in East Yorkshire to receive an Equity-Linked investment from Finance Yorkshire. The £600,000 invested is supporting Envirodoor in its ambitious growth plans both in the UK and overseas.

Speaking at a recent business forum, Envirodoor Managing Director Mark de-Villamar Roberts said:

"Funders like Finance Yorkshire are in the market to lend SMEs like mine money in order to assist them to grow. In the last year I have grown the business by 55% and I would not have been able to have done that without the financial support of Finance Yorkshire."

Finance Yorkshire's Business Loans are also supporting Hull and Humber businesses expand and enjoy considerable success. John Moore Security Limited in Hull specialises in fire alarms, CCTV, intruder alarms and access control systems. The company, in business for more than 25 years, received a Business Loan from Finance Yorkshire to support acquisitions and internal restructuring and improvements.

KRL Group Limited is a photocopier specialist on the Sutton Fields Industrial Park and used its £130,000 Business Loan to help modernise the business and importantly retain jobs in the local area. The investment was also used to help KRL explore new markets for their photocopiers.

To date, more than 300 SMEs in Yorkshire, the Humber and North and North East Lincolnshire have found additional gap funding at Finance Yorkshire. And since making our first investment in 2010, we have made more than 470 investments totalling some £55 million. This has led to 6,120 jobs being created and/or safeguarded (job figures as of end of September 2013).

Looking to the future, Finance Yorkshire is now working alongside our stakeholders and partners to create a future fund to further benefit the regional economy and its businesses. A constant success for Finance Yorkshire has been our relationship with financial intermediaries and business advisers who have helped to identify, establish and build the market for the fund and we will be seeking to build and develop these relationships even further as we move forward into 2014.

Finance Yorkshire is supported financially by the European Union. It has attracted £30m investment from the European Regional Development Fund (ERDF) as part of Europe's support for the region's economic development through the Yorkshire and Humber ERDF Programme, £15m from UK Government and £45m match funding from the European Investment Bank.

For more information visit the [www.finance-yorkshire.com](http://www.finance-yorkshire.com)





**Funding to grow.**



**Finance Yorkshire is the £90 million fund which provides businesses across Yorkshire and Humber with funding to grow.**

The Fund provides seedcorn, loan and equity investments ranging from £15,000 and £2million, to help small and medium businesses raise the funding they need alongside investment from the commercial market.

The Fund can back eligible businesses through critical stages of growth from early stage to major expansion.



**Seedcorn Finance**  
Up to £780k



**Business Loans**  
£15k - £250k



**Equity Linked Finance**  
£100k - £2m



**[www.finance-yorkshire.com](http://www.finance-yorkshire.com)**

Tel. 0845 649 0000

[info@finance-yorkshire.com](mailto:info@finance-yorkshire.com)



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## Southgates Chartered Certified Accountants



As a firm of Chartered Certified Accountants and Registered Auditors based on the East Yorkshire coast we offer a wide range of services to our clients locally and nationally. With two partners and over 10 members of staff we are bigger than you may think. We deal with audits of multi-million pound turnover companies and complex group structures as well as the more common soletraders, partnerships and limited companies. We have built our reputation around the personal service we give to all our clients and combine this with our accounting and taxation knowledge to produce a high quality personal financial service. All our clients should expect to receive this level of support from our dedicated team, whether they are a simple Tax Return client or a multi-million turnover company.

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# Local Firm Cleans Up

At HRC, we have spent the past eight years providing specialist cleaning solutions for the commercial/public and private sector with services ranging from Office Cleaning to heavy duty construction cleaning and sparkle cleaning for new build projects.

With a dedicated team maintaining the quality in services, we constantly strive to streamline our workflow process with innovative cleaning techniques enabling us to cut our costs to our clients without compromising our quality.

We are currently operating on a national basis and can offer you a tailored cleaning package anywhere in the UK that suits your budget and specific requirements.

We also offer our clients specialist window cleaning services and can tackle any and all high rise projects utilising water fed pole cleaning systems or powered access with fully trained staff.

Our additional services include cladding cleaning, street cleaning and chewing gum removal, plaza and communal area clean ups, restaurant and retail cleaning, showroom cleaning, post letting cleaning and Hospital cleaning



We believe that you should expect the best from your cleaning supplier and be satisfied with nothing less. Here at HRC we really do care and whatever the cleaning situation we can help.

Please feel free to contact us for a free no obligation quote on **01482 650107**

## A Taxing Problem?

Grimsby-based accountancy firm AP Robinson & Co is reminding everyone that the self assessment deadline is quickly approaching and that it is time for individuals to make sure their affairs are in order.

Anyone who is self employed, a company director, earns over £100k or has savings, investments or property income must complete a tax return.

Returns for the year ended 5th April 2013 must be submitted by 31st January 2014 and HMRC have the ability to charge hefty penalties and charge interest to anyone who misses the deadline.

Kate Brown, tax specialist at the firm, said: "People often do not realise they need to submit a return. Mistakenly, people believe that if HMRC haven't asked for a return that they do not need to complete one. However, the system is called 'self' assessment for a reason and it is your responsibility to tell HMRC that you need a return."

**AP Robinson & Co**  
Accountants & Business Advisors

## Introducing HR2 and its Services

Our specialism is interpreting your business's agenda into robust and compliant Assessment Centres and Leadership Development Programmes, ensuring your investment is targeted to meet real business outcomes.

Our passion is to provide you with exceptional results which meet and exceed your strategic staffing needs.

Many organisations feel exposed and unsure of how to proceed with the challenging area of staff assessment. The solution is HR2's professional and legally compliant service.

We have delivered Assessment Centres for Blue Chip graduate recruitment programmes and designed Leadership Development Programmes for both SME and multinational organisations. We are CIPD qualified to fellowship status and have over twenty years' experience at HR board level in manufacturing, retail, construction and tourism. We are a training centre for NCFE and can bespoke our programmes for ILM endorsed status.

Our services can include a standalone assessment centre for restructuring or exiting requirements or it can combine initial assessment, to identify the best candidates for continued development, followed by entry to a targeted leadership development programme with ILM status. The level of entry for our development programmes can be tailored to your needs from either Line Leader to Directorship.

Our approach to assessment aims to maximise the opportunities for delegates to demonstrate their skills and abilities whilst highlighting individual development needs.

Our processes allow you to have peace of mind that the right people are in the right jobs and that you will keep them there.

All our assessment techniques ensure a fair, valid, non-discriminatory and defensible process. When you decide to use HR2 you can be sure you have chosen a timely, compliant and cost-effective way to achieve the staffing structure your business needs.





# Hull Earns Approval in UK Renewables First

Ciralight UK has completed the first UK commercial installation of its new active skylights after a groundbreaking deal with Hull City Council.

In a further sign of the Humber's growing reputation as a green energy centre of excellence, 28 of the large active skylights are now cutting energy bills and reducing carbon emissions at the council's Stockholm Road maintenance depot, East Hull.

"This is part of our ongoing commitment to bringing in new, green energy and renewables technologies and shows that we are at the forefront of championing genuine alternatives to the status quo," said Cllr Phil Webster.

"The Stockholm Road facility was a natural choice because of the potential for improvement to the working environment, but Ciralight's active skylights are also applicable to other facilities in the council property portfolio, including leisure and recreation buildings."

Steve Parkinson of Ciralight UK said: "Embracing this new technology will help the council to reduce energy consumption and also means reduced carbon emissions, a smaller carbon footprint and greater sustainability."

The installation follows the trial of a Ciralight UK active skylight in Ings Road Library, Hull, a council approval process and an endorsement by Martin Budd, council environment and climate change advisor.

The active skylights are used widely through the US and have already been successfully launched into continental Europe with installations in buildings such as Amsterdam International Airport and Caterpillar's HQ in Belgium.

## Success of Bathroom Retailer Leads to New KC Contact Centre Jobs

SALES success at online bathroom retailer Victoria Plumb has led to the creation of more than 30 new jobs at outsourced contact centre provider KC Contact Centres.

Victoria Plumb is one of the UK's best-known domestic bathroom brands, owned by local firm the Walker Group.

In December 2012 it awarded KC Contact Centres, part of communications provider KC, a two-year contract to handle its customer service and offline sales operations.

The original £1.1m contract led to the creation of 19 new jobs at KC's Prospect Street site.

Since then the number of new jobs created has increased to 52 as successful advertising campaigns by Victoria Plumb – including high-profile TV ads – have resulted in growing sales.

May, June and July this year saw the firm achieve its three best consecutive sales months since it began trading in 2001, with total sales for the period of more than £10m.

KC's director of contact centres, Anita Pace, said that Victoria Plumb's success is having a positive knock-on impact on the local economy.

"Victoria Plumb's success is good news for Hull generally," she said.

"By choosing a local company to look after its customer service, Victoria Plumb is spreading the benefits of its success.

"It's crucial for organisations to buy local if we want to make the 'Hull pound' stronger than ever.

"We're very happy to be associated with a company that's doing so well and we congratulate Victoria Plumb on its success."

Victoria Plumb managing director Ged Lees said: "We're delighted that so many people are choosing Victoria Plumb when buying for their bathrooms.

"At a time when many High Street names are struggling, it is great to see that a UK based retailer can buck the trend and attract more customers with high quality, stylish products that offer great value for money.

"We're delighted to be doing so well at the moment and the creation of extra local jobs is the icing on the cake.

# Humberside Airport Director Welcomes Rejus As New Patron on behalf of Chamber

BUSINESS development manager for Rejus, Phil Shaw, was presented with a Patron's Plaque during a networking lunch at Glanford Park, the home of Scunthorpe United.

The building maintenance and services firm is the latest to become a Chamber Patron and Mr Shaw was presented with his plaque to mark the occasion by Humberside Airport's Commercial Director Paul Litten, who was also representing Scandinavian Airlines.

On receiving his plaque, Mr Shaw said: "Rejus has been operating for 14 years and is still a family-run business. We now want to expand into the Hull & Humber Chamber of Commerce's region.

"The company is based in Doncaster and we have found that being Chamber of Commerce members is a great way of finding new business. We think that joining the Hull & Humber Chamber is a great avenue for expanding our business into this region.

"We are looking forward to being active Members and supporting Chamber activities.

"It's all part of the company's corporate and social responsibility and we are looking forward to supporting local charities.



After lunch, the Royal Navy's Presentation Team gave an insight into the modern Navy and the work it does to keep the trade routes open and our country safe. They also explained how the Navy can respond to humanitarian efforts around the world and the role it plays in disposing of left-over ordnance from the Second World War which still causes problems for shipping in some areas.

The Chamber's networking events have been flying high recently as Humberside Airport and SAS Airlines have sponsored several networking events, promoting the launch of the new SAS service to Copenhagen which opens up onward connections to Sweden and Norway.

Following the launch of the route on October 28, SAS are flying once a day to Copenhagen from Humberside, five times a week, with ticket prices starting from as little as £103 one way.

Mr Litten, said: "We are delighted that SAS have chosen Humberside International Airport for their new route into Scandinavia. SAS are a 'flag' carrier, representing Denmark, Norway & Sweden and their arrival within our region is a great vote of support as we look to develop more international business connectivity for our passengers."

"Following Hull's successful City of Culture bid for 2017, the airport will also be playing its part in bringing more business and tourist travellers into the region".





# Customer Service and Satisfaction the Key to Success



Established in 1976 by Managing Director, Clive Sims, Multifry Limited has certainly changed over the past 37 years from its origins as a one man band, delivering 20lt vegetable oil orders direct to bars, restaurants and local food outlets to its current standing in the edible oils industry.

In the early days, although the delivery service was successful, Clive was keen to develop and expand and began to source his own bulk tanks and filling machines with a view to supplying edible oils to other distributors. Clive began to keep a close eye on the commodities markets and gained a good understanding of them. This, along with developing strong working relationships with various suppliers throughout the industry lead to the formation of the first class supplying and packing facility that now operates.

The growth of Multifry has enabled the company to become a true family affair with Clive's two daughters and son joining the company. Julie is responsible for the accounting side, Debra for office administration, with Paul taking the lead in sales and marketing since Clive's well deserved retirement eight years ago.

The ethos of the company that Clive started all those years ago still stands today and is something that the company are very proud of. Simply – we pride ourselves on our ability to meet our customer demands on time, every time. Customer

service and satisfaction is paramount and is the key to the success of our company.

Although Multifry Limited is a small family owned company we are able offer a diverse and friendly service within the edible oil industry, and have all the quality systems and certifications that you would expect. We are also currently working towards the ISO 22000 standard, with onsite testing facilities in order to maintain our own high standards and those of our clients.

A complete service is offered from the 20lt catering pack through to IBCs for manufacturing applications, we also offer a contract packing option for those clients looking to outsource the packing of their own finished products, which can include storage and delivery options should this be required.

So in summary, if you need a professional friendly and competent oil supplier look no further, we are sure we have something to offer whatever your needs may be, you can contact us on Tel: **01482 225101** or **paulsims@multifry.co.uk** website **multifry.com**

## It's been a pleasure working with...

William Hodgson & Company is one of the UK's foremost suppliers of Natural Oils, Fats and Waxes to the Food, Pharmaceutical and Cosmetic Industries since 1894 and are pleased to have been associated with Multifry Limited; storage, packers and distributors of vegetable oils for over twenty years.

Like us, they are a family run business also in their 3rd Generation which shows in the highest quality service, everyday efficiency and that special personal touch that they continually strive to provide.

We are more than pleased to have entrusted our Hull operations in to the hands of the Sims family of Multifry Ltd, their professionalism cannot be faulted and we look forward to working with them for many years to come.

**K. Mealand BA(Hons) Fellow CMI**  
(William Hodgson & Company Owner)

## Jones Day - One Firm Worldwide

With a strong foothold in the renewable energy industry and a strategic coastal location linking the UK to the rest of the world, we have identified the Hull and Humber area as one with great potential for business opportunity and growth.

At the forefront of globalisation and the advancement of the rule of law, our lawyers are well placed to anticipate and manage risk and work alongside clients to assist them in achieving their strategic objectives as they take advantage of these opportunities. Jones Day's London office is a key part of one of only a handful of truly global law firms. Our strengths reflect Jones Day's vast cross-border transactional and contentious experience. We address the most demanding and complex matters all over the world: including cross-border M&A, real estate and finance transactions, global disputes and regulatory matters involving the UK, U.S. and other authorities. We also have teams of lawyers experienced in business restructuring, competition/antitrust, corporate tax planning, employment and pensions, energy, intellectual property and projects and infrastructure.

We are One Firm Worldwide - a single partnership not a franchise or referral system - and probably the most integrated law firm in the world. As the largest law firm in the U.S. and with operations in major centres in Continental Europe and Asia, our global reach and experience enables us to deliver excellent client service across practices and jurisdictions to sophisticated clients seeking to navigate the challenges of today's globalised world.



Christian Wild from Scandinavian Airlines officially joins the Chamber during the launch of the new air route to Denmark from Humberside, watched by Bruce Massie, the Chamber's Membership and Business manager (seated left) Humberside Airport's Commercial Director Paul Litten (standing left) and the Chamber's Chief Executive Dr Ian Kelly.

## Scandinavian Airlines Joins Chamber During Launch Of Route

Scandinavian Airlines Key Account Manager Christian Wild put pen to paper officially to join the Hull & Humber Chamber of Commerce as Humberside Airport celebrated the launch of its new direct route to Denmark.

The Chamber's Chief Executive, Dr Ian Kelly and International Trade Director Pauline Wade travelled to Copenhagen to strengthen trade links between the Hull & Humber Chamber and the British Chambers of Commerce in Denmark.

During the launch celebrations, Dr Kelly said: "Pauline and I very much enjoyed travelling to Denmark. Once in Copenhagen, we will be signed a Memorandum of Understanding, or partnership agreement, with the British Chambers of Commerce in Denmark to develop trade links between our Members.

"A dinner, attended by a small group of Members of both Chambers, took place in Copenhagen on October 29 to celebrate the partnership and we held talks with other key partners and stakeholders, and the British Embassy.

Dr Kelly said: "The Chamber is very pleased that Scandinavian Airlines has chosen Humberside International Airport for its new direct route to Copenhagen and Scandinavia.

"To have a flag carrier like SAS representing Denmark, Norway and Sweden flying five times a week into Humberside is a great vote of support for business in the Humber region.

"This new route will be a great asset to firms whose staff travel, not just to Scandinavia, but the wider world, thanks to the great onward connection options.

"It's not just about outbound passengers though, it's about inward passengers as well. This new service can open the door for Scandinavian businesses bringing their staff into the Humber region. I know there are a lot of big PLCs in the Humber region who will be utilising this cost-effective service and we congratulate Humberside Airport on its acquisition of this route and its continuing expansion".

Humberside Airport's Commercial Director, Paul Litten, said: "SAS will be flying once a day to Copenhagen from Humberside, five times a week, with ticket prices starting from as little as £103 one way.

"We are delighted that SAS have chosen Humberside International Airport for their new route into Scandinavia. SAS are a 'flag carrier', representing Denmark, Norway and Sweden and their arrival within our region is a great vote of support as we look to develop more international business connectivity for our passengers.

With the success of Hull's City of Culture bid for 2017, the airport can now play its part in bringing business and tourist travellers into the region."

Mr Litten said that over 9,000 people flew to China from the airport last year, demonstrating the full global reach of the Humber region across the world. There are also significant opportunities for growth and to get people to come and spend money in this area from Scandinavia and beyond.

He added: "We are seeing a big increase in business traffic, and with the airport being only 25 minutes' driving time from Hull, it's far more convenient than travelling to some larger airports - and if you book in advance, it's very competitive!"





# Gadgets Galore Evoque a bit of 'Posh' Living in Luxurious Range Rover

A 'spiced up' Range Rover Evoque with all the toys. DAVID HOOPER enjoys a few days of Posh living.

A RANGE Rover Evoque road test is always a pleasure, but this week's test car was something of a showcase for the marque.

It's no wonder that Victoria Beckham is a fan, as Land Rover has clearly 'spiced up' this model and packed it with every gadget and gizmo you

can think of. This Evoque can even parallel park itself, which is not exactly new these days, several cars can do it, but seeing a steering wheel twirling away all by itself is still spooky!

Once neatly parked, you can watch television on the central monitor, listen to the DAB radio – I loved the Smooth 70s channel, or even connect your phone and watch your own videos.

You can make phone calls from your mobile which connects easily via Bluetooth, or play your music from your phone, play CDs – the options are almost endless. There was even a set of headphones in the glovebox so your passenger could watch the TV while the car is in motion, but the clever screen will only allow the passenger to see the picture, although the driver can still hear the sound if they so wish. But its party piece could only be seen at night, when little lights under the door mirrors illuminate the area around the front doors – complete with an outline image of the car. So cool!

I think the Evoque is a fantastic looking car. You can have one with three or five doors and a choice of engine and gearbox combinations, but whichever model you choose, you're guaranteed to stand out from the crowd.

The Evoque isn't a particularly big car, but it does have the big car 'feel' and gives away nothing in terms of quality to its larger siblings, rivalling the best you can buy on the market today.

The ride quality is excellent and the steering nicely weighted, adding to the Evoque's substantial quality feel.

My test car featured sumptuously upholstered red and black seats, with red stitching on the dashboard top, as well as red inserts in the door panels.







The 'roof' has a full-length tinted glass panel which flooded the car with light when the electrically operated blind was fully retracted and was a lovely, if pricey, feature which, along with many of the extras mentioned, comes as part of the £4,425 Lux pack.

The tailgate is power-operated and can be opened from the driver's seat or via the key fob. The boot space isn't enormous, a family of five might struggle to pack enough stuff for two weeks' holiday, but it's plenty big enough for everyday use.

On the road, the Evoque drives beautifully. Powered by a 2.2-litre diesel engine, there is power aplenty for making good progress and it will cruise in near silence at motorway speeds, allowing its occupants to enjoy the high-end Median hi-fi system.

The circular gear selector, borrowed from Jaguar, rises from the centre console when the start button is pressed, all done without the need to insert a key.

The driver has the choice of the normal Drive setting, or a Sport mode, and both allow manual gear changes via paddles mounted on the steering wheel.

For those who like to get down and dirty, the Evoque features the latest version of Land Rover's

Terrain Response System. Having dispensed with a second dial selector, you now merely have to press a button to cycle through the various settings for green lanes, mud ruts, sand and snow etc, to prompt the car to adjust its set-up for the prevailing conditions. All brilliantly clever and simple to use – and while the Evoque isn't as serious an off-roader as the full sized Range Rovers or some Land Rover models, it will more than meet the requirements of most owners.

With all the kit on this particular car, it's not cheap, but it is very cheerful. I loved driving this Evoque and it was a pleasure to live with, although an average mpg figure of only 33.8mpg over a distance of 380 miles saw off a tankful of diesel, which suggests it won't be the cheapest car to run, but then if you can afford the £40,000 asking price, the chances are that you won't worry too much about that.

The good news is that the range starts from £29,200, but that only gets you front wheel drive which should be enough if your car is more a fashion statement than serious off-roader.

One thing's for sure – if you buy an Evoque, you'll never get tired of its concept car looks.

Visit [www.wheelworldreviews.co.uk](http://www.wheelworldreviews.co.uk) for all the latest motoring news and reviews.

## FACTS AT A GLANCE

**MODEL:** Range Rover Evoque SD4 2.2 Diesel.

**RANGE ROVER EVOQUE RANGE:** From eD4 Pure 5dr (£29,200) to Si4 Dynamic LUX Automatic 5dr (£44,935).

**ENGINE:** 2,179cc, 190bhp four-cylinder diesel engine, driving four wheels through 6-speed automatic gearbox.

**PERFORMANCE:** Top speed 121mph. 0-62mph in 8.0 secs.

**ECONOMY:** City: 36.2mpg.

**Country:** 49.6mpg.

**Combined:** 44.1mpg.

**Fuel tank:** 58 litres.

**CO2 EMISSIONS:** 174g/km.

**PRICE:** £41,505.

**WARRANTY:** 3 years/unlimited mileage.

**WEBSITE:** [www.landrover.com](http://www.landrover.com)

• All data correct at time of publication.

# Bringing Food Choice to a Gluten Free Lifestyle

GF Foods (York) Ltd is a specialist Gluten & Wheat Free company that pride themselves on having a true understanding of life and diet without gluten and wheat ingredients.

This is due to the founder and MD of the company, Sally being gluten and wheat intolerant.

In 2004 Sally & her husband Stuart created an e-commerce website, buying and selling other Gluten free brands. After the success of the e-commerce website Sally decided to create her own brand and recipes, the FEEL FREE

brand. The brand was created to address the demand from consumers for high quality tasting products. Following the success of the savoury items, the FEEL FREE brand continues to grow including Pastas, Eastern Savouries, Cereals and a range of wholesome pies.

The FEEL FREE range of products are developed using only the finest and naturally gluten free ingredients, recipes are then carefully created and produced by their enthusiastic team. Their products offer consumers variety, quality and ultimately, bringing food choice to a gluten free lifestyle.

**Tel: + 44 (0) 1757 289200**  
**Email: [info@gf-foods.co.uk](mailto:info@gf-foods.co.uk)**  
**[www.gf-foods.co.uk](http://www.gf-foods.co.uk)**



## We're Happy to Talk Dirty ... All Day Long

Lodge Environmental Solutions Ltd, is a family business, established for more than 30 years, providing Industrial and Commercial Cleaning Services to the Power and Construction Industries and the Public and Education sector.

We have an excellent reputation within the power Industry and continue to provide cleaning services to Drax, Ferrybridge, Eggborough and Ironbridge.

We also specialise in Extreme Cleaning, Fire and flood remedial works, Road sweeping, Hydro-street washing and high level access cleaning for the Public Sector and the Construction Industry; to include after build sparkle cleans to a factory or warehouse deep cleaning. More recently we have broadened our services to include Sharps Removal and end of Tenancy Cleans, which are services that Housing Associations, Local Councils and Letting Agents have welcomed.

We are proud of our people and continually invest in their development, through an extensive training programme. In addition many staff members are CRB checked, this has resulted in additional contracts within the education sector.

Health and Safety is paramount and we provide a service that consistently meets the needs and expectations of our clients and recognise that this can only be achieved within a comprehensive Quality Management System, such as ISO 9001, OHSAS 18001, ISO 14001, CHAS, Safe Contractor, RoSPA and BICSc.

Joining the Chamber is an exciting time for us and will help us connect with new businesses giving us an opportunity to develop additional long lasting relationships.

Contact us on **01757 617301**  
 Email: **[Kathy@lodgeclean.co.uk](mailto:Kathy@lodgeclean.co.uk)**  
 Visit our web site: **[www.lodgeclean.co.uk](http://www.lodgeclean.co.uk)**



## Get on the Road Now – Hire a Toyota from John Roe

John Roe Toyota in Hull recently made a major financial investment in the Toyota Rental programme, based at its dealership on Priory Park East, Hessle.

This addition will further enhance the experience for current John Roe customers, as well as attracting new foot fall to their business.

Part of that commitment was to recruit a Rental Manager, David Cooper, who's had in excess of 30 years' experience, working for some of the biggest names in the Vehicle Rental Industry.

Having initially started in the grass roots of the Industry, David rapidly progressed into a Management role. David, therefore, fully understands the needs and expectations of both Corporate and Retail customers alike.

For the Corporate sector, flexibility is key and the company provides a Delivery and Collection service anywhere within the Yorkshire area, whether that be Bridlington, York, or Sheffield.

The company provides a comprehensive range of the Toyota product to match the customer's needs; from the economical Yaris and Auris, including Hybrids, Avensis Saloon and Estate, the new Rav4 and Verso, through to the sporty GT86.

If it's a commercial vehicle customers require, they can provide that, too, with the Hilux 4x4, and the spacious long wheel base Proace van.

Should you require any further details, on this exciting new Rental experience offered by John Roe Toyota, then please contact David Cooper, who will be more than happy to answer any questions, on **01482 628000**.

# New Members

## 365 Hospitality Catering Ltd

Adrian Hunter  
07969 171843  
HU17 8FS  
Catering

## AB Autotech/Lloyds Bros Ltd

David Lloyd  
01482 881080  
HU17 OJW  
Motor Vehicle Technicians

## Actilia Business Improvement Consultants

Sean Clark  
01482 238892  
HU17 8PL  
Business Improvement Consultants

## Alpine Business Management Ltd

Tricia Pywell  
01673 878912  
Accountancy for Growth & Strong  
Financial LN8 2FD  
Management

## Approved Trades 4 You Ltd

Laura Gale  
01472 310339  
DN36 4RZ  
Web Based Directory &  
Accreditation Services

## Aspire Bathrooms & Ceramics within J Hart Plumbing

Jonathan Hart  
01964 630777  
HU12 9PR  
Plumbing, Heating & Bathroom  
Design & Installation

## Atlantis ES

Layton Barr  
01430 471940  
HU1 1UU  
Marine Technologies

## Avensure Ltd

Mr Russell Smith  
0161 3331856  
SK8 3GW  
Employment Law and Health &  
Safety Consultancy

## Beetenson & Gibbon Solicitors

Joanne Moorhouse  
01472 240251  
DN31 1JB  
Solicitors/Legal/Mediation

## Benson Price Web Design

Damian Sharp  
01430 436349  
DN14 7SZ  
Web Design

## Cake Crue

David Fenwick  
07999 329236  
HU3 3ED  
Celebration Cakes

## Citycare

Nadine Precious  
01482 974333  
HU10 6DN  
Development, Investments & Estate  
Solutions

## Corporate Travel International

Ian White  
01482 592620  
HU1 1UU  
Corporate Travel

## Cutler Financial

Kevin Cutler  
01652 680859  
DN20 ORA  
Financial Advisor

## Cycle Tech Hull

Stuart Loft  
07944 298532  
HU13 0HN  
Mobile Cycle Repair

## Denham Porter

John Auld  
07814 621697  
HU14 3QE  
Training and Personality Profiling

## DPRM (UK)

Lucy Bond  
01482 214915  
HU3 4DL  
Wine Wholesaler

## Eco Plastics Ltd

Jo Richardson  
0845 6784500  
DN21 5TU  
Reprocessor of Recyclable  
Materials

## Envisage Print Ltd

Stephanie Collinson  
01482 215738  
HU8 7BJ  
Print - Digital and Large Format

## Estate Escapes

Victoria Carver  
01430 421418  
HU15 2LW  
Self Catering Luxury Holiday  
Cottages

## First For Languages

Chris Whittaker  
07963 661051  
DN3 3PU  
Languages Training

## Gail Spavin Wealth Management

Gail Spavin  
01724 277900  
DN15 7PQ  
Financial

## Henry Boot Developments Limited

Caroline Hines  
0114 255 5444  
S11 9PD  
Commercial Property Development

## HR2 Limited

Claire Sutton  
01472 802340  
DN36 4AS  
Human Resources Services &  
Training

## HRC Environmental Services

Paula Burnby  
01482 650107  
HU10 7BY  
Industrial & Commercial Cleaning

## Indicoll Ltd

Julian Minshall  
01482 871178  
HU17 9EY  
Web Design, SEO, Online  
Marketing, Internet Marketing

## Jones Day

Andrew Lewis  
0207 039 5959  
EC4Y ODJ  
Law Firm

## Lincolnshire Chaplaincy Service - North Lincolnshire

Revd Peter Vickers  
01472 883049  
DN41 7RU  
Chaplaincy Pastoral Support in  
Industry/Commerce/Education,  
Public & Private Sectors

## Lodge Environmental Solutions Ltd

Mrs Kathleen Leeming  
01757 617301  
YO8 8NT  
Commercaill Contract Cleaning

## Multifry Limited

Paul Sims  
01482 225101  
HU2 0QP  
Suppliers of Edible Oils

## PM Accounting and Consultancy Ltd

Alison Lewis  
01482 631455  
HU15 1NB  
Accountancy & Financial  
Management

## Precision Marine Survey Ltd

Nigel Proctor  
01964 624423  
HU12 9NE  
Marine Environmental Consultancy  
& Vessel Support Services

## Prime Analysis UK Ltd

Pat Wood  
0777 9292908  
YO25 9SH  
IT Services

## Purchasing Management Services

Gareth Roden  
01904 636969  
YO1 6DW  
Training in Purchasing, Stores &  
Warehouse & Stock Control

## Rapid Solicitors

Martin Ward  
01482 345800  
HU6 7DQ  
Law Firm

## Remploy

Sean Hostick  
0300 4568033  
HU1 3TG  
Employment Services - Disability  
Specialist

## SAS Scandinavian Airlines

Christian Wild  
0208 990 7020  
TW6 2RE  
Airline

## Sharp Iris Ltd

Kevin Laughton  
01472 721010  
DN37 9TT  
Graphic Design

## SMB Software Limited

Steve Bowman  
07525 491488  
HU5 4JY  
Software Development

## Sova Training

Kevin Carrick  
01482 595552  
HU3 1XL  
Training

## Waltham Logistics

Dorothy Coull  
01472 823600  
DN37 OHZ  
Warehousing and Transport



Name

Bernadette Eyre

Company

York Racecourse Hospitality

Job Title

Head of Sales



Passionate and enthusiastic Sales Manager with 20 years business sales development experience. Responsible for managing the sales team and developing and maintaining the business at York Racecourse.

Works closely with corporate clients to deliver race-day hospitality and conferencing, as well as key account management. My sales experience and length of service at York Racecourse has provided the foundation to build trusting and lasting relationships with my clients by negotiation and excellent customer service, and as a result they return year after year.

I am always interested to hear from potential clients interested in doing business with York Racecourse. Whether it be race-day hospitality, conferences, meetings, exhibitions, product launches, dinners, award ceremonies, weddings or special events. Whatever the occasion we will ensure an event to remember for years to come.

**What did you want to be when you were young?**

Always grew up wanting to be a vet then I got bitten by a dog and changed my mind!

**What could you not live without?**

Could not live without my lippy, feel naked without it!

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

My dream would be to build a house in Australia.

**What makes you angry?**

People who do not listen make me angry.

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

Dinner guests would be Peter Jones and Keith Lemon, can you imagine the fun we'd have!!

**What is the best thing about this area?**

Best thing about York is the history and culture...and also the shopping!

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

My last £1 would be spent on a lottery ticket.

**What is in your opinion the greatest invention ever?**

Greatest invention is the car without a doubt, without it I wouldn't be able to get anywhere.

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

Most valuable lesson in life is always treat people the way you would like to be treated.

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

I would come back as a cat, that way I can sleep all day and party all night!

## Chamber Events Diary 2014

### Members' Speed Networking and Lunch

Friday 24 January 2014  
Humber Royal Hotel, Grimsby

### Chamber Goole & Howdenshire Business Excellence Awards 2014

Friday 28 February 2014  
Goole High School Conference Centre

### AGM/Members' Speed Networking and Lunch

Friday 7 March 2014  
KC Stadium, Hull  
Sponsored by Leeds Bradford International Airport

### Members' Speed Networking and Lunch

Friday 28 March 2014  
The Ashbourne Hotel, North Killingholme  
Sponsored by Clugston Group

### Members' Speed Networking and Lunch

Friday 2 May 2014  
Mercure Hull Grange Park Hotel, Willerby

### Northern Lincolnshire Business Awards

Friday 16 May 2014  
Grimsby Auditorium

### Chamber Expo 2014

Tuesday 3 & Wednesday 4 June 2014  
The Sports Arena, Walton Street, Hull

### Members' Network Lunch

Tuesday 3 June 2014  
KC Stadium, Hull (Part of Chamber Expo 2014)

### Members' Speed Networking and Lunch

Friday 18 July 2014  
The Oaklands Hall Hotel, Laceby, Grimsby

### St Leger Ladies Day with the Chamber

Thursday 11 September 2014  
Doncaster Racecourse

### Members' Speed Networking and Lunch

Friday 26 September 2014  
Tickton Grange, Beverley

### Chamber Bridlington & Yorkshire Coast

Business Awards 2014  
Friday 10 October 2014  
The Spa, Bridlington

### Members' Speed Networking and Lunch

Friday 24 October 2014  
Forest Pines Hotel & Golf Resort, Brigg

### Members' Speed Networking and Lunch

Friday 28 November 2014  
Goole High School Conference Centre

Take advantage of your Chamber Membership by attending the wide range of events we organise to help you to meet potential clients and develop valuable business relationships. Please note that dates are subject to change. An up-to-date events diary is available on our website: [www.hull-humber-chamber.co.uk](http://www.hull-humber-chamber.co.uk)

# catch

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