

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

June 2011

Issue 02

“The quicker we humans learn that saving open space and wildlife is critical to our welfare and quality of life, maybe we’ll start thinking of doing something about it.”





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JHP Group Ltd. was established in 1983 by Mr J H Pitman of the Pitman family, whose commitment to training dates back almost two centuries. In early 2010, a management buy-out by the Executive Board in partnership with LDC (Lloyds TSB Development Capital) gave significant growth opportunities to the business and enabled skills and employability services to be offered to many more customers.

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BUSINESS INTELLIGENCE

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|-------------------------------|----------------------------------|------------------------------|
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NORTHERN LINCOLNSHIRE AREA

Trainer/Assessor: Katie Jenkins

www.hull-humber-chamber.co.uk



NABARRO: IN HULL AND FOR HULL, SAYS HEAD OF REGIONAL STRATEGY ANDREA CROPLEY

By working wherever our clients operate, national law firm Nabarro is an established name in the Hull and Humberside corporate world, representing major players in manufacturing, property and the chemicals sector.

The firm's reach stretches abroad, too, with a new Singapore office and German, French and Italian affiliate firms.

Which brings us back to Hull and Humberside, known for embracing the world beyond our shores. With lawyers hailing from the region, Nabarro reflects the breadth of work carried out here, meeting the needs of the smallest start-up business up to the multi-national corporate.

Take our Environment Group: expert in health and safety, product safety, environment and regulatory matters, it is ranked highly for guidance at a time of crisis.

In construction, too, Nabarro is involved in some of the UK's largest projects, including in renewable energy.

Active corporate team

Nabarro is underpinned by an active corporate team - with banking, deals and finance at its core - handling clients including RyanAir, Etihad Airlines and UK Coal.

This dovetails with the real estate partners' work handling prestigious developments for leading

national and international companies.

The firm's international work earns many plaudits: we secure the best working conditions for clients operating abroad, including current projects in the Middle East, US and Far East, where our Singapore office pays dividends.

Our 'one firm' approach fosters cross-office working, so wherever the client and whatever their need, Nabarro provides expertise from Yorkshire, from London, from Singapore or from a European affiliate.

Clarity matters

We adhere to the maxim that 'clarity matters', delivering services using clear communication and transparency. Being straightforward and positive means Nabarro delivers genuine value.

Because our work lies wherever our clients operate, the Nabarro team is set to be an increasingly familiar set of names and faces in Hull and across Humberside, as our involvement with the core of the corporate community's work grows.

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Established as a
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 December 2002

SHEilds Vocational Training Ltd separated from its parent company in January 2010. The company specialises in Health and Safety and Management qualifications and in particular vocationally related qualifications.

Based in Grimsby, the company also has other offices in the UK and Business Associates in Dubai, Qatar and Mumbai, India.

The company is firmly established as a provider of internationally recognised accredited qualifications at levels 3 – 7. Our clients include individuals seeking to upgrade their professional qualifications, private businesses, local authorities and multi

nationals providing training and qualifications to staff to meet their legal obligations.

The company has established International accreditations with Oxford Cambridge and RSA Examinations (OCR), City and Guilds (C&G), Institute of Leadership and Management (ILM) and is planning to add to these awarding bodies.

SVT is a highly respected company both by our clients and our awarding bodies. We are innovative in our approach to providing learning solutions and update our learning materials to keep pace with new ideas and the statutory changes within health and safety, environmental and management approaches.

Mandy Pickard - Managing Director
 mandy@vocationaltraining.org.uk
 www.vocationaltraining.org.uk

WHAT ARE RESERVISTS?



Richard Lenton is Regional Campaign Director for SaBRE (Supporting Britain's Reservists and Employers) in Yorkshire and the Humber. In this Q&A session, he dispels the common myths about issues surrounding employing reservists and highlights the business benefits that reservists can offer an organisation...

What are reservists and SaBRE?

There are currently around 3,000 volunteer reservists in Yorkshire and the Humber with 280 deployed on operation – all ordinary men and women from all backgrounds and jobs, who give up their time to train and serve alongside our Regular Forces.

These reservists play an integral role in all three services - Royal Naval Reserve, Royal Marine Reserve, Territorial Army and Royal Air Force Reserve – and they come from all different trades and backgrounds, from medics to accounting, retail to manufacturing.

Usually working around their full time civilian jobs, reservists regularly give up their spare time to train and develop new skills. A typical reservist will train for around two and a half hours, one evening a week, plus attending training weekends throughout the year and one, 15 day, annual training camp each year.

At SaBRE, we work to help employers understand the role of Reservists and the major role they play in assisting

our Regular Forces in times of operational or humanitarian need. We educate employers on the benefits that reservists can bring to an organisation and provide support and guidance where required.

In addition, we work to encourage businesses and organisations in the region to join the hundreds of other organisations across the UK who have publicly declared their support for current and future reservists and have received the SaBRE Supportive Employers certificate.

What are common misconceptions around employing a reservist?

Many employers worry that in recruiting a reservist, there's a chance that their employee could be dragged away at any given moment to serve with the regular forces, but that's not the case. We work extremely closely with businesses to explain their legal rights and provide them with all the necessary information and support they need.

their employer does not have to pay them any salary nor associated benefits and the reservist is able to claim for any benefits so that they aren't worse off. Under certain circumstances, employers are also eligible for financial assistance to cover the costs of finding a temporary replacement or retraining the reservist employee on their return.

What strengths can a reservist bring to an organisation?

Reservists are truly put to the test in their military training, which demands hard-working, committed individuals who are put through a variety of training and real life situations. Developing transferable skills such as leadership, team work, communication skills, self-confidence and the ability to perform well under pressure – reservists become extremely valued individuals using these skills, which are as useful in the workplace as they are in operations.

Training is often based largely around working well as a team and provides greater self-confidence, improves fitness in mind and body, and experience

of other cultures: again, all transferrable skills that are highly respected in the workplace.

They also learn important practical skills: first aid, health and safety, risk awareness, and training in specialist areas such as IT, languages, communications and driving: all improvements to an employee's skill set.

To find out more about SaBRE contact Richard on 01904 637929 or visit <http://www.rfca-yorkshire.org.uk/employers/sabre>



Keith Eames, Regional Director at MKM Building Supplies Ltd in Hull was recently presented with SaBRE 'Certificate of Support' by The Honourable Mrs Susan Cunliffe-Lister, Lord-Lieutenant of East Yorkshire

The MoD works hard to ensure employers are given as much notice as possible if their staff member has been called to serve, and, if a reservist is mobilised and their employer feels that their absence at that particular time would cause serious harm to the business, they have the right to seek exemption or revocation of the mobilisation.

There's also often the thought that employing a reservist will ultimately cost the business money but that's not the case. While a reservist is mobilised,



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Due to a successful tender to the Skills Enhancement Fund, Golding Computer Services is delighted to be able to offer nationally accredited IAB/Sage 50 Accounts training - from 50% funding available.

These courses are co-financed by the Skills Enhancement Fund, reducing charges to employers* to 50% of actual costs (usual price £650 + VAT).

Training under this scheme is being provided as a distance learning program:

- Learners can study at home or in the workplace
- The courses are nationally accredited, recognised qualifications
- Assessment of coursework - no examinations
- Training copy of the latest Sage Accounts Professional program, knowledge/skills workbooks with dedicated tutor support
- On completion, students receive Sage and IAB (International Association of Bookkeepers) certificates

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- Are over 50 years of age
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- Have not attained an upper secondary or vocational qualification
- Have not been in regular paid employment for the previous six months

* Employers must be private-sector organisations employing 250 staff or less within the Humber region

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CRATING - NEW CONTRACTS

Crating Solutions Ltd. are pleased to announce a substantial new contract to supply cases with supporting packaging and services to British Aerospace (BAE) at Brough. This involves the crating, protection and corrosion prevention measures for a new contract to supply Hawk Jets in kit form to the Indian Government.

It is anticipated that this will commence in a few months, and go forward into next year and after.

This type of agreement is real recognition of our company's prowess and recognition of our expertise, won from a major national provider currently supplying the service to BAE.

We have found, apart, from simply manufacturing bespoke crates, the added measures of moisture control, film wrap that attracts corrosion, together with protective made to measure foam inserts and shock absorption units, have won us this work.

It is a tremendous achievement for a local SME but shows new initiatives by BAE towards more local suppliers and that is welcomed and we appreciate that.

Part of our operation is the use of corrosion interception. These are products such as foam and various plastics and films designed for a particular application, dependent on the materials to be safeguarded. This fairly new technology was developed in the States by Bell and we are agents for our German supplier. I am no techno but it works by giving off atoms that attract corrosive elements to ensure metal parts and electronics arrive in as newly made condition. Many very large companies use this technology, such as BMW, Siemens, Rolls Royce and most of the world's largest computer manufactures – so it's well proven.

Apart from the work with BAE, we are hoping to win a long term deal with another aerospace company in Lancashire, to send Lear Jet spares and doors to South America.

For further information contact Clive Jones, Crating Solutions Ltd, 01482 470490 sales@cratingsolutions.karoo.co.uk

POWERBOAT RACING HEADS TO HULL MARINA

Hull Marina will host round three of this year's UK SuperStock Championship, with dramatic, action-packed racing that includes head-to-head competition on the opening day.

There will be more high speed thrills when the PI AquaX freestyle team hits the water with a spectacular jet ski display and 'big air' tricks. Viewing is free and the event will be televised. It takes place on July 30 and 31.

PI SuperStock is a major powerboat racing series staged over five weekends from June to September, with the other venues being Jersey, Plymouth, Cowes and Liverpool. The race courses are tight and close-to-shore, providing a great spectacle and a serious challenge for the race teams.

The Championship offers exciting, cost-effective marketing and promotional opportunities that include sponsorship, supplier deals, brand exposure, hospitality and powerboat experience rides.

Powerboat PI's commercial director, James Durbin says: "We are keen to talk to local companies about the wealth of commercial possibilities that exist. We are extremely flexible and happy to discuss tailor-made packages at all levels. Powerboat racing is a high-impact sport that can deliver tangible results for a wide range of businesses of all types and sizes."

For more information, contact jdurbin@powerboatpl.com or go to www.plsuperstock.com



CONNECT YORKSHIRE ANNOUNCES MENTOR OF THE YEAR AWARDS

Connect Yorkshire announced the winners of the Mentor of the Year Awards at its Sponsors Lunch with Shaun Mullins, partner of Baker Tilly, winner for the Leeds area; Steve Knowles managing director of Knowles Warwick for Sheffield and Alan Brocklehurst partner of Sadofskys for Hull.

Connect Yorkshire's CEO Nick Butler: "All three winners have demonstrated outstanding commitment to supporting high growth businesses as part of the Understanding Finance for Business (UFFB) programme that we have been responsible for. Within this framework they have provided exceptional levels of assistance and expertise, which have made a great difference to the companies we work with to further expand and prosper."

The UFFB programme, in association with Yorkshire Forward, has been hailed as very successful, with Connect Yorkshire helping 86 businesses raise £5million in investment over the last twelve months.

From left to right: Alan Brocklehurst of Sadofskys, Nick Butler CEO Connect Yorkshire, Shaun Mullins of Baker Tilly, Richard Doyle chairman Connect Yorkshire, Robert Hanney (who accepted the award for Steve Knowles who is currently overseas) of Knowles Warwick and Andy Chaffer, programme manager Connect Yorkshire.



PLAN4SALES

plan4sales is a specialist Sales Consultancy that focuses on maximising the sales results and efficiencies of our customers.

Arguably the most important team of any company, Sales is often ignored or lacks cohesive support. Independent expert advice is hard to come by, whilst any investment is often diverted to training and in our experience the returns are often low or unmeasured.

For real positive impact plan4sales can help make your company more profitable, staff more productive and motivated and increase customer satisfaction.

We help and add value to existing teams and, working alongside your management, help identify areas, throughout the company, for improvement or take on specific projects. Frequently just a fresh pair of eyes, from a like-minded sales professional, will help consolidate existing ideas or concerns.

Whether you want a complete review or just basic help and advice, we have six specific key areas of focus:

- planning & objectives
- targets & KPIs
- structures & recruitment
- management & process
- coaching & development
- pay plans & incentives

In addition, we can, on a short term contract, deploy an experienced and successful Sales Director into your company. (Paul Drummond, the M.D. and lead consultant, was Sales Director at Kingston Communications for nine years.) On short term contracts we ensure teams remain focused and delivering, whilst helping you recruit for any vacancies without making rushed and costly decisions.

For more information on increasing your sales effectiveness, please view the website www.plan4sales.co.uk. Alternatively email Paul at paul@plan4sales.co.uk or call on 0796 1016320.

EON MEDIA HIGHLY COMMENDED AT IVCA AWARDS 2011

EonMedia's 'ibreastfeed' videoproduced for NHS Hull received a 'Highly Commended' at the IVCA Awards 2011 in the Public Relations category.

Now in their 23rd year the IVCA Awards, in association with drpgroup, are the world's largest annual corporate communications awards and are recognised internationally as the highest accolades which can be awarded for creativity, originality, effectiveness and production expertise in visual communication. This year the ceremony, held at the Grosvenor House Hotel in London on 25th March, was attended by over 700 leading representatives of the corporate communications industry, commissioners and clients.



The ibreastfeed campaign, which was orchestrated by Hull youth communication agency Force-7, aims to encourage new mums, their partners and mums-to-be to be more confident about breastfeeding in public.

Marco Forgione, IVCA Chief Executive, said: "To be shortlisted as a finalist is a tremendous achievement and I would like to offer my congratulations to Eon Media for their excellent and much deserved highly commended entry."

The IVCA award completed a successful month of industry recognition for Eon Media who also appeared in a top industry survey published this month.

The annual survey of corporate production companies conducted by trade journal Televisual placed Eon Media as the highest ranked producer from the Yorkshire and Humber region to appear in the survey results; indeed Eon was the only company from the region to appear in the survey.

The survey ranks production companies from across the UK on a number of criteria such as number of commissions and annual turnover. The 2011 survey represents Eon Media's 8th consecutive appearance in the top 50.

APPRENTICE RECEIVES TECHNICIAN OF THE YEAR AWARD

BAE Systems Technical Apprentice, Chris Clewett won The Big Bang Technician of the Year Award at a National Awards Ceremony held at the International Convention Centre at ExCeL, London.

Nominated for his enthusiasm, passion and energy, combined with commitment, application and dedication to his role, Chris was presented with the award by Sir Alan Rudge, Chairman of The Royal Commission for the Exhibition of 1851.

Linked to The Big Bang Fair, The Big Bang Awards aim to celebrate achievements nationally through competition whilst inspiring young people to pursue careers within science, technology, engineering and mathematics

David Rowan, who nominated Chris for the award, said "Chris has won a number of internal awards. However, I felt he should receive the same recognition external to the company and therefore put his name forward for the award. Throughout his apprenticeship, Chris has always demonstrated a remarkable level of maturity, competence and capability and he completes every task on programme to a very high standard."

Chris said: "It has been a true privilege to receive this award. It makes all the hard work I have put in worthwhile and I will continue to

put all my effort into being a great technician"

Having successfully completed his NVQ Level II in Performing Engineering Operations, Chris, who joined BAE Systems in 2006 as an Engineering Apprentice, was selected to be a Technician Apprentice in 2007. Since 2007, Chris has completed his Technical Support NVQ Level III, ONC, HNC and is currently studying a BEng in Electronic Engineering.



Chris Clewett being presented with the award by Sir Alan Rudge, Chairman of The Royal Commission for the Exhibition of 1851, with Kate Bellingham, National STEM Careers Coordinator to the far left and Professor Brian Cox (OBE), TV presenter and Professor at the University of Manchester to the far right.

SAD NEWS - GORDON POLLEY MBE



The Chamber was greatly saddened to hear of the passing of Gordon Polley MBE in April this year.

Gordon was President of the Chamber in 1988 and then again in 1990-91 following the sudden death of the then President

Neil Foley. Gordon had come to Hull as the BP Communications and Safety Manager having been the Safety Manager at the Dounraey Nuclear establishment in Scotland.

Self educated in adult life by gaining a Law Degree in his spare time, Gordon became a high profile, well respected business leader for the then Hull Chamber, Yorkshire and Humber Chambers and BP. In both work and then in retirement Gordon

was able to find time for many good causes. He was a stalwart of Beverley Rugby Club, a committed supporter of Humbercare and also the Princes Trust. For his work in the community he was publicly recognised as a Member of the British Empire.

At his service at Beverley Minster on 4 April it was clear to all his wide circle of friends what a beloved and inspirational family man he was too. He will be sadly missed.

SUCCESSFUL COMPANIES MERGE

Budding Futures and Rococo Design & Marketing Ltd have merged to form H&H.

The two Hull companies had been developing and designing award-winning communication and employee engagement together for some time, making the merger a logical step.

H&H are Helen Bissett and Hannah Thoresby. They also have a strong team of designers, copy writers, coaches and support staff to help them deliver exceptional results for their growing client base.

In October last year, they delivered an internal communications project in partnership with KCOM which was awarded the PRCA Award.

Hannah said: "Business success today requires strong branding and having motivated and engaged employees. We are a new kind of branding and communication agency helping companies, large and small, to unite these two critical elements of their business.

"Whether we are helping to create a compelling communications programme or a captivating employee engagement programme we have the expertise, passion and vision to do this. People work with us because they want to grow their business. Distinctive branding and motivated employees is something that any company of any size will benefit from. There is stacks of evidence to show bottom line benefits – coming from improved profitability, efficiency and creativity."

Hannah has 16 years' agency experience and was previously managing Director of Rococo Design & Marketing Ltd.

She is passionate about brand innovation and graphic design and has successfully worked in partnership with many blue chip brands including Gaviscon, KCOM and ASDA. Hannah is a member of the Chartered Society of Designers and a member of the One Hull Business Forum Steering Group - and is qualified in making silver jewellery.

Helen has experience in both client and agency sides delivering a wide range of employee based projects, from transitional change programmes to strategic visioning and developing values. She is a

Master Coach and communication expert - which is useful when helping business owners, executives and managers personally to develop themselves and their teams. Her expertise is utilised by clients implementing internal communication programmes, team development and employee engagement projects. She has worked at a strategic level with companies including Reckitt Benckiser, Smith & Nephew, Asda, KCOM and Youngs. She relaxes by performing in a local theatre group and by setting herself challenging targets.

H&H services include:

Graphic Design (making things look really good)

Brand Visioning and Strategy (doing the right things)

Employee Engagement (encouraging employees to go the extra mile)

Brand Engagement (building loyalty with customers)

Internal Communication Programmes (keeping employees connected and informed)

Customer Excellence Training (keeping customers totally satisfied)

Neuro Linguistic Programming Training (its not what you say – its how you say it)

Communication Training and Coaching (saying what you mean, confidently)

Check out www.handhcomms.co.uk to find out more.



THE POWER TO HELP YOU SUCCEED

Barclays Corporate in Humberside have provided funding to North Lindsey College to assist in the College's expansion plans and future growth. Based in Scunthorpe, North Lindsey College is one of the first colleges to be graded as Outstanding under the New Inspection Framework and has already started work on the brand new state of the art STEM Academy. The new Academy will enable the College to specialise in Science, Technology, Engineering and Mathematics..

The new facilities will be ready for use in September 2011 and will enable students to mix and match A level studies with practical and vocational courses to suit their needs.

The Academy has also been chosen as the preferred partner by the National STEM Centre, based at York University, out of 40 colleges in the Yorkshire and Humber region.

Dan Wilson, Relationship Director with Barclays Corporate said:

"Having a close relationship with North Lindsey College and having a thorough understanding of the educational sector has enabled us to structure a finance solution that fits well with the College's strategic plans and we look forward to helping them expand and grow. Barclays Corporate remains committed to the Humberside and Lincolnshire business market and this deal highlights our appetite to support quality customers in a tough market."

First  **Hull Trains**
welcoming you on board

Improving your journey

During 2010, we invested over £2m to carry out extensive interior improvements to our trains, making the passenger environment you travel in more comfortable and user friendly.

All change

Carried out by train refurbishment specialists **Brush Barclay** who are based in Kilmarnock, these **fantastic improvements** are visible all around you, and mean our trains now offer the **highest quality experience** for our passengers.

We listened to you

We received some very **interesting feedback** from our customers and took **on board your comments** when

planning our refurbishment. This included improving the **amount of luggage space** available for passengers, which you stated through our **feedback forms**, was an important element that we needed to address. There are now also **power points** in all coaches, something which you said was important to you, and something we hope will make travelling with us more **convenient**, particularly for people wishing to **work whilst on the move**.


NOW ON BOARD
FREE Wi-Fi



First Hull Trains

welcoming you on board

"These improvements have made a real difference to our trains and will hopefully make passengers' journeys more comfortable and enjoyable"



The new improved seating now boasts more leg room, designed to make longer journeys more comfortable and the new leather seats in First Class give a real luxurious feel.

At your service

We have also improved our on board catering with the re-introduction of hot meals in First Class and also a new range of fantastic meal deals in our Café Bar. Our new on board catering facilities make serving passengers whilst on the move much easier.

You will also notice the improved directional signage throughout the train, which is designed to help you find your seat more easily, whilst also being clearly visible at night.

David Townend, Sales and Marketing Manager at First Hull Trains said: "These improvements have made a real difference to our trains and will hopefully make passengers' journeys more comfortable and enjoyable. We understand it's small things like this that make a big difference to travellers, even down to being able to buy good quality food on board rather than having to rush around at the station before travelling and being able to find their seat quicker when they join the train."

For information and bookings visit:

www.hulltrains.co.uk

or call First Hull Trains Business Travel:

01482 215746

New Menu and Timetable now on board

In addition to the many improvements made on board recently we have also taken the opportunity to refresh our catering offer by not only introducing new products and ranges at the Café Bar but also offering a selection of meal deals which have proven to be very popular with passengers.

We are also pleased to announce that our new complimentary Summer menu is now available to First Class passengers to further enhance their journey and this will be accompanied by a new range of wines and drinks as well.

And if all that was not enough our new Summer timetable came into effect from Sunday 22 May - full details of which are available on our website www.hulltrains.co.uk

The new timetable sees a number of services move from existing time slots and allows us on some services to offer an even quicker journey to and from London King's Cross with our fastest journey time now only 2 hours and 28 minutes between London and Hull.



BUSINESSMAN FINDS OUT ABOUT INDIAN LIFE AT FIRST HAND

Businessman Graham Taylor (Managing Director of Diplomatic Mission Supplies) took advantage of a rare day off during a recent Indian business trip to clients in Kolkata to visit an orphanage.

The orphanage, in a small village south of Kolkata, was set up by former employee Tracey Pashby and her husband Richard from Scarborough, where Graham's company was formerly based prior to relocating to Hull late in 2008.

Diplomatic Mission Supplies is an approved procurement and logistics specialist to the Foreign and Commonwealth office in London and was recently awarded a contract for the next 3-4 years, supplying British Embassies and British High Commissions worldwide with residential furniture for diplomats and ambassadors.

Upon arriving at the Orphanage for 30 boys, Graham was presented with a handmade garland of Jasmine flowers made by the children.

The children have a safe haven created by Stepping Stones Christian Ministry and Graham also met up with several volunteers who had taken two weeks holiday to help out at the facility.

Graham said: "I was able to see firsthand the great work being done and took great pleasure in taking footballs, colouring books and pencils and donating sufficient funds from Diplomatic Mission Supplies for a new well to be built close by. This will water around 500 villagers in an area desperate for clean water, as it has one of the highest contents of arsenic in the world. Clean pure drinking water is a Godsend."

The area is in need of two more wells and Tracey and Richard want to build a girls orphanage for the same number of children. If you wish to sponsor a child and find out more, please visit their website www.stepingstonesuk.org



Graham and the children; Graham, Tracey and Richard and one of the Well being built with Richard supervising

QES RESULTS: SOARING COSTS CAUSE CONCERN

The soaring costs of raw materials and overheads are causing businesses increasing concern, the latest research from the Chamber shows.

The Chamber's Quarterly Economic Survey, found that 64% of companies said the cost of overheads was putting them under pressure to increase prices – the highest figure recorded since 2002. 42% said they were being put under similar pressure by the rising cost of raw materials, up 10% on the previous quarter. However, with 47% of companies worried about competition, passing on cost increases to customers will be difficult for many.

Rising costs have also hit confidence, with turnover and profit expectations dipping to their lowest figures in two years. More companies now expect profitability to decrease over the next 12 months than increase, and only 5% more companies expect turnover to increase rather than decrease.

Sales performance also dipped in this quarter's results, although this may in part be due to the poor weather at the end of last year. 20% of companies reported increased domestic sales compared to 38% reporting a decrease, while 25% reported increased export sales compared to 29% reporting a decrease.

In employment, for the first time since 2008 over half of companies (53%) tried to recruit staff, but only 12% increased the overall size of their workforce. 22% expect to increase it over the next three months, up 4%.

Investment plans remained weak, with 15% planning to increase investment in plant and machinery and 18% in training.

38% expect to increase prices in the next three months, the same figure as in the previous quarter.

Richard Kendall, Head of Policy & Communications at Hull & Humber Chamber of Commerce, said:

"Chamber Members have been reporting price rises in everything from fuel to food in recent weeks. Higher input costs are squeezing profit margins and intensifying the pressure on companies to raise their prices. Competition remains fierce, so it will be hard to pass the price rises on.

"This quarter's sales results are disappointing as we had been on an upward trend over the last two years. However, they are consistent with the GDP figures and hopefully will turn

out to be a bump in the road rather than the start of something more serious.

"Cashflow and investment plans are still weak for many companies. There is optimism around, but, one quarter in, it looks like this will be another tough year."

KEY QES RESULTS - HULL & HUMBER FROM HULL & HUMBER CHAMBER OF COMMERCE

Sales and orders:

- 20% of companies reported an increase in domestic sales, down 23% on Q4 2010. 38% reported a decrease, up 17%.
- 23% increased their domestic orders, down 12%. 37% reported a decrease, up 12%.
- 25% increased their export sales, down 5%. 29% reported a decrease, up 19%.
- 19% increased their export orders, down 6%. 31% reported a decrease, up 9%.

For the next 3 months:

- 12% of companies expect to increase their workforce, down 10%. 25% expect to decrease it, up 3%.
- 38% of companies expect to increase their prices, the same as the previous quarter.

In the last 3 months:

- The proportion of businesses which recruited staff rose from 47% to 53%.
- 17% reported an increase in cashflow and 42% a decrease.
- 15% increased their investment plans for plant & machinery (down 8%). 18% increased their investment plans for training (down 4%).

For the next 12 months:

- 37% expect to increase their turnover; 32% expect it to decrease.
- 25% expect their profitability to improve; 48% expect it to worsen.

Pressures:

- The cost of overheads is the top pressure on prices (64%, up 19%), followed by the cost of raw materials (42%, up 10%).
- Tax (52%), competition (47%), inflation (43%) and interest rates (43%) top businesses' list of external concerns.

AREA MEETINGS

The Chamber's area councils, which involve Members in local decision-making and direct the Chamber's lobbying work, all met in May.

In Hull, Members heard from Hull City Council on opportunities to get involved in work for the 2012 Olympics and discussed the outcome of the local elections with Simon Lee from the University of Hull's Politics Department. Also on the agenda was the proposed Sports Village for the city.

The North East Lincolnshire Area Council received a presentation from Chief Superintendent David Hilditch on how Humberside Police responds to business crime and the impact of funding cuts. Access to the port of Immingham from the east was also discussed with North East Lincolnshire Council.

In North Lincolnshire, Members were updated on the state of the national economy by Paul Fullerton, the Bank of England's Regional Agent, and on developments on the South Humber Gateway by Marcus Walker, North Lincolnshire Council's Head of Regeneration.

To find out more about the Chamber's policy work or to get involved, contact Richard Kendall on 01482 324976 or email r.kendall@hull-humber-chamber.co.uk.

BUDGET COVERAGE

Chamber Members from Hull played a prominent part in the BBC's national TV coverage of the Budget in March.

The BBC cameras, along with presenter Anita Anand, were at the University of Hull Business School for the day to broadcast live interviews with the local business community before and after the Chancellor's speech.

BBC producers had been in regular contact with the Chamber in the run-up to the production to find local business people to interview. The Chamber's Head of Policy, Richard Kendall, was joined on screen by Chamber Members Peter Shipp (EYMS), Jim Harris (St Stephen's), Rory Clarke (J R Rix & Sons) and Brian Conway (Humberside Airport).

The interviews went out throughout the day on the BBC News Channel and during the BBC's Daily Politics Budget Special on BBC2.



(L-R) Howard O'Neill, Greg Clark

LOCAL ENTERPRISE PARTNERSHIPS

The Chamber has formally submitted a proposal for a Humber Local Enterprise Partnership to the Government with the backing of all four Humber local authorities, the University of Hull and other business organisations.

Agreement was reached in a series of meetings at the end of May, which came after months of discussions between the Chamber and the councils.

A draft proposal written by the Chamber was agreed by business leaders on 20 May and then council leaders on 25 May, paving the way for a joint meeting with one of the Ministers responsible.

Rt Hon Greg Clark MP, Minister for Decentralisation, had invited a delegation of business leaders, led by Chamber President Howard O'Neill, to London in March to discuss the way forward. He asked the Chamber to build a consensus behind a single proposal and promised to visit the area after the local elections to discuss it.

That visit came on 27 May when Mr Clark visited the Chamber's offices in Hull. Business leaders, local MPs and council leaders all spoke in favour of the proposal and the feedback from the Minister was positive.

Mr Clark said: "I came to the Humber to hear first hand how business leaders and local councils are taking the reins of the local economy and developing a Humber-wide approach to driving

growth. They have come together with a common goal - to create an ambitious local enterprise partnership that will unlock growth and create jobs and prosperity across the whole of the Humber.

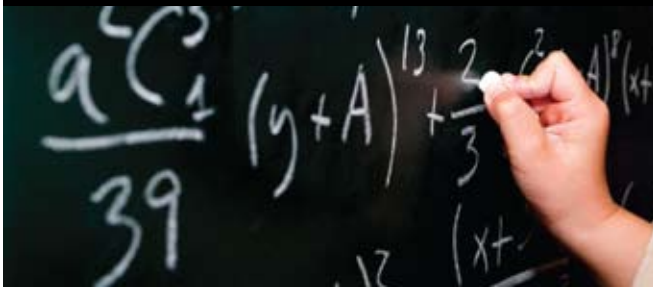
"I'm impressed by the desire of all the partners to work together in the best interests of the Humber, regardless of party politics. And I'm grateful for the hard work and commitment of local business and council leaders, and local MPs, in getting everyone to this point."

The Minister also heard about plans to bid for an Enterprise Zone for the Humber, which would help to attract investment linked to renewable energy. Only Government-approved LEPs can bid, but at the meeting Mr Clark presented the Chamber with a copy of the application form and urged the LEP partners to start preparing a strong bid in readiness for the LEP being approved.

Howard O'Neill, President of Hull & Humber Chamber of Commerce, said:

"We're very pleased that we now have an agreement for a strong, business-led Humber LEP. This partnership will be at the forefront of driving our economic growth for years to come. We'll be looking to get down to business immediately and the first priority will be submitting a bid for a Humber Enterprise Zone. We can make a very strong case for that and we were fortunate to be able to discuss it with Greg Clark."

TAKING THE HASSLE OUT OF THE EQUATION...



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MAKING TRAVEL BUDGETS GO FURTHER

At a time when travel budgets are being cut, customised online rail booking tools designed with corporate focus look set to play a growing role in optimising spend for business journeys.

Cutting expenditure is at the top of the agenda for many businesses, but what we should be focusing on is how to use the available budget more effectively. Online systems such as Evolvi, which is used by Good Travel Management, enables you to book train tickets from desktops within a managed purchasing environment that sets travel rules, for example restricting first class travel. The result of such an approach is improved budgetary control, detailed management information

covering everything from cost centre allocation to environmental impact, and access to the best available fares - which can sometimes result in savings worth hundreds of pounds on just a single journey. It may surprise you, but there is a relatively low level of awareness as to quite how dramatic the price differentials can be between pre-booked and walk up fares.

For more information on Evolvi online rail booking, please contact Vicki Nutbrown at Good Travel Management on: 01482 307175.

Please see below a fare comparison guide showing examples of potential savings on rail travel.

From	To	Class	Date Out	Time Out	Date Back	Time Back	Round Trip Ticket Purchased on Day of Travel Cost £	Round Trip Ticket Purchased on 3 April 2011 Cost £	Saving by Booking in Advance £	% Saving
London Kings Cross	York	First	Tues 19 Apr	07:00	Tues 19 Apr	15:54	336.00	108.00	228.00	67.86%
London Kings Cross	York	Standard	Tues 19 Apr	07:00	Tues 19 Apr	15:54	207.30	73.00	134.30	64.75%
London Euston	Manchester	First	Tues 19 Apr	06:55	Tues 19 Apr	15:55	399.00	185.50	213.50	53.51%
London Euston	Manchester	Standard	Tues 19 Apr	06:55	Tues 19 Apr	15:55	174.50	133.00	41.50	23.78%
London St. Pancras	Sheffield	First	Tues 19 Apr	06:57	Tues 19 Apr	16:27	243.00	108.00	135.00	55.56%
London St. Pancras	Sheffield	Standard	Tues 19 Apr	06:37	Tues 19 Apr	16:27	160.00	58.00	102.00	63.75%
London Paddington	Cardiff	First	Tues 19 Apr	07:15	Tues 19 Apr	15:55	299.00	141.50	157.50	52.68%
London Paddington	Cardiff	Standard	Tues 19 Apr	07:15	Tues 19 Apr	15:55	131.50	67.00	64.50	49.05%
London Liverpool St	Norwich	First	Tues 19 Apr	07:00	Tues 19 Apr	16:00	149.00	30.00	119.00	79.87%
London Liverpool St	Norwich	Standard	Tues 19 Apr	07:00	Tues 19 Apr	16:00	93.30	26.00	67.30	72.07%

EXPORT DOCUMENTATION PRICE LIST

CERTIFICATION FEES

MANUAL

Completed by Exporter

HHCC Member	£16.50	£16.50	£16.50	£27.00
Non-HHCC Member	£33.00	£33.00	£33.00	£54.00

ELECTRONIC

Standard

HHCC Member	£18.00	£18.00	£18.00	£28.00
Non-HHCC Member	£34.50	£34.50	£34.50	£55.00

eXpress

HHCC Member	£16.50	£16.50	£16.50	£27.00
Non-HHCC Member	£33.00	£33.00	£33.00	£54.00
Rejection fee	£2.00	£2.00	£2.00	£2.00

Completed by HHCC

HHCC Member	£36.50	N/A	£36.50	£85.00
Non-HHCC Member	£73.00	N/A	£73.00	£150.00

Express Service Fee

HHCC Member	£5.50	£5.50	£5.50	£5.50
Non-HHCC Member	£11.00	£11.00	£11.00	£11.00

EXTRA COPIES

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HHCC Member	£8.50			
Non-HHCC Member	£17.00			

Copy Document

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OTHER FEES

Amendment Approval	£14.00			
Signature Scanning (per signature)	£10.00			
Letter of Credit Service	On application			

BLANK DOCUMENTS

Dangerous Goods Note	£0.75			
EC Cert of Origin	£0.75			
Arab Cert of Origin	£1.40			

EC INVOICE

EUR / ATR

OTHER DOCUMENT

NOTE

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Standard Shipping Note	£0.75
Copy EC Cert of Origin	£0.75
Copy Arab Cert of Origin	£1.40



INTERNATIONAL TRADE CENTRE SEMINAR PROGRAMME 2011

September 13th Tuesday
HMRC – Importing & Exporting

Useful for new and existing importers and exporters, this event will provide information about a wide range of Customs topics including:

Current import and export requirements – Declarations; Customs Tariff and Commodity Codes; Valuation for Duty

Facilitative procedures which may help save time and money – Inward and Outward Processing Relief; Customs Warehousing; Preferential rates of duty; Returned Goods Relief

New developments in EU legislation which may impact on International Trade business – AEO (Authorised Economic Operator); EORI; Pre-arrival and Pre-departure notifications; The Modernised Customs Code.

November 22nd Tuesday
Export & Import Preference

Export Preference is a procedure in which a company is able to declare that their goods originate in the EU, enabling their customer abroad to pay a lower, or nil, rate of duty. However, this is subject to the goods meeting strict origin criteria. Additionally, not all countries give preference. This seminar will provide you with a greater awareness of origin rules and how your goods can qualify for preferential rates of duty.

Please contact Lorraine Holt if you would like further details of these events:

Tel: 01482 324976

Email: l.holt@hull-humber-chamber.co.uk

TAKE BETTER CARE WITH FREE SERVICES

As a Chamber Member, you can sign up to receive instant access to free support services for you and your employees from AXA PPP. These help you look out for your employees' health and wellbeing 24 hours a day, 365 days a year, at no extra cost.

Health at Hand

Our telephone based health information service puts a team of experts on call to your employees and their families day and night – even at Christmas!

Health practitioners and specialists, including nurses, pharmacists, counsellors and midwives, are available on the phone to answer questions about any health related issue.

Health at Hand gives you access to fact sheets and leaflets on a wide range of medical issues, conditions and treatments, including:

- Family issues – pregnancy, care of the elderly, teenagers, divorce
- Care and counselling - stress, depressions, addiction, bereavement, abuse
- Pills and prescriptions
- Travel advice
- Healthy living

We've got all the latest information on specific illnesses, research, treatments and medications and free fact sheets to send to our Members who require more specific information.

While Health at Hand doesn't diagnose nor prescribe, it can give your workforce the invaluable reassurance of knowing that friendly and helpful information is just a phone call away.

Personal Business Assistance

What happens to your business if ill health takes you out of play for a while?

Personal Business Assistance is available to Chamber Members to help keep things moving in your absence. It helps to ensure that you maintain contact with your customers, prospective clients, suppliers and employees if you have to go to hospital or can't communicate effectively because of a health problem.

One phone call is all it takes to access the support you need. Maybe you just want to let people know you'll be out of action for a time. Perhaps you need help drafting some letters or cancelling and re-arranging meetings.

With Personal Business Assistance you can rely on us to do the donkey work while you concentrate on getting better and back in the saddle. To sign up for the free services, please visit www.axapphealthcare.co.uk/chambers

Why AXA PPP healthcare?

AXA PPP healthcare has been providing access to private healthcare for over 70 years and offer a wide range of options to suit your needs and budget. When you join you will be allocated a dedicated account manager who will remain with you throughout your membership to ensure all your queries are handled in the most efficient and personal way.

An exclusive healthcare package for Chamber Members

AXA PPP healthcare is pleased to be able to offer Members of Hull & Humber Chamber of Commerce

affordable private medical insurance with an exclusive offer – for Chamber Members only. The Chamber's healthcare package includes a choice of either:

20% cash back on your company's healthcare premium or half price Chamber Membership for three years. Both these offers are available for new direct customers only.

The cashback is paid on the premiums received by AXA PPP healthcare less insurance premium tax.

The half price Chamber Membership offer is capped at £125 per employee covered per year.

AXA PPP healthcare reserves the right to remove or change these special offers at any time.

Switching is easy

If you already have private medical insurance it's easy to switch too. Let us see if we can save you money on your renewal premium. Our dedicated account managers are here to take all the hassle away from switching provider, making the process quick and easy.

Want to find out more?

One of our advisers here at AXA PPP healthcare may be calling you soon to talk about how they may be able to help your business healthcare needs. Or you can call them today for an instant quotation or more information on 0800 38 77 54 quoting the name of your Chamber

(Lines are open Mon-Fri 9am-5pm, we may record and/or monitor calls for quality assurance, training and as a record of our conversation).

You can also visit www.axapphealthcare.co.uk/chambers for more information or to access articles on sickness absence management for small businesses.

KEEP YOUR EYES ON THE ROAD

Ensuring that your vision is good enough to drive safely may seem like common sense for a lot of people, but worryingly it's something that often gets overlooked by employers.

At present, there is no legal obligation for employers to make sure their drivers comply with minimum sight requirements. Once a driver has passed the mandatory driving test sight assessment, they are not required to prove the fitness of their eyesight again during their working lives.

However, in 2011 this is set to change. New EU legislation is due to be introduced, making it mandatory for all employees who drive whilst on company business to have their eyes tested regularly in order to keep their licences.

The current proposal states that holders of commercial licences (category C & D vehicles) will have to have their eyes tested every five years and holders of private licences (i.e. bikes, cars and most vans) every 10-15 years. Each EU member state has until 2013 to translate the directive into national law. However, at a time when many businesses are

struggling to make ends meet, a lot of employers will no doubt be questioning who will fund the sight tests – the company or the driver?

Jill Davies, Chief Executive of Westfield Health, the official health cash plan provider to the British Chambers of Commerce, and to the Hull and Humber Chamber, suggests that the responsibility will fall to the employer to provide access to regular sight tests.

Jill said: "Practically speaking, it doesn't really matter who pays, as long as the requirements are met. But as eye tests become a mandatory job requirement for drivers and an essential part of operating a business in compliance with health and safety regulations, many employees will be expecting their employer to fund the cost.

"Employers will therefore be looking for the most cost-effective way to ensure staff can gain access to optical care whenever they need it – whilst keeping additional administration and paperwork to a minimum level.

"A corporate-paid health cash plan is an obvious solution, as staff can manage their own sight tests,

booking appointments at a time and place convenient to them and claim back the cost of the test and glasses (up to the limit provided) directly from the policy provider.

"For a relatively small cost, this system helps the company to ensure its drivers meet the necessary requirements, without the extra paperwork."

The Westfield Health Chamber Primary Health Plan is available to all Members of Hull and Humber Chamber of Commerce, providing cash back towards the cost of optical care, as well as other forms of healthcare, including dental treatment, physiotherapy and diagnostic consultations.

The plan also provides fast access to MRI, CT and PET scans, a 24-hour counselling and advice line and up to six face-to-face counselling sessions or cognitive behavioural therapy sessions.

For more information, please contact Westfield Health on 0845 602 1629 or visit www.westfieldhealth.com/chamber



Philip Evans of Ramsden International (right) celebrates the company's win, joined by Anne Tate, Northern Lincolnshire Manager of the Hull & Humber Chamber and guest David Hickling of Caribbean Trading, at the BCC Awards Dinner & Presentation Night, held at The Hurlingham Club, Chelsea.

BCC AWARDS

Hull & Humber Chamber Members Ramsden International received recognition nationally at the 2010 British Chambers of Commerce Awards in London. The company not only scooped International Business of the Year, but were also runners-up in the highest accolade presented on the evening, the Outstanding Business Achievement Award.



Chairman of the Chamber in NE Lincolnshire, Simon Brett, Left, welcomes sponsor Steve Lynas of Towergate Risk Solutions to the networking event

MARCH LUNCH

Nearly 100 Members gathered for the Chamber's March networking lunch and speed networking event at the Ashbourne Hotel, North Killingholme. Following extensive refurbishment at the Ashbourne the hotel now has a large restaurant facility able to accommodate corporate and private events, as well as being able to boast 36 quality hotel rooms. Ashley Lidgard, Owner, was clearly pleased to welcome Members who were impressed with the new facilities.

The event was sponsored by Towergate Risk Solutions, experts in the field of business insurance providing a vast range of businesses insurance policies. Business Development Manager, Steve Lynas, spoke to Members about the company's services, before guests enjoyed general networking and an excellent roast pork lunch (wonderful crackling!). There was a real buzz about the event and lots of good contacts were made, to be converted later into real sales leads.

HULL & HUMBER ANNUAL DINNER

The Hull Sea Cadets were invited to attend this year's Chamber Annual Dinner. The theme of the evening was to celebrate Hull's Maritime history and current activities. A cheque was donated to Mrs Lena Slater, Honorary Chairman, who received it on behalf of the Cadets. The cheque presentation was made by the then Chamber President, Capt Russ Garbutt, who, in his formative years, was an enthusiastic Sea Cadet. His inspection of the Cadets was done with a very knowledgeable eye!

The Sea Cadets were impeccably turned out and added to the Maritime ambience of the Dinner considerably. The Chamber and Hull Sea Cadets are glad to be of mutual assistance to each other.

CHAMBER SUPPORTS HUMBER RESCUE

Russ Garbutt, the Chamber's President for the year to March 2011, chose Humber Rescue as the Chamber's Charity for that period. This was due to Russ's career in the Merchant Navy and as a Captain for P & O Ferries.

The River Humber is said to be one of the most dangerous navigable rivers in the world. It is not surprising that even the most experienced of navigators can be caught out by its shifting sands and seven knot currents.

Humber Rescue is an independent charity responsible for the provision of a fast-response rescue boat on the rivers of the Humber Estuary. The area covered by Humber Rescue is approximately 540 square miles and includes the Rivers Trent, Ouse, Hull and Humber.

Prior to the service provided by Humber Rescue there was no dedicated rescue nor safety vessel on the upper Humber.

The Chamber's most prestigious annual event is the Annual Dinner. Held at The Willerby Manor in February, the 300 guests raised over £1200 for Humber Rescue.

The cheque was presented by Russ Garbutt to Dave Roberts of Humber Rescue on Saturday 9th April, on the occasion of the naming and launch of their new craft 'Hilary P Berriff'. Also in attendance were the Lord Mayors Hull & Hessele.



CHAMBER EVENTS DIARY 2011

Members' Speed Networking and Lunch

Thursday 23 June

Tickton Grange Hotel & Restaurant, Tickton

Members' Speed Networking and Lunch

Friday 15 July

Humber Royal Hotel, Grimsby

Chamber St Leger Race Day 2011

Thursday 8 September

Doncaster Racecourse

Members' Speed Networking and Lunch

Friday 23 September

Hallmark Hotel, North Ferriby

Members' Speed Networking and Lunch

Friday 14 October

Forest Pines Hotel & Golf Resort

Chamber Bridlington & Wolds Business Awards

Friday 14 October

The Spa, Bridlington

Members' Speed Networking and Lunch

Friday 25 November

The Vikings Hotel, Goole

Chamber Annual Dinner

Friday 27 January 2012

Ramada Hull Hotel, Willerby

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

NOT ALL SUPERHEROES WEAR CAPES!

The Northern Lincolnshire Office of the Hull & Humber Chamber was proud to organise the Northern Lincolnshire Business Awards 2011, in association with Grimsby & Scunthorpe Media Group.

The Dinner and Presentation of the Awards, generously supported by Humberside Airport, took place at Grimsby Auditorium on 20th May. A fantastic opportunity for the Northern Lincolnshire business community to get together and celebrate business success in the region. And judging by the noise levels celebrate they did!

Following a 'Champagne' Reception sponsored by e-Factor and canapés sponsored and served by Grimsby Institute, guests heard from Howard O'Neill, President of the Chamber, before being officially welcomed by Tony Lavan, Airport Director, Humberside International Airport.

Guests enjoyed a three course Dinner with a heavy Lincolnshire bias (thanks to Scunthorpe Members Fine Dining and Quality Catering) whilst table performers and lookalikes entertained. The evening had a Superhero theme and local Grimsby Institute students, dressed as Business Superheroes Captain Industry, Commerce Woman, The Achiever and Steelman, kept guests amused fighting their arch villains and nemesis characters Red Tape Boy, Dr Barrier, The Discriminator and The Incredible Bulk!! The After Dinner entertainment this year was a 'Heroes and Villains' show and featured members of the cast of West End musical Chicago. Guests sat back and were transported into the world of gangland murder and corruption set in a nightclub

where the gin was cold and the piano was hot! The show also included Grimsby Institute of Further & Higher Education performing students who wowed the audience with their dance act and wonderful costumes.

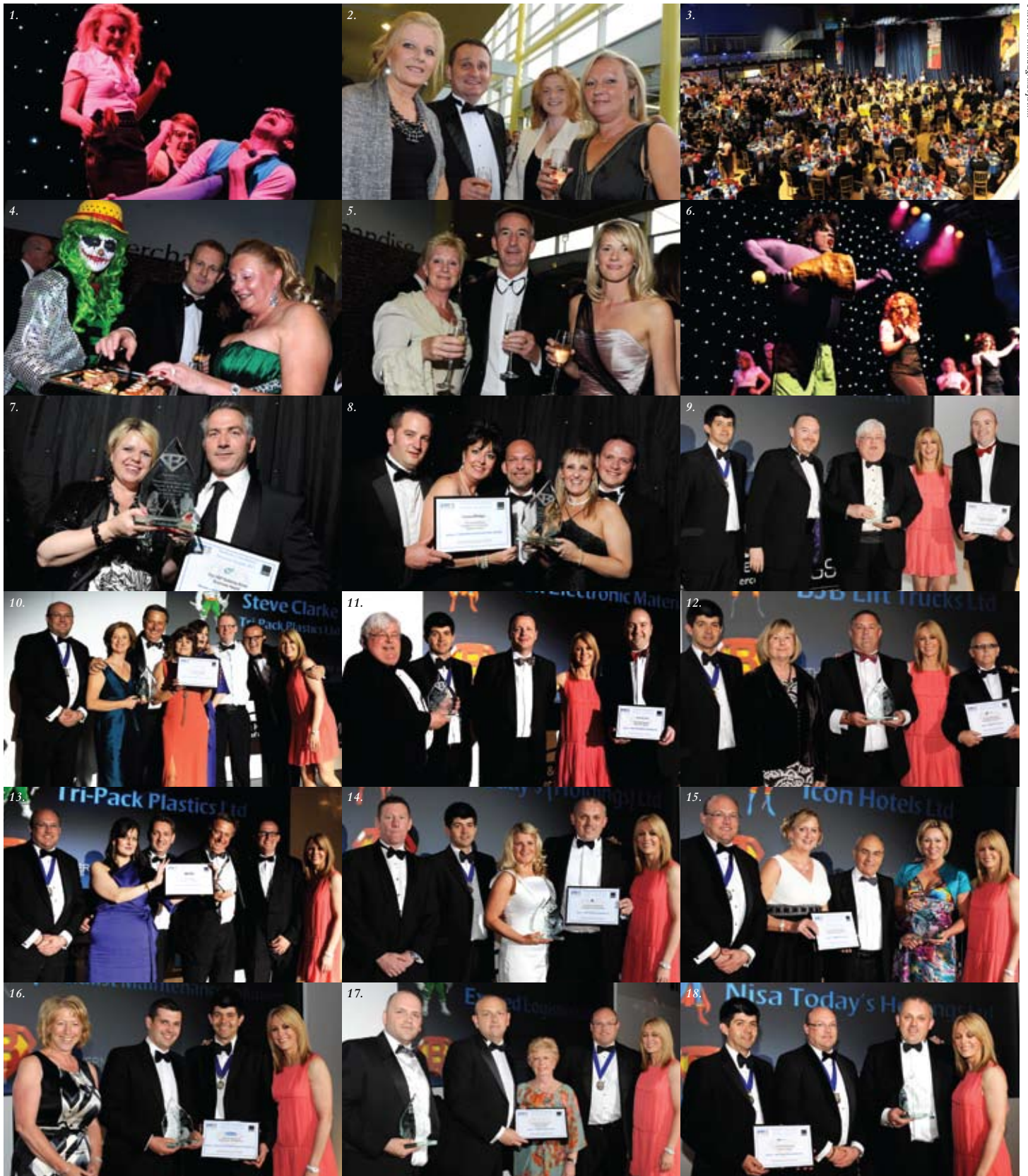
The evening was hosted by Superman lookalike Donald Standen and the Awards were expertly presented by Grimsby girl Helen Fospero, currently on GMTV. There were 12 awards this year and the thirty four nominees sat expectantly as tension mounted, waiting to hear who would be the outright winners in 2011 and who would be the runners-up.

Nominees videos and footage from the presentations can be obtained through John Baxter at juicemedia@live.co.uk and photographs from the evening obtained from Chamber photographer Graham Taylor at www.grahamtaylorphotography.co.uk and www.thisisgrimsby.co.uk

The Chamber's thanks go to all our sponsors in 2011, particularly our partners in this event GSMG and Grimsby Institute, for helping make the Awards a success.

For further information on the 2011 Awards or information on sponsorship of the 2012 Awards please contact Anne Tate at the Northern Lincolnshire Business Awards office on 01472 342981 or email a.tate@hull-humber-chamber.co.uk

1. The cast of Westend production 'Chicago' on stage at the tenth annual Hull and Humber Chamber of Commerce Northern Lincolnshire Business Awards 2011
2. From left, Angie Atkinson, editor of Scunthorpe Telegraph Mel Cook, editor of Grimsby Telegraph Michelle Lalor and Donna Read, at the tenth annual Hull and Humber Chamber of Commerce Northern Lincolnshire Business Awards 2011
3. Guests at the Hull and Humber Chamber of Commerce Northern Lincolnshire Business Awards 2011
4. Grimsby Institute students dressed up as superheroes at the Awards
5. Jan Thompson, Denis Thompson and Jo Thompson, at the tenth annual Hull and Humber Chamber of Commerce Northern Lincolnshire Business Awards 2011
6. Grimsby Institute students perform on stage at the tenth annual Hull and Humber Chamber of Commerce Northern Lincolnshire Business Awards 2011
7. Michelle and Pietro Catalano, from San Pietro, Scunthorpe, celebrate winning the HBP Systems Small Business Award.
8. From left, Neil Grice, centre director Amanda Austin, Lee Edward, Michelle Chevins and Matthew Lundie from Freshney Place shopping centre, celebrate winning the ConocoPhillips Award for Excellence in the Community
9. The Forrester Boyd Award for Business Excellence was presented to Hitek Electronic Materials ltd
10. The Wilkin Chapman Grange Business Person of the Year award was presented to Stephen Clarke of Tri-Pack Plastics ltd
11. The Kimberly-Clark Innovation Award was presented to Hitek Electronic Materials ltd
12. The Grimsby Institute Training Excellence Award was presented to BJB Lift Trucks Ltd
13. The Natwest RBS Interation Trade Award is presented to Tri-Pack Plastics ltd
14. The North Lincolnshire Economic Investment Award was presented to Nisa Today's Holdings ltd
15. Icon Hotels ltd (Humber Royal Hotel) is awarded The North East Lincolnshire Economic Investment Award
16. Qube Specialist Maintenance Solutions Ltd were awarded The North Lincolnshire Enterprise Award for New Business
17. Exceed Logistics Ltd are awarded The North East Lincolnshire Enterprise Award for New Business
18. Nisa Today won the ABP Business Growth award



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With over 20 years Education and Recruitment experience, the Premier Class Education Team continues to be at the forefront of the Local Education Community, working on behalf of our candidates and clients.

Exciting News!

Premier Class Recruitment Ltd are pleased to announce that they are a potential supply chain provider to local Schools as part of the Esteem Building Schools for the Future programme.

Our Case Study is available for you to view by following the link: www.esteem.cc/case_studies/premrec.php

We have recently formed an exciting partnership with Mike Booker, former Director of the Manchester and London National Challenge and Director of Farol Support Services, to deliver School Improvement Services across the region and nationally and this is proving to be very successful under 'Aspire' which can be viewed via the Esteem and Premier Class websites.

We are also delighted to announce that our Director Sue Dobbs, winner of two national business awards for 'leadership and management' and 'people and culture' has recently been invited to sit on the Hull and Humber Learning Partnership as well as promoting community involvement through:

- One Hull Development Group
- The Regional Business Advisory Group
- Providing Training services to school and colleges in the region

The Premier Class Team continues to work hard, round the clock on behalf of local schools. We have dedicated consultants who continue to work hard, providing staff and school improvements services to local schools as well as our recent employment of Annabel Brannan providing us with excellent levels of expertise in the delivery of our IAG and Careers and Guidance Services.

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“The Chamber has a fantastic team and Membership throughout the region and I see its aim as bringing that voice to the table with a great deal more effect than any business in isolation”

Looking Forward to the Challenges to Come

Richard Rowell - Partner, Forrester Boyd, Chartered Accountants

Born in Leeds, Richard Forester moved to Grimsby in 1975 and was educated at Wintringham and Tollbars schools in Grimsby. Staying in the area, he lives with his wife and two daughters in Waltham.

His professional career started with Forrester Boyd, Chartered Accountants, straight from A levels, a trend which now seems more common in the profession. He qualified as a Chartered Certified Accountant in 1995 and became a partner in 1999.

In his personal life, he has always been an avid fan of gadgets and technology. As a natural extension to this, in his business life he has always been passionate about the benefits that IT can bring to businesses owners. Given this drive on all matters technology-related it was also natural that he took over the Managing Director role for developing Forrester Boyd's IT and payroll outsourcing services through Dataplan Payroll and FB IT Solutions.

What is your view of the sector in which you work in terms of its economic health?

Businesses across the area are still struggling and I would say that I have noticed more smaller business failures in the last six months than the 12 months prior to that.

On a positive note there are many good businesses out there seeing a return to profitability and the majority of the business planning exercises undertaken recently have been to raise finance for expansion rather than for survival.

In a survey that Forrester Boyd undertook in January this year, it highlighted that South Bank businesses have shown a marked increase in profitability after a post-recession recovery. But went on to add that the positivity is tempered with a realisation that many may have been over-optimistic about the pace and extent of growth going forward.

This is still holding true and has been borne out by recent statistics on growth

How has your business survived the recession? What were the strengths that allowed it to do that?

In a recession we look to our strengths focusing on what we are good at. Our clients value the advice and direction that we can bring to their business when troubled or looking for solutions. Also, recessions see our customers with greater demand

for help accessing new or maintaining existing bank facilities. This additional work usually compensates the loss of income from businesses who just can't survive economic downturn.

Recession affects every business and accountancy practices are not isolated from that. However, every business needs accountancy services so in a way the profession is somewhat sheltered overall.

In recessions accountancy practices tend to lose some clients on price as businesses look for a rock bottom service and price competition increases. Of course, the opposite works too, our breadth and depth of skills across the practice mean that we are very attractive to companies that currently use the national/international Big 4 firms. Significant savings can be made here, often with an increase in the personal service that business owners will see from a practice like ours that thrives on personal relationships.

Some of our services actually do well in a recession. A good example is our outsourcing services. In recession, companies look to cut costs and focus on what they are good at, often shedding functions that are risky and costly to run such as internal payroll and IT support.

Overall, though, it is our very close relationship with clients and an in depth understanding of their needs that helps us to survive through recessionary times.

What are the main challenges facing you and your company during 2011?

The main challenge for 2011 is continuing to grow our business profitably. One thing is for sure, if we stand still and do nothing, our business would move backwards.

So, in addition to working more closely with our existing clients, we are continually looking for opportunities to develop new markets through expertise and specialism. This can be seen through initiatives such as our audit and compliance specialism for Academies, or the growth of our business protection and later life planning through our Financial Services business, FB Wealth Management Limited.

In the same way that our payroll operation has grown from small roots servicing the fishing industry in Grimsby and now has a national presence, both of these new areas are looking to develop services not just in Northern Lincolnshire but also to expand beyond.

What hopes do you have for 2011 - where does the business want to be at the end of the year?

Forrester Boyd's aims are to remain Northern Lincolnshire's leading independent firm of accountants and by doing that remain profitable.

Accountancy practices have changed significantly over the years and will continue to do so. Audits and producing accounts are no longer the large majority of an modern accountancy practices fees. Instead our incomes are generated from a wide range of business support services. This diversification and the promotion of our breadth of services is essential for Forrester Boyd to retain its position as a forward thinking practice.

During 2011 we will continue to look ahead, to plan for and respond to the needs of today's business and to identify new opportunities in the business services market where we can.

How do you see your role with the Chamber? What do you bring to the role and what does it give you in terms of growing your business experience?

Having joined the Chamber only a few years ago I was delighted to be asked to stand as Vice Chair of the Chamber's North East Lincolnshire Area Council last year. With a background of recession and government cutbacks business support services and organisations provide an essential voice to businesses across the area.

The Chamber has a fantastic team and Membership throughout the region and I see its aim as bringing that voice to the table with a great deal more effect than any business in isolation. Our region experiences some problems with communication and the political landscape makes it difficult to have a consistent voice of business as the wrangling over a Humber-wide LEP has shown.

We have also been concerned over the demise of Business Link and the connections that it brought between the business on the ground and local government in terms of communication, support and development. I believe that all of the business support organisations locally have a much bigger challenge over the next few years in filling that gap and bringing the business agenda to the fore. I for one am looking forward to that challenge.

Where Industry Meets Wildlife

The Humber estuary is one of the busiest industrial areas in the UK. With its ports, industry and large population, it is of vital importance to the United Kingdom's economy but is also outstanding for wildlife habitats and home to a wide range of birds and other animals including grey seals.

Ensuring that the competing demands can work together is the small not-for-profit company Humber INCA, which is based at Barton upon Humber on the South Bank.

Humber INCA acts as a forum for industry, regulators, planners and conservation organisations and as a partnership with industry and business on the Humber, developing and implementing ways of integrating nature conservation into commercial operations.

The organisation's work is supported by companies on both sides of the estuary, including Able UK, Associated British Ports, BP, Tata Steel, Total, and Centrica Energy, as well as local authorities and both statutory and voluntary conservation organisations.

Humber INCA's portfolio of work ranges from advising on and helping to implement practical work to improve the management of industry owned land for wildlife, to assisting with identifying solutions to some of the strategic planning challenges faced by local authorities around the Estuary. Alan Jones, Humber INCA's Conservation Officer, describes how Humber INCA has encouraged volunteers while also drawing on the support of industrial partners.

"The Humber is one of the country's most rapidly changing regions as a result of industrial development, but at the same time the wildlife and habitats of the estuary enjoy the highest standards of protection in the UK under national, European and international law.

In response to this, in 2002, Humber Industry Nature Conservation Association, Humber INCA, was established by the major industries, local authorities and statutory agencies to safeguard the vital habitats and species of the Estuary. In more recent years, volunteers have played an increasingly important role in the activities of this small, not for profit Company.

As well as the every day, sterling work of the Lincolnshire and Yorkshire Wildlife Trusts and volunteers with Natural England, Humber INCA itself has engaged the enthusiasm of local volunteers in partnership with the national charity for voluntary conservation, the British Trust for Conservation Volunteers, the BTCV.



Local volunteers Gail Harrison of Grimsby and Dave Heinrich of South Killingholme learn the skills of woodland management at Mayflower Wood. Both are now members of the Friends of Mayflower Wood and look forward to the hedgelaying and pond management coming later in the year.



BTCV volunteers join with Humber INCA in one of the woodland conservation projects at an industrial site.

Local volunteers are now central to the management of the woodlands, hedges, grassland and aquatic habitats found on industrial sites around the Estuary and are making a big difference to its wildlife.

This year, with the support of a £10,000 grant from the Big Lottery Fund, volunteers from in and around Immingham, Grimsby, Cleethorpes, Killingholme and South Ferriby are now able to access training in habitat management on a scheme organised by Humber INCA, the BTCV and Conocophillips' Humber Refinery, to give them the skills and organisation needed to conserve their local wildlife.

The Friends of Mayflower Wood, who recently established community woodland which is one of the largest privately-sponsored community woodlands in the country, are now independently established as part of the BTCV's Local Groups Network and are benefiting from training and support in woodland management, pond management and hedgelaying.

The project saw two, three day woodland management courses, followed by a programme of hedgerow surveys which will lead up to a series of three-day courses in hedgelaying at the end of this year, plus training in the management of the small ponds and watercourses at the site.

Other wildlife projects undertaken by Humber INCA include the development of a new 25-acre woodland Local Nature Reserve at a local power station, the management of a 100-acre woodland adjacent to an oil refinery, plus work at ponds, grassland and hedgerows across the sub-region.

Special projects seek to protect and enhance declining species such as sandmartins, Great Crested Newts and water voles. Partners include not just major industrial companies, but also the local authorities and charities such, as Buglife, where even the smallest invertebrates have been brought into efforts to protect the wildlife of the region."

For more information on Humber INCA visit their website at www.humberinca.co.uk

For more information about the work of Humber INCA with local volunteers contact Humber INCA's Conservation Officer, Alan Jones by telephone on 01652 631 523 or by email alan.jones@humberinca.co.uk. The BTCV's Field Officer for the Humber is Ian Jakulis on 01482 620 309, email I.jakulis@btcv.org.uk

“The Humber is one of the country’s most rapidly changing regions as a result of industrial development, but at the same time the wildlife and habitats of the estuary enjoy the highest standards of protection in the UK”



Getting on the Right Side of the Law



These have been tough times for the legal profession as the economy battles back from recession but one thing is certain, and that is that legal advice remains a crucial investment, hard times or not.

A recent national survey by *The Lawyer* indicated the difficult times facing the profession with none of the ten top law firms questioned by the magazine predicting fee income increasing by much more than five per cent. The majority said that they would be satisfied with a financial performance that mirrored last year's.

For all that, the need for good legal advice remains as strong as ever. The reason is that the law keeps changing, which is why seeking expert legal advice is crucial in so many situations.

Those people who have tried to save money by dispensing with the services of a solicitor have often found themselves deep in trouble because they ignored that basic mantra. And in the law, ignorance of ramifications tend not to be accepted as a good defence.

The reason lawyers are so important lies in the complexity of law, a complexity that is constantly changing. Each year brings amendments, revisions and whole new areas of legislation, so keeping on top of the changes is crucial for any company, whatever

field they are involved in. It's so easy to miss a change that can have a major impact on the way a business operates. Also, very few laws are simple so in an age where a compensation culture is increasingly prevalent, getting the right advice at the right time is important.

Take export law as an example. The international trade in products is a complicated one for companies. Different regulations surround what can and cannot be exported or imported and the situation differs depending which country is involved.



Often lawyers are needed to help businesses negotiate their way round the regulations and ensure that they do not break UK or foreign laws. Giving that advice is a highly specialised field.

Or take general business law; everything from health and safety rules to retail legislation can present challenges and a single mistake can lead to a potentially costly breach. The result could be a fine, a court appearance or a large compensation pay-out. Understanding the law in the first place can prevent such unpleasantness.

There is also a myriad of law surrounding competition: when is an advert unfair, is a product over-hyped, are the statements made about it correct, is an unfair advantage being taken over a competitor? We have all seen the rulings against companies by the Advertising Standards Authority

underlining the warning that anyone making claims about their product or company needs to take great care. Getting it wrong can lead not just to financial implications but damage to the image of a business.

Another rapidly expanding field is environmental law. Gone are the days when reducing emissions was a good thing to do but one not generally enforced by legislation. Today, European and UK law demands that companies meet their environmental targets and lawyers can be invaluable in helping them understand the nuances of a form of legislation that is ever-changing. Each and every one of these may require expert legal guidance and it is always worth seeking out those companies that specialise in the field in question. A general lawyer, for instance, may not know enough about patents law to give adequate advice - but is likely to know someone who does.

These days, however, many law firms are appointing specialists to their staff so that they can deal with as wide a range of legal issues in-house.

There are also legal companies that specialise in certain sectors and have extensive experience of working in the field. Lawyers, for instance, who understand health and safety or those who are experts in the application of employment legislation. Whatever your company's area of expertise, the basic, overriding message is never to mess with the law. Never assume that you know better than the experts, never gamble on the 'barrack room lawyer' who reckons they are right, never decide that reducing or eradicating legal fees is a good way of cutting a financial corner when times are tight. Ignoring the advice can be as costly as it comes. Investing now can save a lot of pain and cost later.

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As the pressures of today's busy lifestyles and hard economic times continue, it is easy to neglect and maintain our health. The Insurance Partnership Health Solutions (TIP HS) and Warners Health aimed to combat this with the launch of their 'Know Your Numbers' campaign at the Hull & Humber Chamber of Commerce Chamber Expo 2011, offering a complete Healthcare Solution for Businesses in the Hull & East Yorkshire region.

The Know Your Numbers Programme introduced organisations to the benefits of looking after their employees' health. Visitors to Stand 36 on the 7 & 8 June Business Expo, got a chance to take part in a fun Banish Your Bingo Wings prize draw, whilst getting the opportunity to 'know their numbers' through having blood pressure, cholesterol, BMI and lung capacity functions tested, a proven way into understanding your body and any potential health risks you may have.

Jo Wood from TIP HS comments "We are thrilled to embark on this new partnership with Warner's. Although we launched this campaign in a fun and light hearted way, there is a very serious message



behind it. Private Medical Insurance is considered to be one of the most highly valued company benefits you can offer your employees. By knowing your numbers we can create a bespoke Well Being Package to fit your business, budget, numbers and long term goals."

Keith Warner from WarnersHealth also comments

"Workplace Health is a critical element to improving productivity, job satisfaction, longevity and quality of life. By arranging individual and/or group screenings for your staff, we can ensure everyone is able to manage their health and any underlying health risks can be addressed through health education and health programs designed to promote wellness."

Savvy employers are now realising that the health of their workforce directly impacts on the health of their business and by promoting good health for their staff, everyone reaps the benefits. The new health partnership brings a wealth of experience and an assurance to respond to your requirements in a flexible and cost effective way.

For more information on how you can 'Know Your Numbers' please contact Jo Wood on 01482 388625 or email jwood@insurance-partnership.com

www.insurance-partnership.com



THE PERFECT PARTNERSHIP: HOW OUTSOURCING YOUR CONTACT CENTRE NEEDS CAN BENEFIT YOUR BUSINESS

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But to reap these benefits you need the right outsourcing partner to work with – someone who'll treat your customers like their own.

So here's what to look for in the perfect outsourcing partner:

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still OK – provided they're prepared to immerse themselves in what you're about.

Do they invest in their people? A contact centre is



only as good as its people, so you need to know that your outsourcing partner recruits the best people, then motivates and continues to develop them.

How flexible are they? If your needs are fairly modest now, can they offer a 'bureau' service, where the overheads of providing the service are shared between a number of customers? Will they be able to handle your needs when your business grows?

How will you measure success? A confident outsourcing partner will want to put targets in place that reflect your needs – for example, average call wait times, or the percentage of calls that result in sales.

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ENERGETIC AND RENEWABLE FOCUS AT HCF

By Dr Glyn R Hughes, Chief Executive
of Humber Chemical Focus Ltd

Energetic Chemistry

The Humber chemical sector is part of a \$1.5 trillion dollar global business that is one of the most internationalised of all industrial sectors. It is also part of a highly energy intensive one. On average some 20-25% of all input costs are gobbled up by energy and when it comes to some basic building block chemicals e.g. ammonia this can exceed 80%. No surprises that energy has always been a hot issue for the industry and one that is unlikely to go away. The energy and chemicals sectors are strongly coupled by their common link to feed-stocks.

Energetic Transformations

Nearly ninety percent of all the energy we consume is still derived from coal, oil and gas sources, which also provide some two thirds of the feed-stocks for the world's chemical industries. Both these sectors are also responsible for large emissions of Green House Gases (GHG), mainly CO₂, and are therefore subject to increasing impacts of green taxes, designed to moderate or eliminate harmful emissions in to our atmosphere. The double drivers of reducing GHG emissions and also seeking alternative and less carbon-intensive feed-stocks are both shared by the energy and chemical sectors. These drivers are causing technology changes in both sectors. For the energy sector we are starting to see the use of bio-mass derived

feed-stocks and a serious interest in adopting carbon capture and storage methods. For chemicals as well it's no surprise that this industry is looking to utilise bio-mass feed-stocks to replace selectively those based on coal, oil and gas and lower also the energy and carbon footprints of their processes and products.

Energetic Bio-renewables

Adoption of bio-renewable technology by the energy and chemical sectors is growing. It has been estimated that bio-derived energy accounts for about ten percent of all energy consumed and a similar proportion is now used in the bio-technology sector to produce chemical products. The combination of higher oil and gas prices and the green taxes mentioned above will be an accelerator to the adoption and growth of the bio-renewables sector, as they become competitive with fossil based equivalents. The utilisation of bio-mass and bio-waste feed-stocks as building blocks for the new bio-renewables sector will also maintain the close relationship between the energy and chemical sectors. This is perhaps best seen in the modern concepts for bio-refineries, which utilise bio-mass or organic waste, rather than crude oil or gas, to provide the energy, fuels and chemical products for our modern lives.

Energetic Humber

I believe the Humber continues to have a real future in the energy and chemicals sectors which will include a strong bio-renewables element. While we all welcome the recent off-shore wind sector announcements associated with renewable energy we should not forget also the legacy, arrival and growth in the bio-renewables too. The region has always had strong natural products industry in both the chemical and refining areas. It has seen in the last five years the arrival of major investments in clean bio-fuels investment and manufacturing and it remains a location of choice for other projects e.g. bio-mass and bio-waste to energy projects. I believe it will also become a major centre for the growing bio-refining industries.

Energetic Networking

HCF has always had a strong interest in the energy and renewable agenda. Its membership includes major energy generators, process and chemical manufacturers and newcomers to the Humber involved with the growing bio-renewables economy. HCF is home of Humber Renewables Network (HRN), one of HCF's nine network groups, which has a goal of supporting, from a neutral not-for-profit place, the development of a successful energy and renewables sector here in the Humber. Come and join us!

The logo for Humber Chemical Federation (hcf) consists of the lowercase letters 'hcf' in a white, sans-serif font, positioned to the left of a cluster of white dots of varying sizes that form a partial circle.

Home of the Humber Renewables Network



HCF's Humber Renewable Network (HRN) supports the development of the Humber economy as the UK's centre for renewable energy investment. This network provides opportunities for business, industry local public sector, supply chains and professional services to meet and exchange knowledge as well as act as a focus for local action to support the arrival of this new energy and low carbon sector.

The logo for Humber Chemical Federation (hcf) consists of the lowercase letters 'hcf' in a white, sans-serif font, positioned to the left of a cluster of white dots of varying sizes that form a partial circle.

For further details please contact **Katie Hedges, Programme Manager, HCF,**
Email Katie.hedges@humberchemical.co.uk Tel **01469 552840**

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BUSINESSES REACT TO ROCKETING FUEL PRICES

With rising oil prices, increasing taxes and 20% VAT, fuel costs are at an all time high. This has a significant impact on businesses that are reliant on commercial vehicle usage.

Northgate Vehicle Hire, which has seven depots across the region, is witnessing a growing number of businesses in Hull and Scunthorpe looking to save money by cutting down on fuel consumption.

Northgate Yorkshire and Humber area sales manager, Sean Hewis, said: "A main concern for our customers is how they can cut fuel costs. Rising petrol prices are placing an enormous financial pressure on businesses, which makes fuel efficiency a high priority. At Northgate we try to ensure that our rental fleet vehicles are as economical as possible.

"All of our vehicles run on diesel, the majority of which are under three years old. We also employ state-of-the-art technology such as the

FordEtis diagnostics system, which can be used to place a speed limit on customers' vehicles and guarantee greater fuel efficiency from their drivers.

"We can even add digital vehicle tracking to a rental package, which allows a business to view real-time vehicle movements and manage the amount of miles that are driven.

"Our aim is to help customers manage their commercial vehicle costs effectively, which means we have a responsibility to provide up-to-date and efficient products."

Northgate Vehicle Hire is the market leading commercial vehicle hire company operating in the Yorkshire and Humber region with seven hire depots and supporting workshops in Hull, Grimsby, Scunthorpe, Leeds, Sheffield, Doncaster and Wakefield. For more information, visit www.northgateonline.co.uk

GETTING THE PAYROLL RIGHT

5Four Payroll Services is a subsidiary of 360 Chartered Accountants, based in Melton. We offer an efficient, competitive payroll bureau service to businesses in Yorkshire and further afield.

Current payroll sizes range from one employee to 50 but we have sufficient spare capacity to handle much larger employee numbers. As well as offering all the services of a traditional payroll bureau we can:

- Process BACS payments
- Produce security, standard or electronic payslips
- Handle PAYE/NI payments
- Advise on holiday pay, redundancy entitlements and sickness and maternity/ paternity rights
- PAYE inspection visits

Our charges depend on size of payroll and frequency of wage payments. A discount is offered for a paperless service. For a free, no obligation meeting please contact Andy Steele or Jill Moore at 01482 638681 or help@5fourpayroll.co.uk. The website is: www.5fourpayroll.co.uk

THE VITAL ART OF COMMUNICATION



arkimedia
creative communications

Whether you're embedding Competencies, buying into Beliefs and Behaviours, starting a journey of change management, writing Processes and Best Practice Standards or spreading the news on innovation, finding the right words to get the message across to your audience can be complex and challenging.

At Arkimedia Creative Communications, we work with companies from all sectors, including blue chips and SMEs, to create stimulating and easily understood, world-class corporate communications that deliver effective messages to customers, employees, stakeholders and the media.

Focusing our creativity, expertise and way with words, we can deliver your company's key communications with maximum impact; whatever the message is that you need to convey, whoever you need it to reach and however you want to achieve it.

By using our expertise and skills in copywriting, brand development, public relations, design, advertising and marketing, we take a client's germ of

an idea and create an action plan to make it happen.

From developing an incisive strapline, researching and embedding your KPIs, deploying TPM and Professional Standards, right through to corporate ID and re-branding, we have a first class reputation for smart thinking and attention to detail - and jargon-busting is our speciality!

Arkimedia Creative Communications' client portfolio is impressive, including household names such as Unilever and Cadbury. As importantly, we work closely with SMEs and charities - we've even helped Britain to Bloom!

Whatever the size or style of your organisation, we work as part of your team, taking time to understand your business and the challenges you face. Our objective is to deliver continuous improvement and tangible results.

Through innovative strategic communication and creative design, we deliver excellence as standard, and look to provide a service that consistently delights and exceeds customer expectations.

So, whatever your core corporate messages may be, Arkimedia Creative Communications will work with you to translate them into words and actions that everyone can understand.

For more information, please visit www.arkimedianet.com or email contact@arkimedianet.com

KRL GROUP LTD

KRL Group Ltd are a service-led office and business solutions provider based in Willerby, Hull.

Formerly known as Kingston Reprographics Ltd, they went through a management buyout in November 2009 and changed their image completely.

2010 saw the company celebrate 25 years in business, and, despite the changes KRL Group have been through, they are still constantly developing, growing and stamping their mark across Yorkshire and Lincolnshire, and, more recently, the rest of the UK. Now with a 25 strong team, they are fast becoming well-known for their first class service and willingness to go that extra mile.

MD George Baker said, "In the current climate every business is looking to save money, but many companies overlook their printing and copying costs. We speak to different types of businesses every day and find that nine times out of ten, we can save them money - it's really worth looking at! Whether you are a multi-national company or a one-man band, to KRL Group you are a partner and we make it our business to help you!"

KRL Group know that every customer's needs are different, which is why they tailor a print management strategy to suit your needs - helping you to plan ahead and consider the bigger picture.

FUEL EXPERIMENT A SUCCESS

Hull bus company, East Yorkshire Motor Services, has reported the results of its first full year since adopting new measures to reduce fuel consumption on its fleet of 280 buses and coaches, which consume about six million litres of diesel each year.

The company's award-winning training division has undertaken a major programme of specialised driver training for safe and fuel efficient driving (SAFED). The SAFED training trial was started at the company's Elloughton depot in December 2008 and following the successful results, almost all of the company's 470 drivers have now been on this course.

Then in mid-2009 EYMS started a separate trial with 'GreenRoad' on-bus telematics at its Hornsea depot. This features a 'traffic light' system in the cab to indicate to the driver how efficiently the bus is being driven. This is a web-based system so drivers can log on to see how they are performing and compare this with depot averages.

This equipment has now been fitted on all the company's buses and the combination of the SAFED training and the 'Green Road' is now regularly achieving fuel consumption improvements of around 5%, with even better results at some depots.

EYMS Chairman, Peter Shipp, said "In a fleet of our size it represents a considerable fuel saving. At present prices a 5mpg improvement will cut our annual fuel bill by around £200,000. This helps considerably but still comes nowhere near the £800,000 more we shall pay for diesel this year compared to 2010, even if the price does not go up even more."

"However in the present very difficult financial climate, we need to save money wherever we can and fuel is now such a big proportion of our total costs, so this is a very important area for us to concentrate on.

"We still have a great deal more to do to try and recover about £1.6m in the coming year. This is the combined financial effect of big cuts in the grants we get and even bigger cuts in concessionary travel payments from the local councils, coupled with the increased cost of fuel."

SERVICE WITH HONESTY

Grid to Mag is a new company to the Grimsby area and the philosophy is to offer the best products available within the customer's budget with no pushy sales pitches, just plain honesty. It can boast a varied supply of equipment and clothing for people serving in the uniformed services and for a number of outdoor purposes, from camping and fishing to shooting and hiking.

Established by a former soldier, serving cadet force adult volunteer and outdoor enthusiast, you can be sure you will receive expert advice so you can make informed decisions, whatever the endeavour or budget. The equipment you receive will be fit for purpose and of the highest standard in order to meet the quality required.

A broad range of clothing is available from the new outlet which is situated at Enterprise Village, Prince Albert Gardens, Grimsby. This includes trousers, shirts, waterproofs, headgear, footwear and accessories, from many renowned brands for example Snugpak, Buffalo Systems Ltd, Vaude, Terra Nova, Craghoppers, Sealskinz, Keela, Alt Berg, Magnum/Hi-Tec, Sea to Summit, Mountain Junky,

Musto (except sailing), Bates boots, Montane, PRI Ltd (KarrimorSF), Haix, and more soon to follow.

Along with stocking genuine military surplus, Grid to Mag also offer an ordering service for those specific pieces which may be hard to find. As the festival season approaches, they will be supplying all of your camping essentials in a package for a bargain price, so you can be sure all of your festival equipment needs are catered for.

If you register with their online shop, you can receive the latest information, newsletter, and discounts. Serving members of the armed forces can also receive a discount of 15% and free delivery to a requested site or 'the unit'; email your details to forces@gridtomag.co.uk and send proof of service. This also applies to cadet organisations.

As a part of their excellent service, Grid to Mag are willing to attend meetings and arrange presentations to offer their assistance and knowledge. For more information about any of their services, please call 01472 242781, email enquiries@gridtomag.co.uk or visit www.gridtomag.co.uk

AC3 CONSULTING LTD STARTS TRADING

AC3 Consulting started trading on March 21 – the first day of national Business Continuity Awareness Week 2011. Former University of Leeds work colleagues, Tony Cobb and Steve Aylmer, have launched the new company, which seeks to address the approach taken by small and medium sized companies and organisations to tackling various types of crises and incidents.

Although statistics are not consistent, they do show that between 60% and 90% of companies fail within 24 months of a disaster befalling them (The Definitive Handbook of Business Continuity Management, 2nd Edition by Andrew Hiles).

In January, Star, a provider of on-demand computing and communication services to UK businesses, reported that 26% of UK businesses have no formal business continuity plan in place and for organisations with less than 100 employees, that figure rises to 43%.

There are many classes of incident that can befall an organisation: acts of nature (including earthquakes, floods and extreme weather), pandemics (e.g. swine flu), man-made disasters (including power outages, flooding from burst pipes or overflowing drains, vandalism, IT systems failures, IT systems security incidents and pollution) and denial of access to

premises resulting from other incidents.

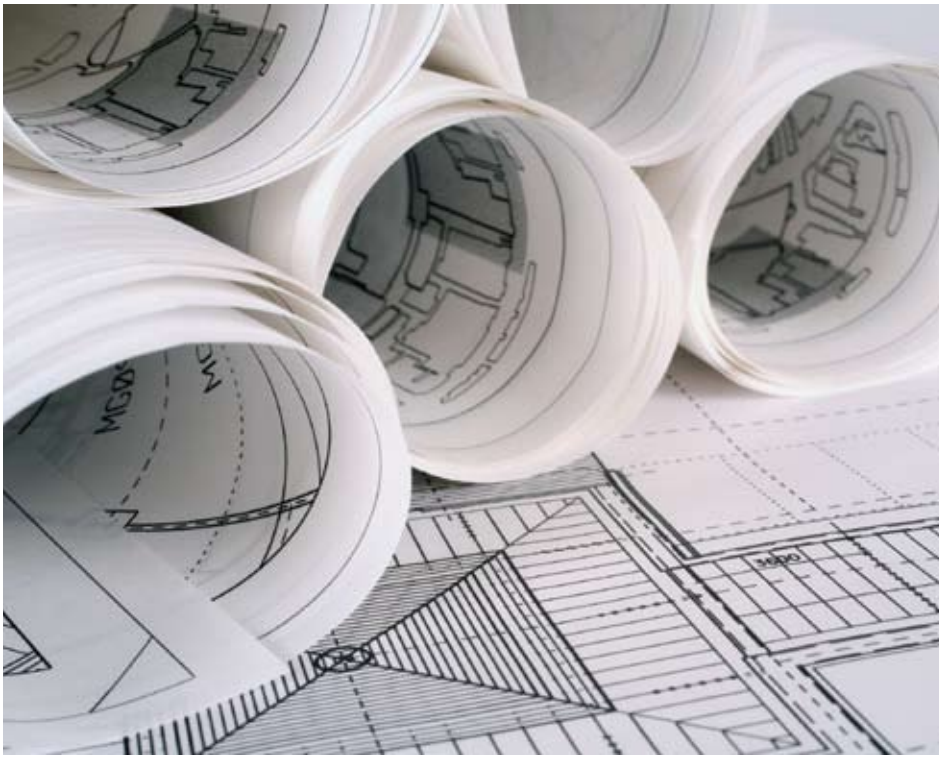
In a report by the Humber Sub-Region Local Resilience Group, the major areas of risk were identified as flooding, a large toxic release (e.g. from a site storing large quantities of chlorine) and influenza type disease (pandemic).

The main areas to consider include people (staff), premises, technology (IT, voice and data communications), information, suppliers and partners, customers, communications and the company's/organisation's reputation.

Tony said: "We found in our jobs that companies seemed to protect their IT in the event of problems as you might expect, but often didn't have contingency plans for anything else. Areas such as accommodation, key personnel and company communications with staff, customers and suppliers are often overlooked. Also, even where recovery plans are in place, regular testing and updating of those plans doesn't happen. It's all about protecting value and reputation in a crisis, having operational resilience to carry on the business, and providing mitigation against risk."

Contact AC3 Consulting on 01430 423837 or 01482 702573 or email enquiries@ac3consulting.co.uk

www.ac3consulting.co.uk



A PROUD HISTORY

AMP Architectural Services has a history of designing homes, commercial, residential and healthcare buildings and workplaces for a wide range of clients spanning from individuals to housing providers and private developers in Leeds and Hull and we operate on a UK wide basis.

Efficient and elegant space planning, combined with good day lighting and sun lighting, are essential characteristics of our work. Today, these basic qualities remain central to our thinking, but we combine them with an innovative and enquiring approach to meet the more complex agendas of sustainability and modern construction techniques. We are deeply committed to developing environmentally-responsible designs and specifications for our clients' buildings.

Our service offers free consultations, where a qualified designer will visit the property and discuss the full Planning Application and Building Regulation process. The purpose of the visit is to evaluate the feasibility of the proposed scheme, to answer any queries the client might ask and issue a quote which is specific to the proposed scheme.

Our measured survey uses the latest technology available today, so that our surveys are as accurate and efficient as possible. Once the survey is completed, we set a time limit to complete the AutoCAD drawings within 7 working days. Once the application is submitted into planning permission or building regulations, we are in regular communications with the council as to its progress.

We specialise in architectural illustrations such as 3D Visualization and walkthroughs.

For further information, contact us on:
 Mob: 07949 948960
 Skype: adrian.palmer8
 Email: info@amparchitecturalservices.co.uk
www.amparchitecturalservices.co.uk

HELPING OUT

One of St. Andrew's Hospice's army of volunteers, Ros Reeve, writes about why she decided to volunteer at the hospice.

Over my working life I'd worked for multi-national companies and the public sector before retiring from a local council as Head of Communications. I then set up my own consultancy providing PR advice and finally jointly managing the formation of a large joint venture with the NHS. But in late 2009 I decided to scale back my work and take time to explore other activities.

I'd always admired the hospice movement with their aim to help people with life-limiting illnesses – friends joke that I have a soap-box that I'd clamber on whenever hospice funding is mentioned – and so in autumn 2010 I applied to become a volunteer. The application process was thorough, which was reassuring given the vulnerability of some of the patients, but by January 2011 I was volunteering with St. Andrew's Fundraising team. I became the latest recruit in a whole army of volunteers – we have around 500 – doing all sorts of things: there are 10 people alone who keep the gardens looking beautiful. We also have hospice shops reaching from Hull in East Yorkshire to Sutton-on-Sea (many people don't appreciate that our children's unit takes patients from Bridlington in the north to Spalding in the south). There are others who help with our eBay sales of donated goods, support our Big Fish Lottery drive, drivers who collect and distribute donated goods and many, many others.

Not everyone can volunteer of course, but there are many ways to support St. Andrew's – you can give a donation or even get your organisation to sponsor your very own nurse! We're happy to talk to anyone who thinks they would like to support the Hospice – even if you're not quite sure what you or your organisation would like to do – and the dedicated Fundraising team will be very happy to work with you. It might even be me you talk to if you contact us on a Thursday!

St Andrew's Children's Hospice
 Peaks Lane
 Grimsby

General Enquiries: (01472) 350908

www.standreshospice.com



Grimsby Couple Really do have X Factor

New Chamber Members, Kevin Glancy and Emily Roberts of Big Picture Media, really do have the X-Factor when it comes to video production work throughout the region. The couple have recently started talks with various channels on SkyTV to promote Discover Britain. Networking in Business and Cooking with Emily, their three recently broadcast programmes. Discover Britain now broadcasts to over 122 countries around the world via the Inspiration network on Sky.

Kevin explained: "When we started out initially a couple of years ago producing videos and virals, we decided we wanted to do a programme about business. This then led to our footage being shown on ITV and BBC as we were filming at Downing Street during the elections, and we were the only crew left when a fight broke out at the main gates. As a result, our footage was shown around the world and we started from there concentrating on producing more and more programmes".

Big Picture Media, now have three studios located in Grimsby and their focus is now firmly on producing programmes that also benefit businesses. Since the cuts arrived, the company decided to provide their own match funding to businesses and over 40 businesses have benefited from the service that they offer. Emily told us, "we know that businesses want to be seen professionally and marketed to the extent where the shelf life of that business can last as long as possible. We have therefore decided to underwrite all the productions to assist businesses in this climate, all we ask is that they pay the small editing charge which costs less than a small ad in the local newspapers. Each business receives a three minute video, 10 DVD's and an upload to youtube. They can use their clip on their site and we will also include them on our business TV programme, it really is an opportunity for businesses to have something positive in a climate where everything seems negative. If you are interested in receiving this, we ask that you view our short video at our site and then register."

www.bigpicturetv.co.uk/fundedvideo.html

What's covered?

Full Video production
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10 copies on DVD
Feature on our site
Appearance on TV

Some of our clients!

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- ▣ Park Lane Hotel
- ▣ Forest Pines Hotel
- ▣ AP Robinson & Co
- ▣ Cleartech
- ▣ Haiths Heating
- ▣ Totem Training
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2011 RAF WADDINGTON INTERNATIONAL AIR SHOW (2-3 July)

Held annually over the first weekend of July at Royal Air Force Waddington, Lincoln, The RAF Waddington International Air Show has been a key event in the local calendar since its inaugural year 1995. The Air Show is regularly attended by over 130,000 visitors and offers a truly unforgettable day's entertainment for families, corporate guests and VIP's.

The spectacular 7-hour flying display features the fabulous Red Arrows, the Battle of Britain Memorial Flight, the RAF Falcons freefall parachute team and many more military and civilian aircraft from the UK and around the world.

The Air Show Director Paul Sall said during his interview with BBC Radio Lincolnshire "The success of last year's air show has really spawned the interest of our visitors. Tickets sales are looking particularly good for this time of year. Our main publicity campaign began two months ago and things got hot pretty quickly."



Being the largest summer event in the East Midlands, the Air Show offers countless trading, exhibiting and sponsorship opportunities. For further information contact the Commercial Manager on 01522 726100.

The Air Show also offers a refreshing alternative to traditional hospitality packages. For more information or to request a tailored quotation call the Reservations Manager on 01522 727011.

www.waddingtonairshow.co.uk

CHAMBER MEMBERS BENEFIT FROM MEDIA FUNDING

Chamber Members around the Hull and Humber region are now benefiting from funding received through TV Media Company, Big Picture, who are located in Grimsby.

Media boss Kevin Glancy explained that "we have decided to offer match funding for video virals for Chamber Members due to Government funding cuts that were previously in place to assist businesses. With this type of marketing each business will receive a three minute broadcast quality video, 10 DVDs, a download link to allow you to use on your website and, as an additional promotion, we will also feature your business viral on our TV Programme - 'Networking in Business' that broadcasts on Sky! Businesses around the UK are now grasping

the importance of video virals and seeing how professional it actually makes them look. As a result of the professional quality our company produces various clients are already taking part in projects where they use their viral at exhibition events and use it as a promotional tool. This looks much more professional than standard methods such as leaflets."

To benefit from the match funding offer, all we ask is that businesses cover the cost of the editing, nothing else, we cover all production costs. To register your interest, Members are required to visit a webpage, view a short video and complete a form. Match funding will be offered to 100 businesses only and is offered on a first come first serve basis. Visit the web page today www.bigpicturetv.co.uk/fundedvideo.html

TRANSLATION COMPANY CHOOSES HULL FOR EXPANSION

One of the country's leading providers of translation and interpreting services is opening a branch in Hull as part of their expansion plans.

AA Global Language Services Ltd already works with a number of clients from both the private and public sectors in Hull and Humberside but after being awarded another major contract in the area, the company decided to open an office in Hull in order to give their existing and new clients a more efficient service.

AA Global's Managing Director Kirk Akdemir said "We are delighted to be coming to Hull, a city not only thriving with so many well established reputable businesses, but also a fantastic gateway to Europe. AA Global has been bucking the trend and expanding steadily during the recession. We have already provided over a hundred part time work opportunities to people in the local area and this number will be increasing after the opening of our Hull branch."

AA Global has been providing translation and interpreting services to Private and Public sectors

DEEP BUSINESS CENTRE PUTS FLEXIBILITY FIRST

One of the region's most high-profile office developments is putting flexibility first and offering hot-desking and virtual offices as a solution to businesses trying to beat the downturn.

Freya Cross, Business and Corporate Manager tells us why: "When we first opened in 2002, people were looking for state of the art offices with high-tech equipment including broadband but we have seen a real change in priorities in the last 12 to 15 months.

"With more businesses downsizing and more people setting up on their own after redundancy, we have found virtual offices and hot-desking to be really popular alternatives. Some people just need work space on a day by day basis whilst others want a business address, telephone services and meeting rooms thereby ensuring a professional profile for their business.

"Virtual offices reduce traditional office costs such as leases or licences without compromising our clients' image or placement in their market sector."

To find out more please contact 01482 38200.



Specialists in the Training and Development of People

At The Grimsby Institute we understand the value of training and the benefits that it can provide for a business. We offer a wide range of programmes across all levels and subjects and currently help hundreds of businesses locally, regionally and nationally. What we can offer you:

Apprenticeships

Taking on an apprentice is a great cost effective way to expand your workforce. They work as employees gaining job specific skills at the same time as gaining a nationally recognised qualification. They inject new life into a company.

Professional business training

Investing in the development of key managers and staff will give your business the competitive edge that it needs to survive in today's economy. We offer a wide range of professional business training across a broad spectrum of subject areas including Management.

Higher Education

Your employees can study Higher Education qualifications validated by our five University partners and because our programmes can be studied part-time, everything can be fitted around your business.

Tailor-made training

Our bespoke training programmes provide an opportunity to identify skill gaps in your organisation and to design training programmes that are unique to your business needs. The training is delivered at a time and place that is convenient for you.

**Staff + Skills + World-class Training
= Business Success**

It all adds up, so call us now to see how we can help your business



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Call us on **0800 315 002**
www.grimsby.ac.uk

www.waddingtonairshow.co.uk



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01522 727011
or email kgreenlaw@waddingtonairshow.co.uk



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APPRENTICESHIPS

Summer Recruitment 2011

A very successful recent open evening event for apprenticeships has led to a huge amount of applications for young people leaving school this summer. Therefore our recruitment process to source employment opportunities for many high calibre candidates will be extensive and we are seeking employers wanting to recruit an apprentice in the following areas:

- Business and Administration
- Customer Service
- Warehousing and Distribution
- Health and Social Care
- Heating, Ventilation, Air Conditioning and Refrigeration

Our selection process has already started to enable employers who are looking for high calibre apprentices the opportunity to interview early and avoid disappointment.

As one of the largest leading training providers in the region we pride ourselves on the quality of training and service we deliver both to employers and learners alike, by embracing our mission statement... "To support, encourage and empower people to become the very best that they can be and accept nothing less"

From the 1st October 2010 a National Minimum Wage (NMW) for apprentices has been introduced for young people aged 16-18 and those aged over 19 in the first year of their Apprenticeship. The new rate is £2.50 per hour. The new NMW applies to time working plus time spent training as this is also part of the Apprenticeship. Anyone not covered by the age category above will be entitled to the NMW appropriate to their age.

BUSINESS COURSES

- Sales Telephone Skills
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- Sales Negotiating - The Negotiating Process
- Sales Negotiating - Influencing People
- Advanced Sales Business to Business
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- Tele-Team Motivation for Customer Service
- The Role of the Receptionist
- Telephone Skills - General
- Telephone Skills - Staying in Control
- First Time Manager
- Managing Self and Interpersonal Skills
- Appraisal Performance Review
- Coaching for Performance
- Transformational Leadership
- Time to be Productive
- Advanced Management Skills
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For further information please contact Carol Gill on 01482 611896 or email c.gill@chambertraining.com

"Chamber Training is committed to the equal opportunities, welfare and safeguarding of all its learners and expects all staff and partners to share this commitment"

(a wholly owned subsidiary of Hull and Humber Chamber of Commerce)



SCHOOL CAMPAIGN

Education specialist Nicky Keller is among those aiming to bring a Free School to the Nunsthorpe Estate in Grimsby.

Nicky is part of a group of experienced teachers and business people who believe there is a need for a Free School in the area. Free Schools are non-profit, all-ability state-funded schools set up in response to community demand. The team believes opening a Free School in Grimsby will allow the recruitment of excellent teachers, creating a learning environment that improves standards for all children, regardless of their background. Free Schools are not bound to the national curriculum so they can create learning programmes which respond to the overall needs of the community and pupils' individual needs.

Nicky said: "We believe that every child should be given a personalised learning programme to progress in the future. Currently secondary schools in Grimsby are not offering the life skills we feel children need to have to set them up when they leave school. When they leave school they go onto college courses that they don't actually want to do and are not prepared enough in their final years at secondary school to make the right choices. Most schools in Grimsby push students for GCSE results and do not focus on individual student needs and wishes.

"As a Free School we want to give every child an opportunity to reach their potential whatever they want to do in life. We feel the curriculum needs re-shaping and given a fresh look to children. We will be offering a new curriculum, we can give children the opportunity to study more subjects that appeal to them and everyday life events, although still focusing on English and Maths, by making sure these subjects are covered more than other schools in this area. We are planning a school where the community are involved. Parents should be given the opportunity to go to work by offering extended services in our secondary school."

Darri Poucher, an experienced teacher who is also working hard with the community to make this school become a reality says, "This project has really got off the ground fast. We are working with the community and they are telling us what they want. After all it's their community. We are joining forces with other community projects that want to move into the same building as the new school. These community projects link greatly to our vision and ethos and bring all the community services into one place. It's really exciting. So many people are backing this new school."

www.educationresourcing.co.uk

ROLLITS PARTNERS SINGLED OUT FOR PRAISE

Six partners at Hull commercial law firm Rollits have once again been singled out for praise in the latest edition of UK Legal Experts 2011.

George Coyle, Richard Field, Ralph Gilbert, John Lane, Neil Maidment and Steve Trynka have all been identified by researchers as being highly recommended in their particular areas of practice.

Steve Trynka and Richard Field are acknowledged in the corporate and commercial section, while Neil Maidment is recognised for his employment work. George Coyle is commended for commercial dispute resolution, Ralph Gilbert for property litigation and John Lane is acclaimed for private client work.



ACCOLADE FOR PwC

PwC has been named one of the top UK employers for women in the Top 50 Employers for Women list.

The list features organisations from a range of spheres, including professional services, legal, engineering, technical, military and media.

Karen Kelsey-Wilson, of PwC's tax team in Hull, said PwC's place in the list reflected the power of the firm's networking and talent programmes to foster female talent in the workplace and encourage greater diversity. Half of Hull's office staff are female, counting more than 40 women in various roles.

Karen said: "Networking groups and dedicated talent pipeline programmes such as our Women's Leadership Programme have a real impact on the performance of the whole firm.



"Women feel supported and develop their networks and skills and they see visible role models; with this comes confidence to ask for what they want, share their ideas and to aspire to where they want to go. And of course the boon is that we get a wider range of viewpoints among our people, which leads to innovative thinking.

Karen said the firm's recent introduction of new-look bias awareness training was further evidence of the firm's approach to dispel stereotypes and encourage diverse thinking in the workplace.

"Our new training holds the mirror up to people and challenges views about all sorts of diversity and prejudice; people who might not have thought they were biased towards particular individuals or situations have been quite surprised by their own reactions in the training. All of this is part of creating an open minded and diverse workplace for men and women," she said.

KC CONTACT CENTRES ACHIEVES GLOBAL STANDARD FROM INDUSTRY BODY

The outsourced call centre operation of communications provider KC has achieved the Global Standard for quality service, awarded by the Customer Contact Association (CCA), the international industry body for call centres.

KC Contact Centres, based in Prospect House in Hull, was recommended following a rigorous audit by the CCA. To achieve the Standard, call centres need to demonstrate that their main priority is to provide excellent customer service, and that recruitment, training and development and communications processes are all designed with better customer service in mind. Just 10 call centres in Yorkshire have achieved the standard, among them NHS Direct and the Environment Agency.

KC Contact Centres provides outsourced customer services and directory enquiries services to a range of clients. These include Hull City Council, for whom it handles more than 15,000 calls per week through the 300300 service.

Tony Jopling, Head of KC Contact Centres, said: "Achieving the CCA Global Standard is great news for us. It recognises our focus on recruiting people who have a great attitude to customer service and giving them the training and support they need to do the best possible job for our clients. It's also an industry-recognised standard that we hope will help us to win more new clients."



Tony Jopling, Head of KC Contact Centres



Above L-R: Ian Strugnell, Commercial Director of Mustang Marine; Mrs. Laura Fitzgerald, Lady Sponsor of Humber Mercury; Capt. Phil Cowing, ABP Harbour Master Humber; and Father Colum Kelly

HUMBER MERCURY JOINS ABP'S HUMBER PILOT LAUNCH FLEET

Humber Mercury, the newest addition to Associated British Ports' (ABP) Humber Estuary Services (HES) fleet of pilot launches, was officially named in a ceremony held at 7 Quay in the Port of Hull's King George Dock. ABP has invested £1 million in the new Mustang Marine-built Nelson class vessel as part of an upgrade to its fleet of pilot launches.

In a traditional ceremony jointly hosted by Hull and Goole Port Director Matt Jukes and ABP's Harbour Master for the Humber, Capt. Phil Cowing, pv Humber Mercury was christened by Lady Sponsor Mrs. Laura Fitzgerald, with the Service of Dedication conducted by the Chaplain of the Immingham Seafarers Centre, Father Colum Kelly.

Ian Strugnell, Commercial Director of Mustang Marine, presented Mrs. Fitzgerald with a gift of thanks in a presentation held at the quayside. The ceremony was followed by a customer reception at ABP Port House, Hull.

pv Humber Mercury complements the existing four vessels in the pilot launch fleet and is capable of carrying eight pilots and a crew of two at speeds of up to 23 knots.

This significant investment demonstrates ABP's commitment to the safety and efficiency of the pilotage operations on the Humber, the UK's busiest commercial waterway, for which ABP is the Statutory and Competent Harbour Authority.

Capt. Phil Cowing said: "This is another exciting day for us. As the Harbour Authority for the Humber Estuary, we handle in excess of 30,000 shipping movements annually, of which nearly 18,000 required pilotage in 2010. Delivery of this new vessel will ensure that we are able to offer the best possible service to vessels using the Humber and to keep pace with any future growth in shipping numbers resulting from new trades and wind farm development.

"The Nelson class vessel, for which Mustang Marine has an exclusive agreement to build under licence, is a proven design with an excellent operational history on the Humber. I would also like to thank Mrs. Fitzgerald for kindly agreeing to be Humber Mercury's Lady Sponsor."

Mrs. Fitzgerald said she was honoured to name the vessel, and also highlighted the significance of its new name: "Fittingly, whether God, planet or pilot vessel, Mercury has a special role as the protector of travellers, merchants and trade. This is a welcome addition for all those who work, trade and sail on the Humber."

Matt Jukes said: "The pilotage service that we provide on the Humber is vital to the commercial life of the Humber ports and surrounding region. The sizeable turnout today, I think, is a reflection of the extremely high regard the local port community has for the service. I would like to thank them all for joining us on this important day."



BUCKING THE TREND

In today's world it's hard to know what funding solutions are available to aid with your business's financial requirements, whether for growth, consolidation or acquisition. However, Aldermore Invoice Finance, a business with over 15 years' experience providing Invoice Discounting and Invoice Finance solutions to businesses with turnover from £200k to £40mil, is bucking the trend with its flexible and commercial attitude to lending.

As the only independent Invoice Finance business to have a permanent local presence in the Humber region Aldermore are fully aware of the local business community and its financial requirements. Headed up by James Mortimore who, as well as being a qualified accountant, has nearly 10 years' experience in the Yorkshire finance market and has spent the last six working with local businesses and professionals, providing advice and funding solutions for their clients in a multitude of industries and sectors.

Commenting, James Mortimore said: "Businesses are keen to look at alternative sources of funding, other than the traditional high street banks, and with our local knowledge, flexible approach and appetite for new business, Aldermore Invoice Finance provides an all round funding solution to meet its customers' needs."

Aldermore Invoice Finance became part of Aldermore Bank, the UK's newest Bank, in 2009, which has also given it access to other products, such as Asset Finance and Commercial Mortgages. As a business we pride ourselves on being the SME

sector's financial provider and figures which have just been released reveal that lending by Aldermore to SMEs has jumped, in the last 12 months, by 75% to a total figure of £468.7m, a sure sign that we are committed to funding business growth.

At Aldermore we pride ourselves on high service levels, maintained by our regional offices, and ensuring we have an in-depth knowledge of the businesses we fund, to ensure we provide proactive funding solutions to our customers.

As well as offering Confidential Invoice Discounting and Invoice Finance facilities, we are able to offer bespoke debtor funding products to ensure the facility provided meets the specific requirements of each individual customer.

One such company to benefit recently from our products is Hull based business, Hull Independent Packaging Limited. Formed as a result of the merger of two long standing local packaging businesses, Tony Britton Packaging Limited and Justinor Products Limited, Aldermore Invoice Finance were approached to provide a funding solution to aid with the merger and provide

ongoing cash-flow support to help with the businesses growth plans. Through our flexible approach we were able to provide a solution that made the merger process as smooth as possible for the companies and their owners and leave them now with a strong, financially secure business that is able to move forward with the exciting opportunities that lie ahead.

Concluding, James Mortimore said: "Aldermore Invoice Finance has helped many local businesses with their funding requirements and is clear and committed in its desire to continue its support of companies in the Humber region."

For further information on any of the facilities we can offer to your business please call James Mortimore at the Humber office on 0844 406 0601 or directly on 07917 337853.



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Courtney Wood

STRAWBERRY EXPANDS TEAM WITH THE APPOINTMENT OF A PR APPRENTICE

Strawberry, one of Hull and East Yorkshire's leading marketing and design agencies, has appointed a new PR Apprentice to its growing team. Courtney Wood took up the role to help support the Internet Marketing and Online PR team, liaise with clients, provide social media support and learn all about marketing and PR. Alongside her job at Strawberry, Courtney will also work towards a level 2 NVQ Certificate in Business Administration at Hull Business Training Centre.

Jonathan Leafe, Managing Director of Strawberry, said: "Apprenticeships are in the spotlight at the moment as more employers recognise the value of giving young people on-the-job training. At Strawberry, we have always been committed to giving young people work-place experience and last year appointed our two most recent apprentices to full time positions once they had finished their courses.

"In fact, we have developed the Strawberry Academy to focus on giving young people a chance and to help them take their first step into the design and marketing industry."

The Strawberry Academy offers students aged 14 years and older an opportunity to gain work experience and kick-start their careers, either through a school programme of work experience, an apprenticeship placement, a graduate placement or graduate traineeship.

Courtney said: "This is a fantastic opportunity for me to gain qualifications and work experience."

TRIO ARE PROMOTED

Hull law firm Andrew Jackson has promoted three of its lawyers.

Sarah Pether and Ben Hobden, who work in the firm's litigation and dispute resolution department, have been promoted to associate and senior solicitor respectively. Shipping and transport lawyer David Hall has been promoted to the position of associate.

A member of the Association of Personal Injury Lawyers (APIL) and of the Hull branch of the Headway Charity, Sarah deals primarily with personal injury claims including road traffic accidents and accidents at work. She also handles litigation matters of a general nature including neighbour and boundary disputes, breach of contract and disputes with insurance companies.

Sarah assists the litigation team with claims relating to disputed wills and Inheritance Act claims, as well as professional negligence claims arising from inadequate or negligent services provided by other law firms or professionals.

Ben has experience in a wide range of commercial disputes specialising in areas such as sale of goods and supply of services disputes, contractual disputes and breach of restrictive covenants. He deals regularly with both contentious and non-contentious corporate recovery matters and also advises individuals who find themselves in financial difficulty.

With more than 20 years' specialist experience, David uses his expertise to advise on disputes arising out of contracts for the carriage of goods by sea, the hire and sale of ships and the insurance of cargo and vessels.

Rob Penrose, managing partner at Andrew Jackson, said: "I would like to congratulate Sarah, Ben and David on their promotions and also thank them for their hard work and commitment."



L-R: David Hall, Sarah Pether, Ben Hobden



Neil Robinson

CORPORATE FINANCE SPECIALISTS STRENGTHEN TEAM

An experienced corporate banker who learned his trade in Hull before driving the development of Bank of Scotland's SME strategy at national level is back in Yorkshire.

Neil Robinson has been appointed in a consultancy role by Hull-based MWS Business Management Ltd, which provides accountancy services and business development guidance for clients ranging from £150,000 to £100-million turnover.

He said: "This business is all about the clients – taking the time to promote their wellbeing and to help them grow their businesses. That really appealed to me."

Born and educated in Hull, Neil began his career with the former Midland Bank and progressed to senior roles in Leeds and Hull with Bank of Scotland during the 1990s.

As head of corporate for the north, Neil led the merger of the north-west and north-east regions from offices in Leeds and Manchester. From 2000, as head of corporate for commercial banking in London, he held responsibility for more than 3,000 clients with lending and deposits up to £1-billion.

Company managing director Melvyn Sadofsky said: "Neil brings valuable experience and he still has a lot of contacts – he trained some of the people we deal with now and he knows what is going on at the higher levels of the banking sector."



Alex Green, Managing Partner - Graham & Rosen Solicitors of Hull

I am the Managing Partner of Graham & Rosen Solicitors, a Commercial and Private Client law firm with a national and international client base. Graham & Rosen advises clients on Commercial Law, Property Law, Employment Law, Litigation, Injury Claims & Private Client/Family Law. This year Graham & Rosen is hosting the Annual Meeting of The European Network, an international grouping of commercial law firms, in Hull.

What did you want to be when you were young?

The Apollo 11 Space Mission landed the first humans on the moon when I was 9 so, like everyone else in my school, I wanted to be an astronaut. Unfortunately they stopped going to the moon when I was 12 so I changed my mind and decided to be a centre forward for Newcastle United instead. When this did not work out as planned, I decided to become a lawyer.

What could you not live without?

Definitely my wife Helen and our three sons. Also my sense of humour. It is essential to be able to keep things in perspective in stressful situations.

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

Overlooking the 17th tee at Bamburgh Castle Golf Club, Northumberland. This spot has fantastic views of the Northumberland Coast, including Holy Island, the Farne Islands and four castles, as well as outstanding views of my favourite golf course.

What makes you angry?

People who break the speed limits near schools. Otherwise I try and keep calm and watch my blood pressure!

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

The first would be Lord Denning, a famous lawyer and judge. He was a highly intelligent man who gained a first class degree in mathematics and then took a first class degree in law in just 12 months. As a judge he was always on the side of the ordinary person against the State and he inspired a generation of law students, including me.

The second would be Sir Bobby Robson, who knew an awful lot about football and, like me, was an avid Newcastle United fan.

I am sure that Sir Bobby and Lord Denning would have got along like a house on fire.

What is the best thing about Norfolk?

I have only visited the County a couple of times but the seafood, the countryside and the delightful city of Norwich have a lot to recommend them.

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

If I had £1 left I would count myself as being better off than the more than one billion people who live on less than one dollar per day. I would spend 50p on a call to my office to make sure everything was alright and the other 50p on a call to my wife.

What is in your opinion the greatest invention ever?

Less than 20 years after it was invented, the Internet is, in my opinion, the greatest invention ever. We are still seeing the benefits it can bring in terms of communication, transfer of knowledge and information, education and economic growth. In my opinion the inventor of the internet, Sir Tim Berners-Lee should have been given a Nobel Prize for his achievements. If the 20th Century was the age of the automobile, the 21st Century is going to be the age of the internet.

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

That there is always a lot more you don't know than you do know and anyone who tells you that you have all the answers clearly hasn't understood the question.

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

I have always thought that dolphins have a much easier life than humans. They get to swim about in family groups and, like me, they enjoy eating fish. They don't have to worry about money or work and they don't have to keep to a timetable. So, if I had the opportunity, I would come back as a dolphin, possibly the only dolphin to support Newcastle United!



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