

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

June/July 2014

Issue 20



Glittering Celebration of Success at Northern Lincolnshire Business Awards



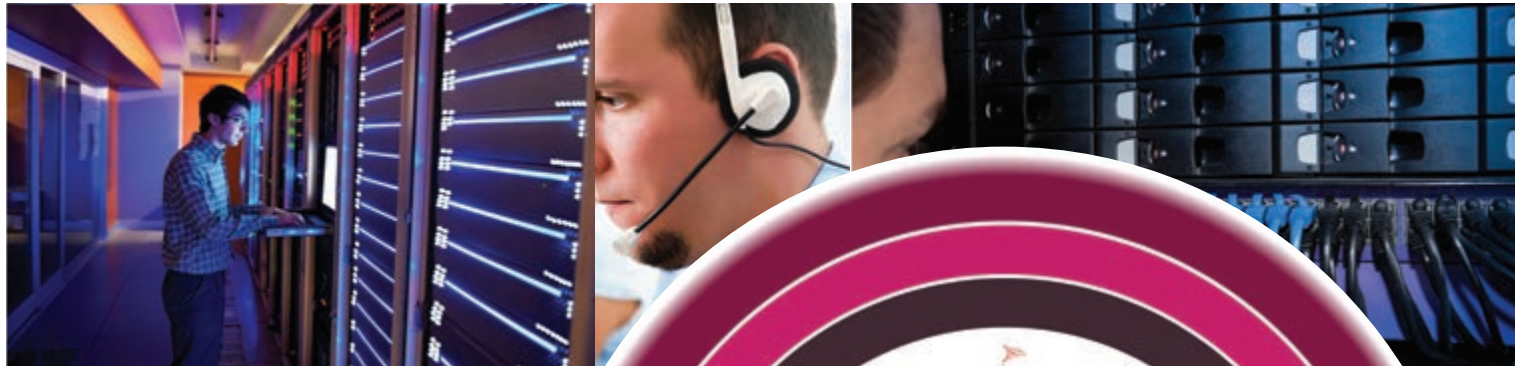
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XPS Solutions are proud to be new members of the Hull and Humber Chamber of Commerce. As a member of the Chamber we would like to pass on a few exclusive offers:

Firstly we will honour a 15% discount* on any of our goods or services to you or your contacts. Secondly we would like to offer a free IT Health Check to see if your IT system is working as productively as it should be, big or small.

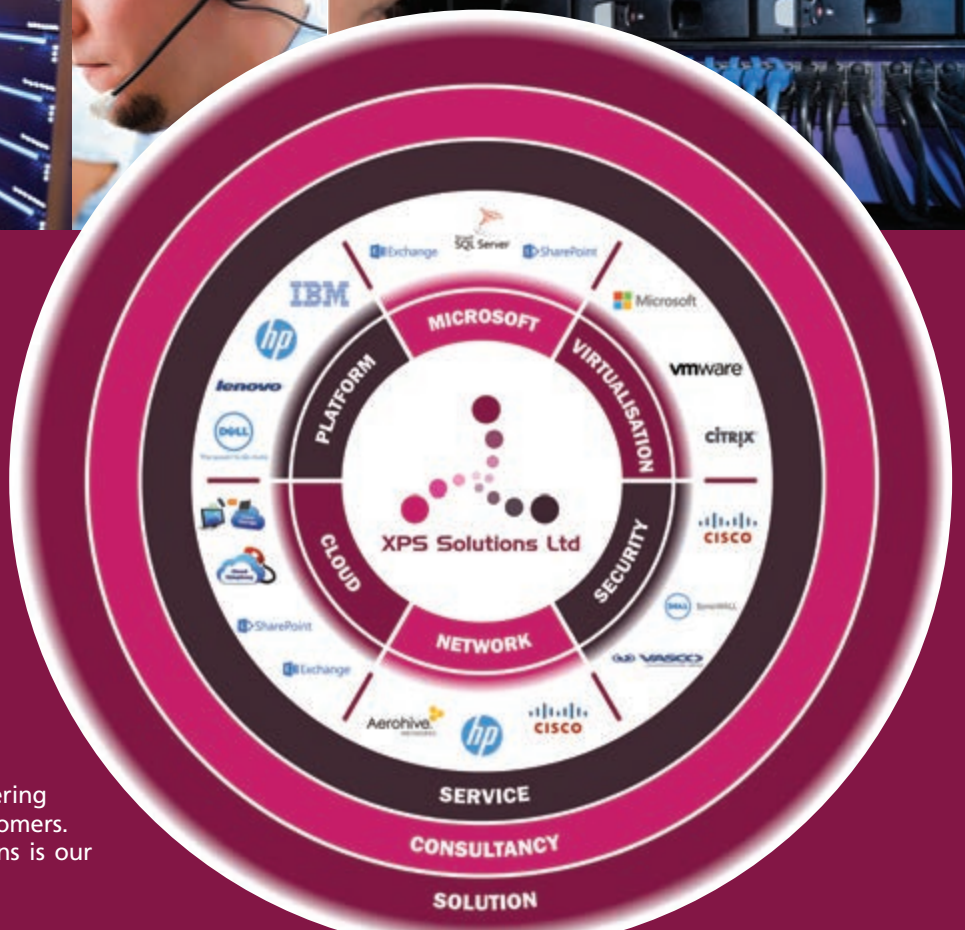
As a Hull based company we realise how important it is to get to know each other and pass opportunity's locally. We look forward to meeting as many members as possible over the coming months.



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*Quote ref XPS/HHCC

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28 51

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As a not-for-profit organisation, the Chamber, is very grateful to our Patrons, who support us in our aim to help our Members develop their businesses.

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www.hull-humber-chamber.co.uk



L-R: are Ian Kelly, Amanda Austin, Muriel Barker and Wendy Bowers

Women Leading The Way In Grimsby

Wendy Bowers (right), a leading board member of British Chambers of Commerce, met some of the Hull & Humber Chamber's senior female business leaders from the Grimsby area at a lunch at the Kingsway Hotel, Cleethorpes.

Pictured with Wendy are the Chamber's North East Lincolnshire Area Council Chair Amanda Austin and former Leader of North East Lincolnshire Council, Muriel Barker CBE, who was guest of honour at the lunch.

The Chamber's Area Manager Anne Tate organised the event reflecting the high profile of the Chamber's women's business networking groups in Grimsby and the opportunity it afforded to link into national policymaking on equality and diversity issues.

Chamber leaders noted that Wendy has been specifically tasked by the British Chambers of Commerce national President Nora Senior to pull together ideas for a new Government White Paper on equality and diversity which the Government hopes will support women entrepreneurs and business leaders thrive in the workplace going forward.

Key issues discussed at the Cleethorpes meeting included childcare costs and flexibility options, changing attitudes and cultures to women in leadership positions and the emerging opportunities available in certain professions and skills areas.

Token man at the lunch, Chamber Chief Executive Ian Kelly, was delighted that Wendy got such good feedback from her visit and that the town's iconic first female Leader of the Council, Muriel Barker CBE, was able to join the lunch and look back on her own pioneering work on these issues.

The Chamber's new President, Tim Durkin, pictured with the Hull's three Members of Parliament.



Chamber And Hull MPs Unite On Getting The Best For Local Business Out Of Inward Investment Opportunities

Senior business leaders from the Hull & Humber Chamber of Commerce recently met with Hull's three MPs to discuss key local issues.

Part of the annual 'Hull Day' meeting with key stakeholders focused on subjects ranging from flooding to apprenticeships and rail electrification.

At the meeting, Alan Johnson noted that the trio of Hull MPs and most of their East Riding colleagues worked very well together, much better than most regional sets of MPs, and were therefore more effective in lobbying for the area.

This year, the hot topics discussed were the imminent Siemens inward investment announcement, the impact on the 115 Hull businesses who were flooded on December 5 following the tidal surge and especially how the insurance industry is currently responding.

Transport preparations for the City of Culture in 2017 were also discussed and the timetable for

the electrification of the railway line from Selby into Hull was reviewed.

The need for more apprenticeships was championed all round and it was suggested that there was a need for local careers advice and teachers to improve awareness among school pupils of the opportunities apprenticeships could offer them.

The Chamber's President, Tim Durkin, welcomed the wide-ranging discussions but noted that "all three Hull MPs had shown a particularly keen interest in making sure the emerging opportunities for the city from inward investment benefited both the local community and local business especially".

It's A Small World

HE WORDS (formerly WB Words) was founded 11 years ago in the heart of Grimsby serving local businesses, individuals, community and local government organisations.

In addition to the Grimsby HQ; we have offices in Cairo and shortly in Dubai U.A.E.

Over the years; the company forged firm ties with the local, national and international marketplace providing professional language services (translation, interpretation and language training) as well as International Business Solutions (localization, website translation; business advice and training and facilitation for the import/export industries). Especially in the area of localisation and legal document/contract translation.

We have a team of professional translators in 99+ languages with many variants of the same language plus expertise in just about every sector or industry.

With the expansion of the import and export market; and the growth of international investment, businesses need the expertise of a professional language service to facilitate mutual business transactions, HE WORDS has a long history of helping many businesses market their services and source/sell products in the global marketplace. We also help by providing language training for staff deployed overseas.

HE words provide professional medical, legal, and technical language services to a variety of clients and industries.

In short; we provide a complete package to help your business/organisation meet the demand of a globalized world.

For more information contact HE Words on info@hewords.com or visit www.hewords.com

HE Words Ltd, Office Studio 2, Alexandra Dock Business Centre, Grimsby DN31 1UL



Hull 2020

Making a better future together

Our vision for Hull by 2020

Our vision is a better future for Hull, where all organisations work together as one system. Local people will be empowered to take control of their own health and wellbeing and supported towards achieving their aspirations.

We want this to happen by 2020 but with your support, the improvements can start straight away.

Why change needs to happen

People in Hull currently have poorer health than in many other parts of the country. This needs to change if we hope to achieve a better future for people living in the city.

By 2020:

- People will experience services that fit their lifestyles and needs, designed in partnership with them.
- Public organisations will work closely together to deliver services that make sense, without the waste and inefficiency that frustrate people.
- The services that are important to local people will be delivered by individuals who are trained, skilled, caring and valued in their own organisations.
- Services will be provided in a coordinated way that is fair and consistent for everyone.
- The people of Hull will be able to see the results for themselves.

Meeting the challenge

To meet the challenges facing us, we will:

- Work with communities to give individuals greater choice and control.
- Be open and upfront about the complex challenges we face and respect different points of view.
- Listen to what people actually need from their services to avoid duplication and confusion.
- Educate, help and empower people to make informed lifestyle changes to improve their own health and wellbeing.
- Improve communication between staff working across different organisations.
- Recruit and maintain a highly skilled workforce by working with schools and higher education institutions to encourage local people to stay in the area and contribute to local public services.
- Ensure services are provided in places that are appropriate, accessible to all and meet people's needs.

Who we are

The vision for Hull 2020 is being led and delivered by a partnership of public sector organisations which include:



Yorkshire Ambulance Service **NHS**
NHS Trust

NHS
Hull Clinical Commissioning Group

Hull and East Yorkshire Hospitals **NHS**
NHS Trust

Humber **NHS**
NHS Foundation Trust

healthwatch
Kingston upon Hull



Protecting Communities. Targeting Criminals. Making a Difference

Hull
City Council

UNIVERSITY OF **Hull**



HUMBERSIDE
Fire & Rescue Service

What next?

Over the coming months we will be talking to local people and organisations, including the business community, about Hull 2020. If you want to get involved in this exciting opportunity you can find out more on our website www.hullccg.nhs.uk

Tel: (01482) 344700
Email: contactus@hullccg.nhs.uk
Follow us: @hull2020

and local people in Hull

First Class Cleaners

If you are looking for Commercial Office Cleaners, we tailor cleaning packages to meet your exact needs.

First Class Cleaning (UK) Ltd has a refreshing approach to cleaning with management taking a hands on approach. We believe the foundations of the company are important, therefore, management are on site to assist with the cleaning in all new contracts for a period of time, learning the layout of the building, the work to be carried out and the security procedures. This is vital when training employees and who better to do this than management themselves. An initial deep clean is carried out as standard upon commencement of all contracts.

We provide cost-effective cleaning with a high standard of service to all our clients and all our employees are fully trained and COSHH compliant. We implement RAMS to ensure employees follow Health and Safety procedures and they are supervised regularly by management.

Additional Services

- Window Cleaning
- Carpet Cleaning
- Mat Rentals
- Laundry Service
- Feminine Hygiene
- Janitorial Supplies

Our Values

- Local
- Value for Money
- High Standards
- Friendly Approach
- Reliable and Trained Staff
- Customer Care

On speaking with companies it became apparent that many had long standing cleaners. Changing your cleaning contractor does not mean that you will lose your current cleaner. Under the TUPE Regulations Act 2006 (Transfer of Undertakings) your existing cleaner(s) will transfer over to our company thus protecting their employment.

For a free no obligation quote please contact:

Debbie Grindley, CEO

Tel: 07826 925176

Email: debbie@firstclasscleaningltd.com

www.firstclasscleaningltd.com



Yorkshire Accountants Sources Funding To Fuel Client's Business Growth For Five Years

East Yorkshire-based 360 Chartered Accountants has secured significant funding from HSBC for a client to support its business growth over the next five years.

Sean Maloney from 360 Chartered Accountants worked closely alongside SVT Ltd - a Grimsby-based training provider which specialises in health and safety, management and health and social care qualifications - to prepare the HSBC funding application and to develop its business plan and company projections.

SVT Ltd will use the investment to enhance its new distance learning qualifications and its digital platform to allow candidates access to their course details on a number of interfaces. The funding will also support SVT's candidate credit facility for those who prefer to pay for their course in instalments.

Mike Watson, Chairman of SVT Ltd said: "We developed our business plan and funding application with 360 to ensure that the process was professional and successful. We're delighted

with the outcome and the funds will massively contribute to the direction and growth of our business throughout the next five years."

Sean Maloney, 360 Chartered Accountants, said: "Mike's ability to convey the vision for the company was essential in allowing us to produce the plan to demonstrate this to the bank."

360 Chartered Accountants has been offering forward-thinking services to many businesses since it was founded by Andy Steele in 2010, including a 360 free downloadable app, which provides various accountancy tips, trackers and calculators as well as a New Business Kit, for those looking to set up their own company.

For more information on raising finance, please visit www.360accountants.co.uk/our-services/raising-finance

Reaching For The Sky

Ready to take on a new challenge? There is now a fantastic opportunity to climb an Icelandic volcano in May 2015.

Join the Dove House Hospice trek team and travel to Iceland for the experience of a lifetime. Discover the wonders of this incredible island and make a real difference to patients, and their families, who rely on our local hospice. This rare fire and ice adventure explores magical mud pools, geothermal marvels, waterfalls, craters and lava fields with a final challenge of climbing the Eyjafjallajökull volcano, which infamously erupted in 2010.

Amaze your friends, colleagues and clients by seizing this opportunity to challenge yourself, raise much needed funds for a local charity and explore the world's most diverse landscape.

Paul Worthy, who trekked the Himalayas with Dove House Hospice in May 2014, said: "The whole team has been very busy over the last 12 months, planning, training and fundraising for the trek.



We all looked forward to it with excitement and trepidation in equal measure. It was a great experience. We are very lucky to have been part of a project which has already raised in excess of £100,000 for such a worthwhile cause."

You could start your own amazing journey today. Simply visit www.dovehousetrek.co.uk, or contact the Dove House Hospice fundraising team - fundraising@dovehouse.org.uk / **01482 785743** - for a full enquiry pack.

Tapasya Offers New Option For Fine Dining

A restaurant which was voted one of the best in the region only a few months after opening is one of the latest additions to the Chamber.

Tapasya Restaurant and Bar turned up the heat when it comes to curry in East Yorkshire by bringing the region's first experience of Indian fine dining.

The venue also made its mark on the local economy, creating around 30 jobs and providing opportunities for food producers and other suppliers.

Tapasya was opened by Tapan Mahapatra and Mukesh Tirkoti. Tapan is a distinguished breast care, cosmetic surgery and general surgery consultant with more than 30 years' experience, most recently at Castle Hill Hospital and also at Spire Hull and East Riding Hospital.

Mukesh built his experience with five-star hotels and restaurants in India and launched successful projects in Moscow and Zurich before heading to London.



They recruited Head Chef KK Anand, who trained the finalists for TV's Masterchef and who was also responsible for Asian cuisine at the 2012 Olympics in London.

Recognition of their efforts and their investment came with a place in the final of the Remarkable East Yorkshire Tourism Awards. The food scored 19 points out of 20 for quality and the judges were also impressed with the luxurious

surroundings and a wine list of more than 100 labels.

As a Chamber Member Tapasya is now working to strengthen its links with the region's business community, promoting its availability for lunches, functions and private dining.

For bookings call **01482 242606** or visit the website at www.tapasya.org.uk

Doing Things Differently Pays Off For PrimaryTec

They do things differently at PrimaryTec, the company which started out providing IT support to schools and has now successfully taken its unique approach into a range of other sectors.

The Hull-based company, which offers a fresh, supportive and friendly service, has been working in schools for years, making sure that teachers are always using the most up-to-date technologies.

PrimaryTec's unique relationship with schools means that their team has to be friendly, open and honest and it has resulted in long-term partnerships based on trust.

Their all-in-one service delivered with a smile, which has long proved popular for schools, is gathering favour with increasing numbers of businesses as well.

They are taking advantage of PrimaryTec's expertise in all things technical. The company is also a national leading installer of network data cabling, fibre optic cabling and wireless networks, as well as a specialist in CCTV systems.

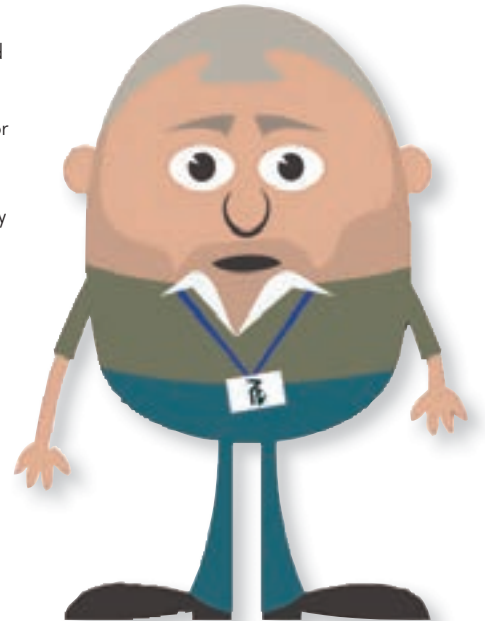
Their experts have extensive experience of installing and running large and small scale networks alike and their systems are efficient, reliable, robust and future-proof.

PrimaryTec, which is run by engineers, was formed by the coming together of two companies, one with a history in network cabling and audio visual installations, the other specialising in IT support for education and business.

The result? A 'one stop' shop for technology that is passionate, friendly and realistically priced. They don't baffle you with jargon and work hard to delight customers.

What's more, unusually for an IT company, they do not subcontract their cabling and installation services out. You can be sure of high quality work as they are a Microsoft Gold Partner and hold ISO9001.

You can contact PrimaryTec on **01482 420165**, at their offices on County Road South, Hull by **hello@primarytec.co.uk**, on **primarytec.co.uk**



Supporting the Growing Humber

Atlantis ES (Atlantis Electronic Services Ltd) is dedicated to meeting the technology needs of vessels on the Humber.

Atlantis ES have implemented a 'customers come first' attitude. We work closely with our customers building a solid relationship, identifying their individual requirements and persistently delivering an exceptional service to clients.

Atlantis ES offers marine electronic solutions to commercial, pleasure and offshore sectors. Offering unrivaled innovative personalised solutions to each of these sectors, by supplying, installing and supporting a comprehensive range of electronic technologies.

Atlantis ES also offer competitive consultancy services along with unbeatable maintenance packages no matter the size of your fleet.

- | | |
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Cagey Media 'Your One-Stop-Shop' for Website Design, Development and SEO

Cagey Media has been working with clients to improve their website search engine rank for over 10 years! The company started when one of the original Google employees '#43' decided to return to the UK and go it alone. Since then, the Cagey Media team has helped thousands of companies reach their online potential.

Marketing your business effectively today requires access to the best SEO services available. Long gone are the days when you could focus your advertising efforts on print and television. Today you can contact a much wider yet more focused audience using search engine optimisation. Google's algorithm changes have kept online marketers on their toes! Cagey Media SEO services allow your business website to take advantage of formulae used to determine page rankings during Internet searches.

Cagey Media are experts in applying the best SEO services, to achieve optimal web pages to garner the most traffic towards customer websites. Traffic on the web is a lot like getting people into your store. Once you have them inside your business, you have a much better chance of demonstrating to them the quality of your products and services.

Managing Director Kevin Gray says;

"We are rightly proud of the results we continue to deliver to our clients over years. In these changing times, we think it's time to get real about SEO!"

These days it seems everyone is an SEO expert. Every day most business receive a flood of emails

from 'Frank in New Delhi' saying that they can put you on the first page of every search engines in 24 hours. It's clearly all nonsense, but sadly there are companies out there who believe this! The problem is that the vast majority of businesses simply do not understand what Search Engine Optimisation is! They know they need to be on the first page of the listings, or at least as high as possible, but as for how this is done is a complete mystery. And that is the core issue. If the companies out there don't understand what they need – then all too often they will be taken advantage of by someone who does more harm than good, but who sounds credible, delivers nothing and then disappears as fast as they came."

At Cagey Media we have been providing quality expert services for years;

- SEO
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White Label Services

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Call: 0845 41 44 455 or
Email: hello@cageymedia.com
www.cageymedia.com



Rob Bradley

Local Insurance Broker Expanding

Scunthorpe's only locally owned and independent insurance broker has appointed new Account Executive, Rob Bradley.

Rob is well known in Scunthorpe and area having provided insurance advice to businesses for the last 18 years.

Rob's employment signals the start of the next stage of Johnstone's business plan which was put together a year ago. That same plan has also seen Marie Andrews join the firm as an Account Handler, the employment of an apprentice and the very recent addition of Lindsey Pugh who joins as an Account Handler. Lindsey will also amongst other roles, assist Rob, having worked with him previously.

Johnstone's MD, Chris Harper, said "This is an exciting time at Johnstones, we're now ready willing and able to show businesses in and around Scunthorpe exactly what the benefits of good local service and expertise are. We've got some unique offerings on the back of excellent relationships with our insurer partners, a great 30 year track record of providing excellent service and now a team to promote further who we are and what we can do."

A new website has also just been launched, **www.johnstoneinsurance.co.uk** which includes an introduction to our newly formed Johnstone Business Services which provides Health & Safety and HR consultancy, Commercial Finance and Claims Loss Recovery services, amongst other non-core but very relevant offerings.

The Friendly Accounting Service

- Struggling for time in your business?
- Hate doing the accounts?
- Working nights and weekends?
- Need a clone of you?
- Let Accounts4 help.

Sole traders are you looking for a fast, reliable and friendly accounting services. Accounts4 in Scunthorpe will get all your accounting, tax return and business queries sorted out for you.

There is no need to order the paperwork or do the bookkeeping first, just put it all in a bag or box and bring it over to Accounts4. You will have it returned to you along with your accounts quickly and efficiently and without having spent a fortune.

Accounts4 is based in Scunthorpe but operates throughout Lincolnshire and the UK and specialises

in sole traders, new startups and small businesses. Operating with minimal overheads and not charging VAT means the costs are kept very low.

The bookkeeping, accounting and tax return service provided just for sole traders means the work is done quickly and you get your books back as soon as possible. This benefits both of us, we get the books back out of the door and you can budget for your upcoming tax bill.

Accounts4 understand that you don't want to pay a penny more to your accountant than you have to, so we keep our overheads low.

Monthly payments can be arranged to help you budget at no extra cost.

For more information or to arrange a visit or a chat please call Diane **07401 855605** or visit **www.accounts4.com**

Keeping On The Right Side Of Employment Law Changes



Employment law is an area that is constantly changing and each new tax year sees changes to legislation, with this year being no exception.

Katie Davies, partner and specialist employment solicitor at Wilkin Chapman Grange, explains how employers and employees can remain up to date with this year's changes:

"Every year the government introduces a range of regulation changes on two key dates. These are generally referred to as 'common commencement dates' or 'red tape days' and their aim is to simplify regulatory change and raise awareness of incoming regulation amongst employers. The first 'red tape day' for this year took place on 6 April and brought with it several changes for employers and employees."

One of the main changes is the introduction of the Advisory, Conciliation and Arbitration Service (ACAS) early conciliation scheme. This scheme was introduced on 6 April and became mandatory for any tribunal claims issued after 6 May 2014.

What this means in practice is that, before submitting a claim to the employment tribunal, an employee will now have to contact ACAS and complete a conciliation process before pursuing their employment tribunal claim. If the employee (claimant) or employer (respondent) cannot be contacted; if conciliation does not take place or if the conciliation process is unsuccessful ACAS will then issue a certificate – with a unique reference number – to enable the claimant to issue their employment tribunal claim.

Commenting on these changes, Katie says: "The aim of the early conciliation process is to encourage early resolution of disputes and appropriate settlement discussions. However, even though the process is mandatory, there is no obligation for either party to engage in discussions, so whether it will impact on the number of claims issued remains to be seen."

Other changes include:

- Financial penalties for employers who lose tribunal claims.
- An increase in fees for certain types of tribunal claims.
- Increases in the rates of statutory sick pay, statutory maternity pay, statutory adoption pay, statutory paternity pay and additional statutory paternity pay.
- An increase in the maximum compensatory award for unfair dismissals.
- Financial penalties for employers who breach employment rights.
- An increase in statutory weeks redundancy pay
- Changes to an employer's ability partially to recover statutory sick pay.

Katie adds: "With these changes it is more important than ever that both employers and employees understand what is required of them. Failure to comply with the relevant legislation can result in a lengthy dispute process and heavy financial penalties which can be avoided through contacting an employment law specialist such as Wilkin Chapman Grange."



For further information please contact Katie Davies at Wilkin Chapman Grange either by phone **01472 253917** or by email **kdavies@wilkinchapman.co.uk**

Website: **www.wilkinchapman.co.uk**

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solicitors

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With over 25 years' experience of delivering business benefit through the rapid application of IT we are your local Microsoft Partner of choice – friendly, flexible and totally business focused.

Microvive is a Microsoft Gold Certified Partner, with ERP, CRM and Collaboration and Content competencies. We offer the award winning Microsoft Dynamics Application Software and Microsoft Consultancy.

Based in Hessle we have over 25 years' experience of successfully implementing and supporting mission critical business applications. These range from large complex businesses to small yet growing independents. We have many local satisfied customers covering verticals such as Manufacturing, Distribution, Retail, Waste Management and Financial Services.

Our team of experienced professionals provide high quality end to end service to over 70 loyal customers across the North of England and Scotland. We build long term business relationships and work hard to support and improve the businesses we work with. We leverage our experience of Financial through Planning and Production applications together with Sales and Services and Reporting to benefit all customers.

Microvive's vision is to become the leading provider of Microsoft based applications, collaboration and development systems in the North of England and Scotland. We are committed to growth through organic business development and targeted acquisition.

Please contact us today to see how we can improve your business!

Contact

Steve Rigby – Sales Manager
Mobile – 07854 514174

E-Mail – steve.rigby@microvive.com
Web Site – Microvive.com



Yum! Festival Will Serve Up An International Menu

Fans of the finest food and drink will flock to Hull city centre as HullBID promises to make its fifth Yum! Festival bigger and more adventurous than ever.

An international theme will be at the heart of this year's event, which will once again provide a platform for local producers of food and drink alongside an exciting programme of live entertainment.

Attractions will include the Yum! Emporium of local food producers in King Edward Street, craft ales and ciders from the festival bar and cookery demonstrations from the stage in Queen Victoria Square. Street food from around the world will be available from stallholders who will expand the festival to the fountain in Queens Dock Avenue.

The Yum! Festival is one of HullBID's biggest

events and is expected to follow the success of Hull Fashion Week by attracting thousands of visitors into the city centre from Thursday 7 August until Saturday 9 August.

Kathryn Shillito, HullBID City Centre Manager, said: "The level of interest in the Yum! Festival is increasing every year, as is the involvement of food and drink businesses.

"Our aim with Yum! and the other HullBID festivals such as Hull Fashion Week and Hull Trinity Festival is to attract more and more people into the city centre to enjoy attractions which are free and extremely varied.

"In addition to our own events we also collaborate on other projects, such as the Edwardian Easter which attracted 11,000 people to Scale Lane and High Street. That level of increased footfall helps city centre businesses and encourages them to get involved in future events by adding to the attractions with offers and discounts."

For full details of the Yum! Festival of Food, Drink and Music, including a full line-up of events, please visit www.yumfestival.co.uk



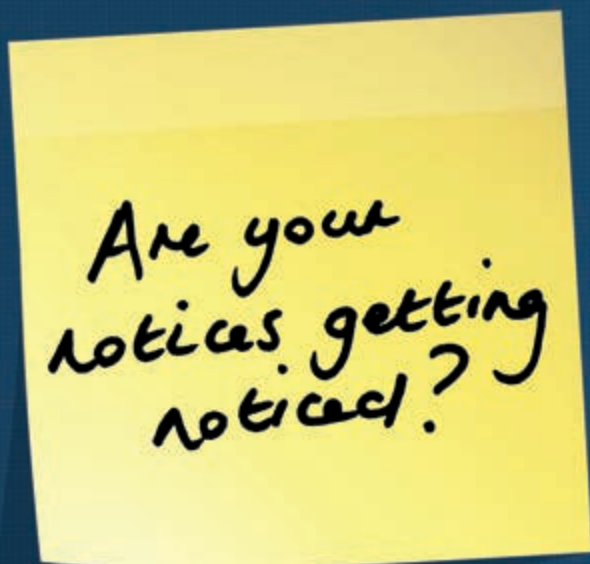
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Humber Bridge Work Passes Major Milestone

An ongoing scheme to introduce automated tolling to the Humber Bridge passed a major milestone in May.

Work to replace the old toll booths on both sides of the bridge was completed, revealing the new-look infrastructure that will serve motorists, hauliers and other users crossing the iconic structure.

But General Manager and Bridge Master Peter Hill insisted there was still a long way to go before full automation would be introduced.

The scheme is expected to be wholly completed by spring next year when bridge users will be able to use free flow lanes and pay automatically via an electronic tag.

Mr Hill said: "We are extremely pleased with the

work so far, the new booths and the canopies above them all look fantastic.

"However, there is a danger that with this important part of the project completed bridge users will think the work is nearing completion, which is not the case.

"Moving from the old system to full automation is a long job and it will be several months before the new system is fully installed and operational."

The scheme sees the number toll booths on each side of the bridge cut from six to three, and the creation of two free flow lanes.

Once fully completed, users will still be able to pay by cash, but also by the new automated, electronic tag system.

Mr Hill added he hoped the vast majority of regular users will sign up to the electronic tags.

"Not only will they find it much more convenient, congestion will be significantly reduced, even at peak hours," he said.



New toll booths recently installed at the Humber Bridge

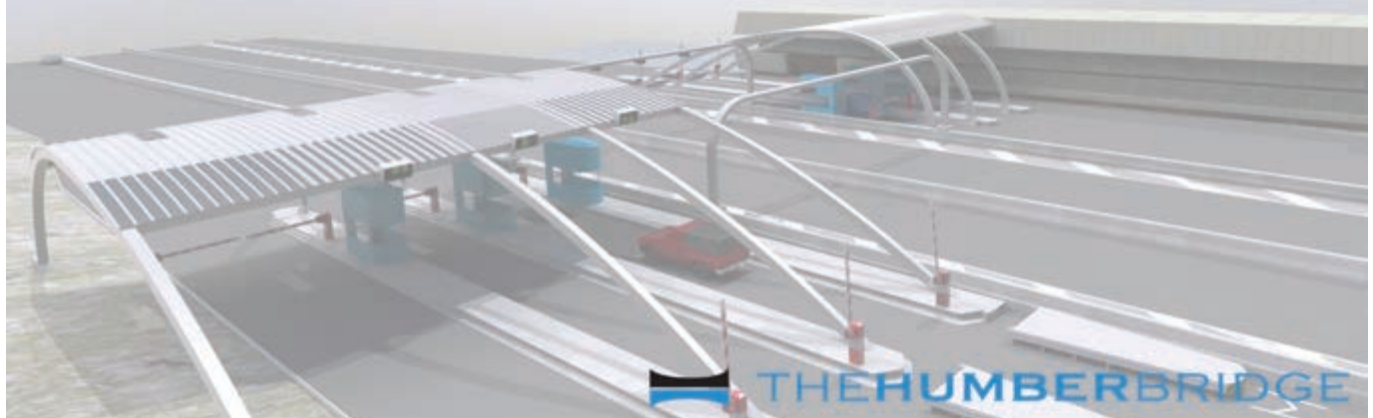
The way you pay for crossing the Humber Bridge is changing

From early 2015, you won't be restricted to paying tolls by cash or voucher only

Extensive infrastructure work has been taking place as part of the multimillion pound toll replacement project, which will introduce automated payment early next year

The scheme will introduce two free-flow lanes, which will dramatically reduce congestion

Later this year we will be asking regular bridge users to sign up for an account and receive a tag that will allow them to across the bridge without stopping. Find out more at humberbridgetollproject.co.uk



Chamber's North Lincs Area Council Elects New Vice Chair and Meets Humberside Airport Firefighters

Humberside Airport hosted the April meeting of the Hull & Humber Chamber of Commerce's North East Lincolnshire Area Council in its Kirmington Suite.

The airport's Commercial Director, Paul Litten, welcomed Members to the airport with a brief presentation about the exciting plans and developments which are currently taking shape there.

Chair Paul Gouland, from the Clugston Group, thanked Mr Litten and Humberside Airport for hosting the meeting, during which Kathy Fillingham, the finance director of Scunthorpe-based CR Parrott Consultants Ltd, was unanimously elected as the North Lincolnshire Area Council's Vice Chair. Kathy thanked the Members for electing her and said she was looking forward to her new role.

After the meeting, Chamber Members were taken on a tour of the airport and were treated to a demonstration of the airport's new fire tenders. The airport has 32 fire officers and at least eight of them are on site at any one time. Fire and Rescue Solutions' Crew Manager Steven Colakovic welcomed the visitors and introduced the two enormous Barracuda fire trucks which were recently purchased from Birmingham Airport.

Costing around £600,000 to buy new, each vehicle

carries between six and eight hoses and up to 12,000 litres of water to deal with incidents. The top hose on the appliance can operate at a pressure of up to seven bar, which is powerful enough to knock a person off their feet.

Fire crews are on stand-by around the clock and have to be able to reach an incident anywhere on the airport within three minutes. They train continuously to deal with any eventuality. The airport's own firefighters are backed up by fire crews from up to eight local authorities should a major incident occur.

Talking about the airport itself, Mr Litten said that 329,000 people go through Humberside Airport every year and it has now become one of the largest airport based heliports in the UK, along with another similar sized operation in Scotland.

Next year will see the Humberside become a Search and Rescue base, home to two brand new Sikorsky S92 helicopters operated by Bristows, but controlled by the Maritime and Coastguard Agency. Construction of the new facilities is now underway.

Mr Litten said that as well as KLM, Eastern Airways, the helicopter flights and holiday flights with Thomas Cook, Thomson Holidays will be flying to Palma next year from Humberside.



"There are often calls for us to put on cheap flights to Malaga," Mr Litten said, "but flights for less than £160 or so require large subsidies from airports. Nonetheless, we are working to bring more of these destinations back with additional operators."

Mr Litten reminded guests that 18% of the airport is owned by North Lincolnshire Council, and leader, Coun Liz Redfern has a seat on the board and they have provided tremendous support.

The next two years will see six acres of land within the airport being developed, mainly to support the offshore wind activities, as well as other developments which will be announced in the coming months.

85% of Businesses Say 'Better Together' on Scottish Independence Debate

We are 'Better Together' – that's the message taken by a leading UK Chamber of Commerce after 85% of businesses in a major national survey on Scottish Independence said that Scotland should remain within the UK.

Commenting on the results of the independent survey of 2,400 Chamber of Commerce Members nationally, Dr Ian Kelly, the Chief Executive of the Hull and Humber Chamber of Commerce and himself of Scottish descent, said:

"If the business communities of our great United Kingdom have their way we are undoubtedly and overwhelmingly 'better together.'

"For over 300 years our United Kingdom has built, often through business invention and trade, first an Empire and now a Commonwealth that has both civilised the modern world and helped bring global prosperity."

With just over four months to go until Scotland votes, Hull and Humber Chamber, as part of a wider British Chambers of Commerce (BCC) survey, is commenting on the results of this major survey of business opinion surrounding the Scottish Referendum debate. The independent survey of

2,400 Chamber Members in England, Wales and Northern Ireland examines the impacts, opportunities and risks perceived by businesses in the rest of the UK. The survey also explores how non-Scottish businesses would react to a 'yes' or 'no' vote on September 18th.

Key findings from the survey:

The majority of businesses outside of Scotland want Scotland to remain part of the UK

- The majority of businesses surveyed (85%) said that Scotland should remain within the UK
- Only 11% of firms said that Scotland should become an independent country
- If Scotland votes to remain part of the UK, almost half of businesses (49%) believe that the current division of power should remain the same
- Exactly a quarter of businesses (25%) said that the Scottish Parliament should have more power if Scotland remains part of the UK, but a fifth (21%) also said it should have less

More than half of firms outside Scotland do not see any opportunities with independence

- Two thirds of businesses (63%) say no new opportunities would arise for their businesses if Scotland votes for independence
- Only 6% of companies believe that potential tax savings (due to different tax rates between Scotland and the rest of the UK in the case of independence) would be an opportunity for their business
- Firms identified the highest risk as trading across borders should Scotland become independent, (26%), and identified future currency arrangements as the most important issue (47%) for their business

A third of firms outside of Scotland would like a formal currency union between the UK and Scotland if Scotland votes for independence

- Just over one third of businesses believe a formal currency union would be in the best interests of the UK if Scotland became independent (35%)
- More than a quarter (28%) said Scotland should create its own currency if it votes for independence, 18% said it should join the Euro and 8% said they it should retain Sterling but not join a formal currency union



Chamber Expo 2014 – An Excellent Networking Event

Chamber Expo 2014, organised by Hull and Humber Chamber of Commerce, was deemed a great success by exhibitors and visitors alike.

Held at The Sports Arena, adjacent to the KC Stadium in Hull, and featuring 102 exhibition stands, the event was attended by many hundreds of business people. They came to network with one another at what is the largest business event in the Humber region every year.

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

This was the eighteenth year of the Expo, the aim of which is simply to attract as many business people as possible.

Three Speed Networking events were held as part of the Expo, at the far end exhibition hall. These were attended by a total of 275 people. These sessions are a great way of ensuring you meet 20 business people in a one hour period and are good fun! The Chamber holds 10 other Speed Networking events each year, with one before and as part of each monthly Network Lunch.

The Expo official Opening Ceremony was performed by Martin Vickers, Conservative MP for Cleethorpes, who cut the ribbon while Michael Wood, Town Crier for the East Riding of Yorkshire, performed his emphatic and entertaining proclamation that the Expo was about to commence!

Mr Vickers was then the Guest Speaker at a Network Lunch, held over at the KC Stadium as part of the Expo, attended by 120 business people. His speech was entitled 'Power and Politics - The Cleethorpes View' and reflected on how key topics such as Europe, immigration and public spending affect our part of the world.

The Chamber is very grateful to the Sponsors of Chamber Expo 2014, Yorkshire Staffing Services Ltd and, in particular Jo Roberts and Eve Clark. Their support of the Chamber, and therefore its Members and all the event attendees, is crucial.

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

'Please pass on my thanks to your team for a fantastic two days at the Sports Arena. As always the event was well planned and executed and your team remained attentive throughout. Having a stand at the Expo helped us close deals with two new customers for our award winning CONTREX hosted business phone system. We were also able to arrange numerous future appointments with prospective clients of our IT Support services and Microsoft Office 365 cloud service. Keep up the good work!'

Rod Walker – Director, Kingston Technologies Group Ltd, Hull.

'Just a quick thank you for all your hard work making sure everything ran smoothly. The new members on the Hull Civic Society Stand thoroughly enjoyed the experience, even though it was their first experience of networking!'

'Again thanks to you and Janice - the event as usual had the usual air of cheerfulness and goodwill.'

Cynthia Fowler – Hull Civic Society.

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Great to meet some fantastic contacts at #chamberexpo14 on tue/wed this week. Thanks @hhchamber

Via Twitter - Genesis Business Sys @GenesisIT

'Thank you for organising such a great event. I had a really successful Expo and made some important connections for my business. This included the opportunity to connect with two businesses whom I wanted to meet with and I now have appointments with both of them next week.

I can confirm that I already have a good ROI from it. I also made some really useful contacts with business owners on the other stands for suppliers for my own business.

All in all, a great event. Thank you to you and your team for organising it.'

Pam Featherstone – ActionCOACH, Hull.

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

For further information about the Chamber, Chamber Expo 2015 or Membership for a company you are associated with, please contact

Bruce Massie at the North Bank office on **01482 324976** or email **b.massie@hullhumberchamber.co.uk** or Anne Tate, South Bank office, on **01472 342981** or at

a.tate@hull-humber-chamber.co.uk



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A Changing Landscape

Outsourcing business support services is providing a boost to the local economy, creating and preserving jobs, particularly at a time of such dramatic change.

For instance, companies providing such services are stepping in to carry out work in traditional local and central government areas, as councils and Whitehall departments slash budgets in the likes of back-office functions, HR and marketing.

Not only has that led to more work being outsourced to the private sector but we are also seeing former public sector employees setting up their own businesses to offer their expertise to a whole new range of clients.

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We can help you improve Business Performance and Productivity, Communication and Outcomes

Linda Jane Johnson is a business coach and trainer specialising in performance improvement by challenging and changing thinking, cultures, values and behaviours.

Do you have staff of any level struggling with work-loads or underperforming? Or staff off sick with stress which is causing even greater hassle? I can help you to ensure you, your management and their teams develop resilience, remain emotionally fit and achieve their goals whatever the pressures of today's business life.

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and issues, I produce bespoke training packages to keep you and your staff productive, contributing fully and at the top of your game.

As a qualified therapist and volunteer with Anxiety UK, I can work with individuals who are signed off or showing signs of stress to reduce absence and the costs incurred.

Stress costs British business £3.4bn/year – act now to prevent your business from becoming part of that statistic!

Linda Jane Johnson
MISMA GHSc MBA BSc(Hons)

Apprenticeships - A Solution To Skills Needs

How do employers ensure they have the skills, knowledge and experience required for today and the future? Has your business got an ageing workforce?

Is your business struggling to recruit the skills you need locally? Investing in training and development has to be a key consideration.

Apprenticeships offer individuals from age 16 the opportunity to learn new skills, gain experience and achieve qualifications relevant to specific job roles with an employer and it is often their first major step into employment. Over 96% of employers who take on apprentices report positive benefits, including improved productivity, staff retention, loyalty and commitment. For both the employer and apprentice they also have the support of a training provider who is responsible for ensuring the training meets national standards and who will support them during the early stages of employment.

Apprenticeships usually last a minimum of one year. For employers who are unable to commit to a year or more of an apprenticeship there is the option of using an Apprenticeship Training Agency (ATA). The ATA works with a local training provider to recruit and employ apprentices and then offers short or long term placements to employers. For example, a construction company with a three month contract and could still access the services of an apprentice for that period. The ATA employs the apprentice and secures placements across the duration of the apprenticeship.

To find out more about apprenticeships and ATAs contact 01724 295363 or email employertraining@northlindsey.ac.uk



We have a broad training & development offer for employers including:

- North Lincolnshire Construction Apprenticeship Hub - using the services of our local Apprenticeship Training Agency to offer short and long term apprenticeship opportunities.
- Funding support for SMEs in areas including leadership & management, business management, engineering, and health & safety.
- Apprenticeships across a broad range of sectors including engineering, management, health & social care, warehousing and catering & hospitality.

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- To give your customers or clients a more effective service
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- To start an effective business

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- Help you to implement strategies and processes to make your business more effective
- Coach you through management and interpersonal issues in your business

To work with your colleagues more effectively

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- Help you to understand how each of your colleagues likes to be approached



To give your customers or clients a more effective service

We help you to understand

- How personality affects how your customers or clients like to buy
- How to use this information to give them a better service

To have a more effective career plan

- We help you to decide what you want to achieve in your career and how you are going to achieve it

To start an effective business

We help you

- To decide upon your business vision and values
- To refine your business plan
- To decide on the steps you need to take in order to make your business a success



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HullBID City Centre Manager Kathryn Shillito (left) with BID Chairman Jim Harris, Hull Daily Mail Editor Neil Hodgkinson and Pauline Speed, Manager of the Love You 2 Appeal.

First Hull Business Improvement District Awards Demonstrate Diversity

City centre businesses in Hull celebrated in style as they came together for the first HullBID Awards.

HullBID City Centre Manager Kathryn Shillito hosted the awards together with Neil Hodgkinson, Editor of the Hull Daily Mail, the media partner for the event.

Neil revealed that businesses in the BID area had backed the awards passionately, with more than 250 nominations received in support of 88 different businesses.

He told the audience at Hull Truck Theatre: "We have built a strong relationship with HullBID and are firmly behind supporting your stories of success. If you succeed, so do we."

Kathryn added: "We organised the awards to demonstrate the diversity of businesses in Hull city centre – retail, office, café bars – and to generate excitement among employers and employees within those businesses."

Kathryn was joined on the judging panel by Hull Daily Mail Deputy Editor Jamie Macaskill, Hull Civic Society Chairman John Netherwood and Pauline Speed, the Love You 2 Appeal Manager at Dove House Hospice.

The winners:

Safe City Award, sponsored by The Prospect Centre: Lee Gosling, Trinity Market, Hull.

Pavement Pride Award, sponsored by Mercure Hull Royal Hotel: Hull Truck Theatre.

Outstanding Employee or Team Award, sponsored by Hull Truck Theatre: Ibis Hotel, Hull.

Best Business Start-Up Award, sponsored by St Stephen's Shopping Centre: ClearView Eyewear.

Community Spirit Award, sponsored by Princes Quay Shopping Centre: Hull Trinity House Charity.

Outstanding Business Development Award, sponsored by Bridge McFarland Solicitors: Leonardo's Bistro Bar.

City Ambassador Award, sponsored by First TransPennine Express: Julie Buffey of Roisin Dubh and Trinity Open Market.

Service with a Smile Award, sponsored by the Hull Daily Mail: Cuckoos Café and Restaurant.

Leeds Bradford Airport Celebrates New Flights To Copenhagen

Customers checked in for Scandinavian Airline's new direct flight to Copenhagen recently as Leeds Bradford Airport celebrated the start of the new twice weekly service.

With a flight time of just one hour 40 minutes, prices start from just £66 one way or £119 return, including all taxes and charges. The new flights are expected primarily to attract the leisure traveler who can enjoy a weekend break, but also those passengers wishing to stay the working week in Scandinavia, with the Monday and Friday direct services between Leeds Bradford and Copenhagen.

Tony Hallwood, Leeds Bradford Airport's Aviation Development and Marketing Director, said: "Leeds Bradford Airport is delighted to welcome new airline SAS, linking Copenhagen, Denmark's capital, with Leeds, the UK's third largest city and located only 40 minutes away from York, the major tourism centre in Yorkshire.

"Regional businesses and tourism partners will also be pleased that this new direct service will offer a range of onward connections across Scandinavia to Sweden, Norway, Finland and Eastern Europe."

Hans Dyhrfort, SAS' Regional General Manager Western Europe, commented: "With almost three million people living within easy reach of the



airport, Leeds Bradford and the Yorkshire region is an important hub of development for SAS.

"By launching this new direct route to Copenhagen, we are pleased to offer passengers the choice and flexibility to fly direct from Leeds

Bradford to Copenhagen and onwards to many other destinations in Scandinavia and beyond."

To book or for more information visit www.flysas.co.uk or call **0871 226 7760**

Businesses Reap The Benefits Of The Emerging 'Energy Estuary'

With the recent news that Siemens have been given the go ahead to expand their operations in the Humber region, now is the time to make the most of the exciting renewable energy developments in Yorkshire and the Humber.

Since launching in December 2013, the Green Renewable Environment and Associated Technologies (GREAT) Project have worked with over 45 SMEs providing knowledge and expertise completely free of charge, improving productivity, innovation and development and increasing local employment.

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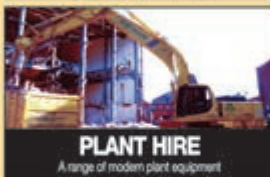
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New Local Authority Contract For AA Global

Chamber Member AA Global Language Services Ltd is celebrating a major contract award after being selected to provide translation and interpreting services to Nottingham City Council.

The success builds on the company's achievements in securing a new deal with Bournemouth Borough Council and renewing a partnership with Worcester City Council.

The latest contract win amounts to recognition by Nottingham City Council of the quality of AA Global's work in meeting the authority's requirements for translation services.

Kirk Akdemir, Chief Executive of AA Global, said: "Nottingham City Council is one of the biggest local authorities in the country and this is a very prestigious contract.

"We have been working with them for a long time on an ad hoc basis and the quality of our performance has helped us secure the new deal, which is for three years with an option for a fourth year.

"We can cover 280 languages and will provide our full range of services including face to face interpreting, telephone interpreting, written translations and sensory impairment services."

AA Global was founded in Worcester more than 25 years ago. The company opened an office in Hull in 2012 and has expanded gradually, currently working with more than 4,000 linguists



and a team of six client support staff now operating from Global House next to Hull Marina.

Late last year AA Global secured a new contract to provide translation and interpretation services for Bournemouth Borough Council and also renewed a contract confirming its role as the sole provider of services for Worcester County Council.

Major public sector clients in the Hull area include East Riding of Yorkshire Council, the Hull City Health Care Partnership and the NHS Hull Clinical Commissioning Group.

AA Global is also very active in the private sector and is a Sponsor of the Chamber's International Trade Department.

Exporting To Ethiopia?

New regulations for The Federal Democratic Republic of Ethiopia Verification of Conformity Programme.

The Ministry of Trade of the Federal Democratic Republic of Ethiopia has decided to enforce mandatory standards to enhance competitiveness and protect consumers. In December 2013 information was published on the Ministry website stating that, under the list of mandatory Ethiopian Standards, imported goods should be accompanied by a Certificate of Conformity from

an authorised Third party inspection body at the port of entry.

Bureau Veritas has experience of providing such certificates to companies around the world. Please get in touch to discuss your requirements with us or visit our website for more information: <http://verigates.bureauveritas.com>

Are You Getting The Best From Airline Corporate Rewards Schemes?

Many airlines offer corporate reward schemes that can bring significant benefits to companies whose employees regularly travel abroad.

As a result some businesses notch up large amounts of points that could bring them significant cost savings on future flight bookings.

But in our experience, without a proper management system in place, those points can all too often go to waste meaning firms miss out on some potentially useful benefits.

Companies frequently fail to take account of which airlines offer schemes and which of their employees are amassing reward points.

To avoid this, Hull & Humber Chamber of Commerce partner, Good Travel Management, runs a service aimed at maximising the benefits you can get from corporate rewards schemes.

It is part of their wider commitment to offering the best service they can to provide their clients the best value available. And it has proved effective. One client earned enough points in a year for a British Airways business class return ticket to the United States, for the value of £4500, after Good Travel Management signed them up for various corporate reward schemes.

Another company recently collected enough points to purchase an upgrade to business class on flights to the Far East with the Emirates Business Rewards, saving them a total of £2000.

Andrew Sison, Head of Sales and Account Management at Good Travel Management, said: "Some corporate reward schemes are really quite generous and bring useful benefits to the company, but keeping track on who is amassing points when you have a lot of employees who fly can be a job in itself.

"We realise the value reward points bring to our clients and because we do the booking on their behalf, we are in the best place to manage them. So if your employees regularly travel overseas but you are not taking full advantage of the points they notch up, let us know and we will work with you to ensure you get the best from them."

To find out more get in touch with Andrew at asison@good-travel.co.uk Tel. (01482) 325780 or visit www.good-travel.co.uk/travel-management/corporate-travel/corporate-rewards-schemes



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

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

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



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As seen on the INTERWEBS!

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Winners of the ABP Business Growth Award, Bradbury Group, with Sponsor Justin Atkin of ABP



Winners of the Grimsby Institute Training Excellence Award, Yvonne Day and team from Cofely Fabricom GDF Suez with Sponsor Sue Middlehurst, Principal of Grimsby Institute



Winner of the Franklin College Young Entrepreneur of the Year Award, Connor Hambleton of CWH Designs, with Sponsor Emma Swinburn



Winners of the C R Parrott Consultants New Business Award, Jack and Hannah Dale of Wrendale Designs, with Sponsor Chris Parrott



Dancers in the Variety at the Awards After Dinner Show



Grimsby Institute students themed as 'seaside' characters entertained at the Pre-Dinner Drinks Reception kindly Sponsored by Oaklands Hall Hotel

Glittering Celebration Of Success At Chamber Northern Lincolnshire Business Awards

A glittering celebration of the best of Northern Lincolnshire Businesses culminated with Tony Jex being presented with a Lifetime Achievement Award by the editor of the Grimsby Telegraph, Michelle Lalor.

In front of a packed house of more than 500 people, Liz Parry, from Abby's Wine Bar and Bistro, in Grimsby, won the Wilkin Chapman Business Person of the Year Award and Elsham Wold-based coffee specialists Lincoln & York picked up the Forrester Boyd Business Excellence Award.

This year's gala dinner and awards presentation adopted a seaside theme. This recreated a traditional seaside pier variety show brought right up-to-date with some very 21st Century performers, including Grimsby Institute Students, Lumina the Laser Violinist and Jamie Allan, a nationally acclaimed magician who enthralled the audience with his sleight of hand.

Lincoln & York director, James Sweeting, said: "We are thrilled to have won the Forrester Boyd Business Excellence Award at this year's Chamber Northern Lincolnshire Business Awards.

"It was a great evening and the members of the Lincoln & York team and I had a wonderful time celebrating and meeting other businesses in the region.

"We're into our 20th year now and to have been recognised for our continued growth and development during this milestone year is an honour."

Chamber President, Tim Durkin, said: "Business is really beginning to thrive again on the South Bank of the Humber, as witness to the quality and diversity of the entries for the Awards, and an evening which attracted over 500 people. All of this was in no short measure due to the organisation by Chamber employees Anne Tate and her colleague, Marilyn Waud".

The evening was organised by the Hull and Humber Chamber of Commerce in partnership with publisher Grimsby & Scunthorpe Media

Group. Guests enjoyed a champagne reception, Sponsored by Oaklands Hall Hotel, before settling down to a locally-sourced three-course dinner prepared by Perfect Palate Solutions, the perfect appetiser for the after-dinner entertainment - a traditional seaside variety show.

Local girl and TV celebrity Helen Fospero was comper for the evening again this year, and a raffle raised £2,464 for the chosen charities of the South Bank Chamber area council chairs, Grimsby Food Kitchen and Scunthorpe's Lindsey Lodge Hospice.

Thanks to our Sponsors: Humberside Airport, Eastern Airways, Biffa and Grimsby Institute.

Suppliers: Saville Audio Visual; Eastcoast Pictures; Grimsby Auditorium; Teamspirit; Grimsby Institute; Keyzo; Rachel Perry; Blue Minion; Stem Studio; Drift Ashore; Purlite Photography; Phillips 66.



Winners of the N E Lincolnshire Economic Investment Award, Great Grimsby Seafood Village with Sponsor Cllr Ray Oxbey



Beehive Small Business Award, Winners Jembuild with Sponsor Mark Webb



Winners of the Forrester Boyd Business of Excellence Award, Lincoln & York, with Sponsor Paul Gray



Winner of the Wilkin Chapman Grange Business Person of the Year Award, Liz Parry of Abby's Wine Bar & Bistro with Sponsor Mark Carlton



Winners of the Phillips 66 Award for Excellence in Community Relations, ONGO, with Sponsor Julian Stoll, Lead Executive UK/General Manager Humber Refinery



Winners of the HBP Systems Innovation Award, PPS East, with Sponsor Joanne Dixon, MD



Michelle and Pietro Catalano, Winners of the North Lincolnshire Economic Investment Award with Leader of North Lincolnshire Council, Cllr Liz Redfern



Winners of the Barclays International Trade Award, Technica Ltd with Sponsor Dan Wilson



Winner of the GSMG Lifetime Achievement Award, Tony Jex, with Sponsor Michelle Lalor

JUDGING – BUSINESS AWARDS 2013- RESULTS

AWARD CATEGORY	WINNER	RUNNER-UP	RUNNER-UP
The Business Hive Small Business Award	JemBuild Ltd	Rubyhall Solutions	Abbys Wine Bar & Bistro
Abbys Wine Bar & Bistro	Bradbury Group	Dataplan Payroll	Pattersons Glass Ltd
The Wilkin Chapman Grange Business Person of the Year Award	Liz Parry – Abbys Wine Bar & Bistro	Michelle Catalano – San Pietro Restaurant	Irene Keal – Sylvester Keal Ltd
The Barclays International Trade Award	Technica Ltd	Teemans	Ramsden International
The CR Parrott New Business Award	Wrendale Designs Ltd	Tea@6 Tearooms	The Dip Society
Franklin College Young Entrepreneur of the Year Award	CWH Design	Let There Be Light	GS Kelsey Ltd
The North East Lincolnshire Economic Investment Award	Great Grimsby Seafood Village	PPS East Ltd	JemBuild Ltd
The North Lincolnshire Economic Investment Award	San Pietro Restaurant	Total Lindsey Oil Refinery	Lincoln & York
The Grimsby Institute Training Excellence Award	Cofely Fabricom GDF Suez	Nisa Retail Ltd	Wilkin Chapman Grange
The Phillips66 Excellence in Community Relations Award	Ongo	Nisa Retail Ltd	Grimsby Institute
The HBP Systems Innovation Award	PPS East Ltd	CRG Research & Development	Mediademon
Forrester Boyd Business of Excellence Award	Lincoln & York		

Bridging The Knowledge Gap Pays Dividend For Hull University Business School

Prof. David B. Grant
Professor of Logistics & Associate Dean
University of Hull

It used to be said that there was a large gap between the worlds of academia and business. However, recent years have seen that gap narrowing dramatically to the benefit of both sides and the work being done at Hull University Business School underlines the point.

The School's academics and students are increasingly helping to shape the business landscape of Hull and Humber, bringing their expertise to companies and learning about life in the workplace in the process.

Leading the drive for engagement is Professor David B. Grant, the Professor of Logistics and Associate Dean, Business and Engagement.

His business experience includes retail, corporate banking, technical design and financial, as well as working on consulting and seminar facilitation for clients globally.

The professor has extensive experience of linking business with academia. As former director of the School's Logistics Institute, he has worked with a broad range of companies and was instrumental in developing the foundation degree in Leadership & Logistics with supermarket chain Morrisons, as well as a range of other accredited and non-accredited business programmes.

Given his background, it comes as little surprise that he sees collaborations between business and academia as crucial.

Prof Grant said: "I sometimes tease my colleagues by saying that, back in North America, you will not enter a lecture theatre without seeing a company's name on the door.

"Although North America is different, the truth remains that there is a real need to work with external organisations to create and share knowledge. Business-focused research cannot possibly work without a close collaboration of industry and academia.

"I think there may be some academics who still regard that view with suspicion but colleagues across the University understand this need. This is the cornerstone to our business engagement

strategy as the anchor institution of the region.

"We can offer services from research and problem-solving to consultancy and knowledge transfer partnerships (KTPs). Academics and students can learn so much by working with business and, in return, we can share so much with more stakeholders.

There are plenty of initiatives under way and the University, through the Knowledge Exchange, Enterprise Centre and of course the Business School, provides business-focused services to regional, national and international organisations and industries.

Because 90% of businesses in the Hull and East Riding region are SMEs, the School is dedicated to sharing its research and expertise with as many of these companies as possible to help them to grow and succeed.

As part of that commitment, a new Business School corporate partner is For Entrepreneurs Only, which is based at the University's award-winning Enterprise Centre and comprises successful entrepreneurs who share a common goal of strengthening the local economy through private sector job creation.

Other areas of Business School expertise include supply chain management, showcased through the Logistics Institute, leadership and marketing.

There is also a commitment from the School to help increase employability skills in the region, beginning with its engagement with local schools and colleges.

Prof Grant said: "There is a concern about skills shortages which is why we work with young people to make them aware of the opportunities.

"Logistics is an example. The sector will need

850,000 people in the future. It is an industry where you have a lot of middle-aged males coming up to retirement and we have to address the employee shortages that the sector will face.

"We are working with logistics companies on the north and south side of the river and also going into schools and colleges.

"Logistics doesn't appear as exciting as some other sectors to our young people so you have to catch them young to explain what the industry could offer.

"One of my logistics colleagues, Professor David Menachof is developing an android tablet-compatible game which highlights different facets of the industry as a way of interesting young people in the industry.

"We also run a professional experience placement scheme which allows our business students to work a year in industry between their second and final year.

"The benefit for them is that they come back experienced the 'real world', which allows them to make better connections between theory in the lecture theatre and life in a business.

"The business pays the student a sensible salary but for that they get someone who brings new ways of thinking for a year. It is a way for us to show off our talent and businesses are impressed at what they see.

"At the moment, we have ninety students out on placement, mostly in the Hull and Humber region, but also internationally. We have placements in Spain, for example.

"And in 2013 nearly half of our professional experience students returned from their placement with a job offer for post-graduation."





"Because 90% of businesses in the Hull and East Riding region are SMEs, the School is dedicated to sharing its research and expertise with as many of these companies as possible to help them to grow and succeed."



Hull Children's University provides children with learning experiences that are designed to raise aspirations and ambitions in the hope that this will lead them to a more fulfilled life.

Experiencing the real world

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Encouraging aspiration

Hull Children's University's programme aims to maximise the learning potential of every child in our care and help provide an equal opportunity for everyone. We have formed partnerships



with many local businesses that have kindly opened their doors to our young people to let them see the world of work for themselves and learn about the jobs available to them.

All of these children do have something in common, they are the future of this city and they deserve a chance. With your support, we can help these children build a better future.

For a Partnership Pack please contact rosanna.pullen@hull.ac.uk 01482 466045

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Due to the excellent location of the company's premises it is ideally placed to work in partnership with its growing customer base within the demanding food supply chain, pallet networks and construction sector and to service the UK's busiest port cluster of Grimsby, Immingham and Killingholme.

Truck Links Ltd. is an independent, and still family-owned, company and can therefore purchase across the range of manufacturers' products, ensuring their customers get the best deal and the most relevant equipment to help their own businesses succeed.

Providing bespoke rental packages tailored to each customer's application, Truck Links supplies light and heavy commercial vehicles, with or

without trailers, most beneficial to the customer's operational requirements. Maintenance and 24/7 Service Support is included within rental packages, Road Fund Licence and Tyres are included in all quotations as well as the supply of Tracking equipment, plus design and application of vehicle livery to ensure a professional image.

The company can also supply new and used vehicles to those customers who prefer to own rather than rent equipment. It also sells used vehicles to a network of UK trade companies and has strong links to the export markets in Africa, Cyprus and Sri Lanka.

Truck Links Ltd. has recently invested further in its workshop facilities and is proud of its IRTEC accredited technicians who maintain the company's fleet of vehicles and trailers to very high standards. It also provides R&M packages for operators' own vehicles and can provide much needed support by arranging Inspection

Scheduling and MOT preparation and Testing, to ensure downtime is kept to a minimum.

Due to the investment in a dedicated pit lane within Truck Links Ltd. workshop, it will operate as an Accredited Testing Facility (ATF) for the Driver and Vehicle Standards Agency (DVSA) from mid June and is open for bookings now. Bookings can be made by emailing atf@trucklinks.co.uk or calling the Service Department on **01472 352555**.

Truck Links Ltd. Service Department is open seven days a week, 6am to 6pm, and can also supply new and used Parts, Adblue and number plates to make them a one-stop-shop for all your vehicle needs.

Truck Links Ltd. Sales & Rental Department is open six days a week and you can find them at Links House, Estate Road No. 2, South Humberside Industrial Estate, Grimsby, DN31 2TG. Call in for a chat or telephone **01472 352333**, they'll be happy to help.



Optimism Grows In The World of Conferences and Exhibitions

Like the rest of the economy, the conferences and exhibitions industry has been through challenging times but the signs are that the sector is thriving.

That was underlined by a report compiled by the Events Industry Forum and the Business Visits & Events Partnership, which suggested the future could be bright for the industry.

It highlighted opportunities for growth in the UK Events Industry, which it suggested can grow from its existing £36.1 billion, to £42.2 billion in 2015 and £48.4 billion in 2020.

Recent economic figures pointing to an upturn in business confidence will drive that even more, experts believe.

So as business recovers, what are you looking for if you are trying to organise a conference or exhibition and need to select a venue?

One of the key factors, according to industry experts, is a good location, somewhere that is easy to reach and attractive for delegates.

When assessing the venue, other factors come into play as well. Can it cope with the numbers expected to attend, has it got a good meeting room, will it provide equipment like projectors and Internet access, are the staff friendly and flexible in helping you meet your needs?

The good venues are the ones that can tailor themselves to providing the exact needs of the event organisers and are prepared to be flexible. Their staff are expert and able to bring often complex events together in a skilful way.

Another approach for conference originators is to bring in a specialist company to do the legwork.

The staff at these outsource companies will have encountered just about every problem presented

by the process and take all the worry away from the company originating the event.

Linked to the conferences and exhibitions market is the need to offer corporate hospitality as part of the package and many conference and events organisers are integrating such attractions into their events.

More and more companies are realising that the sector needs to offer as much value as possible and that is leading to a growing sense of innovation.

One of the things that makes an exhibition successful is a sense that something is happening so it is useful to have staged areas for demonstrations and performances, or for companies to show their products at work.

Such activities, with the interest they attract, makes an exhibition feel like it is alive. All good exhibitions have a touch of theatre about them.

The KP Conferences

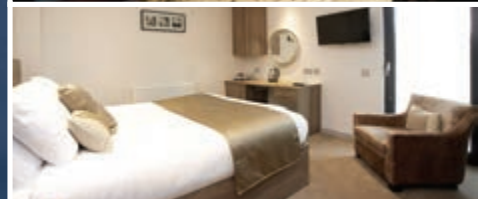
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San Pietro multi million pound expansion plans

Thanks to a multi-million pound development at a Scunthorpe restaurant, Michelle Catalano and her husband, head chef Piero, are proud to have reached their 10 year anniversary in 2013 and are delighted to introduce the unveiling of a new luxury 14-bedroom boutique hotel and function suite.

The hotel and function suite means San Pietro can now offer a more complete package for weddings, as well as funerals, christenings and conference events - offering contemporary cuisine in stylish surroundings, with a rigorously-trained team of attentive staff whom always deliver a cut above in terms of service and style.

San Pietro's function suite is an exceptionally stylish and easily accessible facility situated within the hotel and can cater up to a capacity of between 30 – 80 attendees.

Complete with private bar area and ambient lighting San Pietro's Mulino Suite is an ideal space, complete with a wide choice of buffet menus from £9.50 a head for informal lunches and receptions, with a choice of layouts to suit.

Conference meetings in our Mulino Suite start from £200 inclusive of room hire, projection equipment, tea and coffee and homemade cake based on 40 delegates.

In addition San Pietro also offers smaller, more intimate spaces available to hire out including the Conservatory and Mill. visit a comfortable and enjoyable experience

Michelle Catalano, owner, said: "We were thrilled to have won the economic investment award and very proud to have been listed amongst the fantastic businesses in our category.

The new hotel has been a long term plan for San Pietro, growth and expansion has been a difficult issue for many companies in this difficult trading climate and we were no exception. We are thankful for the support and confidence invested in our project by Handlesbanken Grimsby and the North Lincolnshire Regional Growth Fund – without this we could never have realised our goal."

The hotel has opened to fabulous rooms and we are already exceeding our booking forecasts. There was a gap in the market for a boutique hotel offering and our luxury bedrooms combined with fine dining at a competitive price point has been a winning formula. In today's climate quality and value for money are the buzzword for any business and at San Pietro we deliver on both.

We hope to see San Pietro continue to establish its name within the hotel marketplace, the hotel

and function suite means San Pietro can now offer a more complete package for weddings, as well as funerals, christenings and conference events - offering contemporary cuisine in stylish surroundings, with a motivated and well trained team of attentive staff whom always deliver a cut above in terms of service and style.

San Pietro's function suite is an exceptionally stylish and easily accessible facility situated within the hotel and can cater for between 30 – 100 guests dependent on package.

Complete with private bar area and ambient lighting San Pietro's Mulino Suite is an ideal space, offering a wide choice of buffet menus from £9.50 a head great for informal lunches and receptions, with a choice of layouts to suit.

Conference meetings in our Mulino Suite start from £200 inclusive of room hire, projection equipment, tea and coffee and homemade cake (based on 40 delegates for a 4 hour period) visit

For any further information you can contact San Pietro on **01724 277774** or alternatively you can e-mail your enquiries to info@sanpietro.uk.com

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Mobius Media Focus on Local in the Run-up to 2017

Hull online digital marketing agency, Mobius Media are putting the spotlight on local businesses in the run up to the 2017 City of Culture celebrations.

Having already worked closely with Hull based companies Consider-Rate, JC-Leisure and an infamous local food van Mr Spud to name just a few, Mobius are finding the local business scene beginning to boom.

"This is a great time for business in Hull" says Mobius MD John Masson, "In the last decade we've seen great developments here and because of this, we now have to really pick up the competition – companies have to be at the level to compete with the big boys outside of Hull and a strong digital presence is the key to this. Local businesses are beginning to cotton on and we're busier than ever."

The founders of a UK-wide rental CV scheme, Consider-Rate came to Mobius Media last year with their idea. With a new website build and a

solid online marketing strategy, Consider-Rate soon saw a boom in landlord, estate agent and tenant sign-ups and are now on their way to making their scheme a part of the UK rental standard.

Despite being barely two years old themselves, Mobius have rapidly grown to form a tightly knit team of experts, previously working with blue-chip corporations, local businesses and the Hull City Council.

However, co-founder Josh Reading believes that the reason local businesses are attracted to Mobius is the approachable way in which they work.

"There's a problem with how businesses work today" explains Josh "Information technology isn't just for 'the IT team' anymore – everyone from the MD right down to the interns have to be tech savvy and this is not always welcomed with open arms. This is where we come in – our job is to bridge this gap and implement bespoke solutions that work for clients on every knowledge level."

And despite being extremely passionate about what they do and taking their work very seriously, the friendly approach at Mobius means they're also not afraid to have a bit of fun with marketing.

The team recently pulled a 'marketing prank' on the proprietor of a local food van by blowing up a revealing photograph of him and displaying it in



Paragon Square to reveal to the city.

"Most of us go and eat at Mr Spuds every day" explains Josh, "Mr and Mrs Spud are a bit of a local attraction – they have a great rapport with the customers and are always making the locals laugh. So when Mrs Bilton let it slip that she had a picture of her husband in tight yellow Speedos, it was an opportunity that we couldn't miss. So we conspired with her, blew up the image and put our name across it – now everyone who visits the van wants to pose for a picture with 'Mr Spud' in Speedos...and MOBIUS MEDIA is right there with him."

With an ever growing team of developers to keep up with the digital demand, Mobius are optimistic about the future and the run up to 2017.

"The next thing is the office takeover – we're expanding at such a huge rate that we've starting stealing office space from those around us," says John. "So a move may be in the pipeline, but for now, it's business as usual."

If you have any specialist digital, development, design or marketing requirements, give the Mobius team a call today on 01482 240260.



"In the last decade we've seen great developments here and because of this, we now have to pick up the competition – companies have to be at the level to compete with the big boys outside of Hull and a strong digital presence is the key to this. Local businesses are beginning to cotton on and we're busier than ever."

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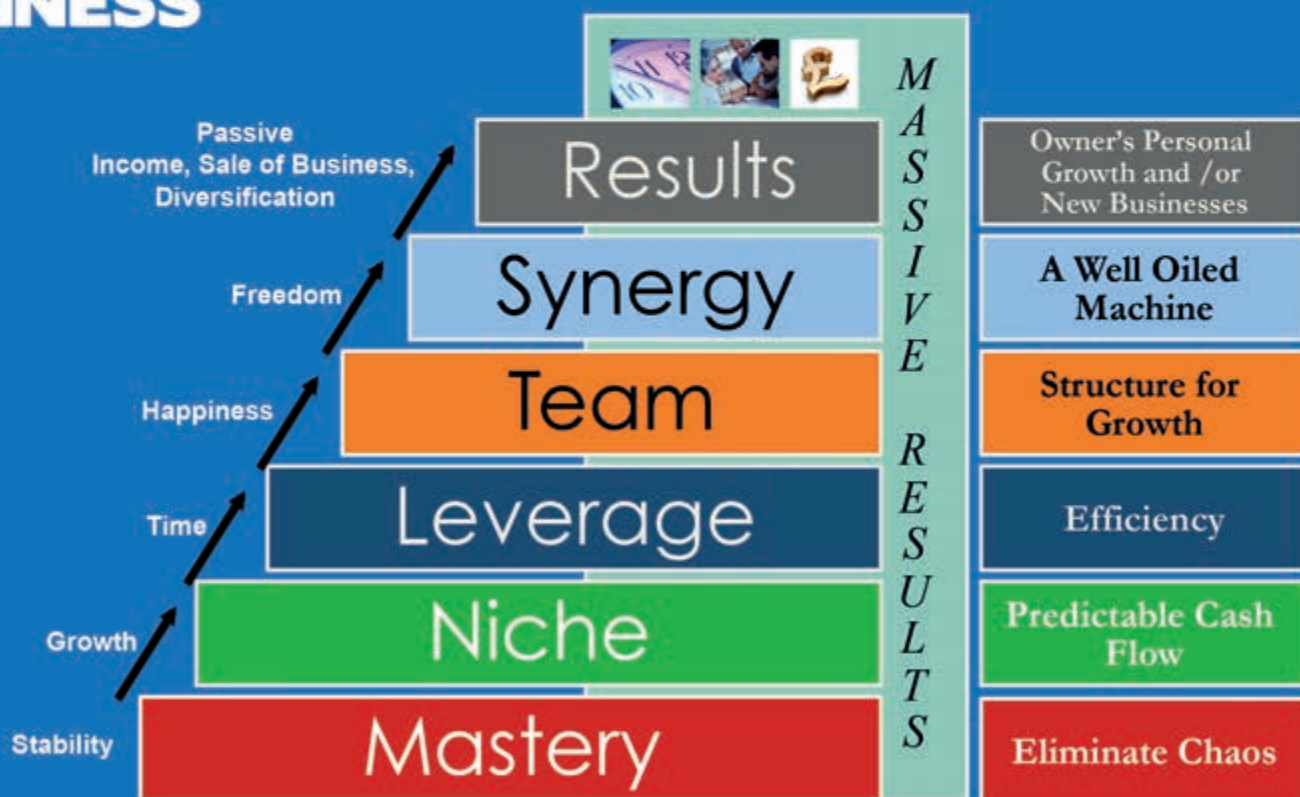
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The Changing Environment – In Safe Hands

We may be new Members of the Chamber, but we are certainly not novices when it comes to the business we are in. Ever since its formation in 1998, with a wealth of industry experience behind it, Environmental Strategies Ltd, (ESL), has been adding value to organisations locally and across the UK. We do this through the development of environmental and energy management systems.

ISO14001 is the most widely recognised international standard for Environmental Management Systems (EMS). Next year it will change significantly, requiring much more input at the top management level and throughout the 'value chain'. Steve Anstice of ESL says "For organisations considering ISO14001, now is the time to act, as these changes will mean it will be more difficult and costly to achieve certification in around a year's time.

Advanced Plastics Ltd is a fast-growing local company that recognised the need to act and to put the development of their EMS in safe hands. They were not disappointed and achieved certification within eight months using our tried and tested Fast-Track system. Craig Neill, Quality, Health, Safety & Environment Manager, at Advanced Plastics said: "Most large organisations have recognised the need and value of engaging formally in environmental and energy management. SMEs are following that lead but, with fewer resources, the added value needs to be demonstrable. That is where our Fast-Track system comes into its own." Helen Wheeler-Osman, Director at ESL says: "When a company makes

an enquiry about developing an EMS, the first thing we do is to assess with them what added value there is likely to be. If it does not warrant certification, then we look at informal systems to give the highest return, including energy and utility management. If it is clear that certification will benefit the organisation, then we assess the best way of achieving it. Our flexible Fast-Track system is appropriate for most single-site organisations."

ISO 50001 follows a similar structure for Energy Management Systems (EnMS) and is increasingly being used by large organisations to control energy use and costs. It is now becoming a reference standard in relation to EU energy regulatory requirements currently being rolled out in the UK. We are always mindful of the fact that it is people that make systems work, not the other way round. So we focus on how any implemented system is going to integrate within the organisation structure, practices and procedures.

"The clear philosophy we have here at ESL is to add value not cost for our clients, so we are always happy to talk frankly about whether going for certification is the best strategy or not. In addition to environmental and energy management systems, we also offer help with Integrated Management Systems; Environmental Auditing & Legislation; Energy Reviews; Carbon Management; and Thermography."

www.esltd.co.uk
info@esltd.co.uk
Tel: 01482 841164
Twitter: @ESL_Environment

Project Outline

The Enterprising Libraries project (Arts Council Funding) runs in conjunction with the Future Hull ENRG project part funded through ERDF, a partnership with Goodwin Development Trust, Job Centre Plus, Hull City Council Economic Development and Hull City Council Library Service. Three Enterprise Hubs have been established across the city of Hull; one in the east, one in the west and one in the centre of the city.

The project has received a lot of interest from the public who are thinking of setting up their own business or becoming self employed; we have had people with just an idea and others who are fully aware of what it is they want to do. The Enterprise Team and library staff are encouraging and supporting customers and raising awareness of the business opportunities available to them. This is followed by intensive advice and guidance to motivate and guide them through the early stages of starting up their own business or becoming self employed.

We have our first workshops arranged, 'An introduction to starting a business/ becoming self employed.' We hope to hold these sessions on a regular basis, and will be promoting these as much as possible.

Library facilities such as our electronic and print resources have been updated. This includes a new collection of business books in each of the three Hub libraries that are now available for customers to take out. We have purchased subscriptions to two new databases: COBRA and Avention (formerly One Source).

Tracy Toner
Enterprise Information and Development
Lead Officer
Tel: 01482 616822
Fax: 01482 616827
Email: tracy.toner@hullcc.gov.uk
Twitter: @hull_libraries
Facebook: www.facebook.com/hulllibraries

Auto-Enrolment and Mobile Devices tackled at Humber Business Week

HBP Systems, along with a range of hosts, received a fantastic response for their seminars during the returning Humber Business Week in June aimed at proactive businesses and organisations looking to get on track with auto-enrolment for pensions and using mobile devices in the workplace.

As it always has done, Humber Business Week provided a highly diverse set of talks, workshops and events including Chamber Expo 2014, at which HBP had a stand, presented by some of the region's most influential voices and national industry experts alike.

With so many events, attendees were spoilt for choice but came away with something new to put into practice themselves, especially those who attended the talks from HBP Systems, which conquered two of the biggest topics being tackled by businesses in 2014.

As a result, HBP Systems' Commercial Director was delighted with the response and feedback received "This has been our first year presenting at Humber Business Week despite always being involved in the past, and we're thankful to everyone who took the time to hear what we had to share."

The latest reforms to pensions' legislation in the UK have been a huge help for qualifying employees, who must now be automatically enrolled onto a workplace pension scheme.

But on the other hand, this hasn't been a clear road for the employers, who have turned out and praised HBP Systems for the helpful insights into the procedures and tools needed to aid the transition.

There was also praise for the highly interactive mobile devices workshop, which succeeded in helping users realise how mobile devices can be integrated into the business for greater success both internally and externally, emphasising the true innovative approach that the week-long showcase provides.

If you happened to be at the Humber Business Week but haven't yet offered your feedback, let HBP Systems know what you thought of the events on social media, or alternatively email hmoss@hbp-group.co.uk

Isn't It Time To Stop Procrastination In Its Tracks Within Your Business?

Inspirachieve is a new business coaching company with a difference.

Established by Richard Hilleard, former Training Manager and Head of Field Sales at the Arco Group in Hull, Inspirachieve is the first and only YB 12 corporate coaching business in the Hull and Humber region.

YB 12 stands for 'your best year ever' and is a productivity based life skills coaching programme from Australia, designed to galvanise teams behind the corporate vision and empower them to be successful. A major theme of the programme is how to overcome procrastination and develop a positive mind-set so that each person and team can achieve their part of the company's major goals, as well as achieve a better work and life balance.

Founded in Australia by John Grant CEO and developed with help from leading experts in the field of personal development and psychology, YB12 has a strong pedigree and over the last 20+ years, over 100,000 people have attended the programme.

Richard is one of the first YB 12 approved coaches in the UK and with an extensive background in business and personal development, understands the challenges that SMEs face and knows how to inspire, develop and motivate their teams to perform at their peak.

Inspirachieve are now offering a free 50 minute motivational session and taster of the YB 12 programme to businesses in the Yorkshire, Humber and NE Lincolnshire region.

To arrange: richard@yb12coach.com
or Call: **07703 564499**.



Benefits of YB 12

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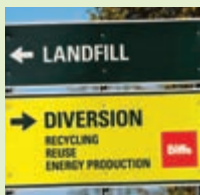
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Charity Event A Success

Chamber ladies supported fellow Member Julie Keen of AP Robinson in her charity fundraising night 'Hollywood for Brody, held at Member venue, the Oaklands Hall Hotel.

The event was held to raise enough money to send a little boy who is losing his sight to Disney. The target was reached and enough money raised to make this a reality.

Ladies who supported on the Chamber table included Sarah Bottomley of Cleethorpes Cottages, Mel Sharpe of Oakridge Hotels, Liz Parry of Abby's, Julia Thompson of East Coast Pictures, new Members Daisa Morgan and Jade Smith of The Magical World of Fingley, Sharon Daulton of Grimsby Auditorium, Debbie Anson of Purelite Photography and Cindy Marshall Day of Walcot Hall Estate Thank you ladies!



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For more information contact Ben Underwood at neonn on 07544 359181. www.neonn.co.uk

Introducing O&E Electrical Services

I would like to take this opportunity to introduce myself and our company O&E Electrical Services LTD

O & E Electrical Services are Electrical Contractors enrolled with the NICEIC as an approved contactor and domestic installer. We are Trustmark and CHAS accredited and at present applying for Safe Contractor accreditation. We undertake work predominantly within the Yorkshire area although contracts outside this area are entered into subject to consideration of size. Our services include, but are not restricted to, PAT Testing, Design and Installation, Fire alarms and emergency lighting. We are fully equipped and capable of satisfying all requirements every time.

Established in 2004 by Geoff Ostell and Mike Earles, O and E Electrical Services have built up successfully over the years, and now have a strong client base, which includes some of the larger companies within the local area, such as Rix Petroleum Limited, Hull City Council, NPS Humber Limited, Chem-Dry UK, and United Molasses Storage Limited. Working alongside a committed and Friendly workforce our promise is to exceed



standards of customer service that are demanded of us. We believe in profitable, sustainable and enjoyable long-term relationships with employees, customers and suppliers.

At O and E Electrical Services we are a JTL Training partner and actively encourage continuous training, from apprentices through to director level, and believe in building and maintaining a proactive relationship with the wider community.

**Geoff Ostell
Managing Director
O and E Electrical Ltd**

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Set in a safe and secure environment, with professional, courteous and helpful management and staff, Napoleons is dedicated to making your visit a memorable one. So if you're looking for the perfect place to impress, entertain or celebrate, look no further.

The elegant restaurant offers a selection of delicious menu options that change on a monthly basis meaning there is always something new to try. The signature 'Dine in Style' package is a popular choice allowing you to enjoy a drink on arrival, a three course dinner and a £5 gaming chip - all for a set price of £21.95 Monday to

Thursday and £26.95 on Friday and Saturday.

If you'd like something more bespoke, then all you need do is ask. Whether a private poker game, exclusive use of one of the areas or a VIP experience to wow any CEO, Napoleons are ready to cater for your every demand.

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Manufacturer's Buildings Re-Cycled During Industry Upturn

Yorkshire and Lincolnshire chartered surveyors, Delaney Marling Partnership have been working on a demolition project at Ideal Boilers in Hull.

The recycled building materials that result from it will help supply the high demand from construction firms across the UK.

By recycling the remains of demolished buildings in Hull, the bricks enable construction of new properties in other parts of the country. Ideal Boilers on National Avenue have been demolishing parts of their existing building stock to allow for site and manufacturing improvements.

Kevin Marling from Delaney Marling Partnership, said: "As the Construction, Design and Management Consultants (CDMc) on this project, we are assisting the project managers at Ideal Boilers to provide advice with regards to the demolition and reconstruction of parts of their manufacturing site in Hull. Our role within this project includes the construction health and safety on the site during the demolition process."

"There is currently a major shortage of building materials in the UK, especially facing brickwork. This is a national issue caused by reduced production during the construction downturn. Due to a recent upturn in house building projects the industry has been caught short and rather than seeing projects fall behind, construction firms are making use of reconditioned supplies within the market place. The demolition of the foundry and old manufacturing buildings, shower block and occupational health building will now make way for modernised facilities.



The disused bricks will be cleaned up and palletised then transported to the Midlands to a central distribution depot."

"So far at Ideal Boilers, 140,000 bricks have been saved and to give an idea, it takes 4,500 – 6,000 bricks to build one house, this site therefore producing enough to construct approximately 20 houses. The materials collected from this site will however be used for patch repairs and extensions on similar older buildings that require improvement. Any material found to be unsuitable for building will be crushed and used as a sub layer for roads and other

buildings. Nothing will go to waste or landfill."

Steve Winn Project Manager at Ideal Boilers said: "We are delighted that we are able to recycle the old buildings. As a business we are committed to energy efficiency and wherever possible remain both eco-friendly and economical, which is why we have chosen to recycle rather than send anything to landfill. Delaney Marling Partnership has overseen the CDM for the whole project, providing specialist advice on the Health & Safety of both phases of the demolition project. Their help and advice is invaluable on a project like this."

From Rags to Opportunity

Child Dynamix is a Hull based Children and Young people's charity who will be celebrating their 10th Anniversary in 2015.

The charity was founded from a Regeneration scheme based in the Preston Road area of Hull.

Today it provides employment for over 100 people and 70 volunteering opportunities across its services, including Day Nurseries, Out of School clubs, Community Play work, Youth work, Sports development and Family Support. The charity continues to grow and develop despite the harsh economic climate working across the City and Humber sub-region.

During Biz Week 2013 the charity launched a new venture - a small sewn manufacturing

enterprise focusing on employing young people as Apprentices. The enterprise aims to develop skills and experience in preparation for the future world of work. 'Bags of Rags' has received rave reports and developed a strong following, with bags already snapped up by local independent retailers and sold directly through our workshop within the Freedom Centre complex on Preston Road. This year the team of Apprentices was invited to talk at the Youth Summit held during Biz Week 2014 and unveiled their new brand for the enterprise 'Bags of Opportunity' (Boo!).

www.bagsofrags.co.uk
tel: 01482 710130
www.childdynamix.co.uk
tel: 01482 221425



Marketing Firm Helps Prospect Centre Scoop Award

Marketing firm Sowden & Sowden helped to put Prospect Shopping Centre in Hull on the national stage.

As part of the company's marketing services, Sowdens entered the shopping centre for a prestigious Opal Award, which are distributed by the British Council of Shopping Centres (BCSC).

The BCSC Opal Awards aim to promote the best use of commercial space within shopping malls. In the commercial events/markets/exhibitions category.

Prospect Shopping Centre beat high calibre national competition from The Drive-in Film Club at Brent Cross Shopping Centre, London, Guildhall Shopping Centre, Exeter for their Street Food Market, Intu Broadmarsh, Nottingham for their Match Room Sport Carl Froch promotion, theCentre:mk Milton Keynes for their Jurassic Golf and Christmas Cabins events and Westfield Shopping Centre Stratford, London for their Spring into Summer initiative.

Comedian Rob Beckett revealed Prospect and Sowden & Sowden as the winner at a presentation breakfast at Kings Place, London.

The announcement caps a successful year for the Centre, which saw a growth in footfall by 30%* and increased tenancy to almost 100% capacity.

Summarising the numerous events held by the Centre between 2013 and 2014, the submission

included the creation of the UPMarket, a market selling a range of craft items and handmade products, the X Factor auditions, which discovered Ryan Mathie, and Movie Buffs, which saw memorabilia from the silver screen go on sale. The highlight of the year was undoubtedly a 15-year lease signed by CPL Foods to re-launch the upper level food court as strEAT.

Polly Sowden, director of Sowden & Sowden, who contributed to the entry, said:

"In the wake of the 2017 City of Culture news this is yet another feather in our cap. We've beaten some major players in the retail sector by scooping the top award in this category and it's testament to the determination and passion from Hull's longest established shopping centre and agency; Prospect Centre and Sowden & Sowden."

Lee Appleton, Centre Manager at Prospect Centre, said "We're elated, it's fantastic for the centre, for the team and it's credit to the relationship we have with Sowdens and how we worked together to win this award."



John Clugston, Chairman of Clugston Group with Paul Goulard, Commercial Director of Clugston Group and Chair of Chamber in N E Lincolnshire Amanda Austin, Site Director of Freshney Place at The Members Network Lunch on 28th March at The Ashbourne Hotel. Clugstons Group kindly sponsored the event.

Spencer and MWH Joint Venture Named as Preferred Bidder

Specialist engineering business Spencer Group has been selected as part of a joint venture partnership to design, build and operate the £150m Energy Works green energy power plant in Hull.

A new company, Energy Works (Hull) Ltd, has been formed to drive forward the development and has selected a joint venture of Hull-based Spencer and MWH Treatment, part of the US-based environmental engineering specialist MWH Global, as preferred bidder to deliver the first phase of the project. Construction is due to begin early in 2015 and completion scheduled by March 2017.

The selection of preferred bidder follows a competitive process complying with European Union procurement regulations.

The first phase of the development will be an innovative energy recovery facility that will generate 28MW of electricity by an advanced gasification

process. It will provide sufficient electricity to power 43,000 homes, by processing materials which would otherwise be sent to landfill, while also reducing dependency upon imported fossil fuels. Phase two of the scheme will see the later addition of an Anaerobic Digestion plant and materials processing facilities.

The development will provide a major stimulus for the local economy, creating more than 200 jobs during the construction phase, and 40 permanent positions once Energy Works is operational.

Spencer Group Chief Executive Frank Millar said: "As a company founded and based in Hull, our involvement will ensure local employment will be a major priority. This project will create and underpin jobs within our business and open up much-needed employment opportunities within the local community."

On Loan Recruitment Accreditation

A long established Humber based recruitment business has further enhanced its professional status by taking an Industry Standard Compliance Test.

Established in 1998, On Loan Recruitment are corporate members of the Recruitment & Employment Confederation and has upheld its stance of good practice and professionalism since it first opened its doors.

David Riggall, Managing Director of On Loan Recruitment, explained that at present this test is NOT mandatory but by the end of the next year it will become compulsory and everyone involved with the REC will be expected to take it.

The accreditation involved an in depth look at all the company's procedures and processes and in particular to ensure compliance to the regulatory practices within the recruitment industry. With On Loan operating in the higher skilled markets, as well as providing other more generalist services, we were keen to commit to this process.

The compliance test was very extensive and deemed the most difficult to complete. David added "We felt more than ready to get approval for all areas and that is exactly what we did. The marks we achieved were the highest possible and were followed by an acknowledgment from the REC of the knowledge and expertise within our company." David, who himself is a fellow of the institute said "Yet again it cements our place as a leader in our particular fields. It also shows that we are acutely aware of the many changes in employment law and our objective is always to treat people with respect and fairness."

"In addition to the accreditation, On Loan Recruitment has other good news to talk about. Not only are we celebrating achieving sixteen years of successful trading but we have recently gained a number of high profile customers.

Coupled with some of our long standing clients now getting busy themselves the year ahead is looking bright for the company.

"With recent new developments announced within the engineering fields and our own expertise in these areas we look forward to growing our business even further and hopefully creating further opportunities for employment." said managing director David Riggall

On Loan Recruitment, formed in 1998, is part of the On Line Design & Engineering Group which was formed in 1982. Further details please call our offices on **01469 577698**.

Hull University Become Chamber Patrons

Hull University has become the latest organisation to become a Patron of the Hull & Humber Chamber of Commerce.

Business engagement manager Jeremy Wilcock from the University's Business School was presented with a special Patron's Plaque during a recent networking lunch by the Chamber's Membership and Business Manager Bruce Massie.

Becoming a Patron of the Chamber gives companies a higher profile in the Chamber's marketing activities, regular slots in the popular Business Intelligence magazine and at events, as well as invitations to the Annual Patrons' Lunch with the Lord Mayor. It also brings public relations benefits, as Patrons are seen to be helping the not-for-profit Chamber support its Membership.

Receiving his plaque, Mr Wilcock said: "The whole University has a mission to be Hull's University – not just somewhere that teaches 18-21-year-olds. We want to deliver employable graduates to the market place and we are committed to Hull's future.

"Becoming a Patron highlights the responsibility we feel towards local business, especially the SME community, so this makes that ambition more tangible.



Mr Wilcock receiving Hull University's Patron's Plaque from Mr Massie.

"We are holding events and sponsoring Business Week and also have our own regular business events."

The lunch was kindly Sponsored by David Reid of CCB Account/Assyst who gave a presentation about his credit control package.

To find out how the Chamber of Commerce can help your business, to request further information, call Bruce Massie on **(01482) 324976**.

St Stephen's Becomes The Region's Most Accessible Shopping Centre For The Blind

St Stephen's shopping centre has become the first shopping centre in the region to train its customer service and security teams to assist blind or partially sighted shoppers.

My Guide Open for Business is working with Hull's flagship shopping centre, St Stephen's, to deliver specialist training to their staff. This means the in-centre team at St Stephen's can guide customers who are blind or partially sighted to and from the store or restaurant of their choice and meet their needs more efficiently. It means that blind or partially-sighted shoppers can experience the same freedom of movement around the centre as sighted people, whilst in the care of an individual guide.

Jim Harris, Centre Manager at St Stephen's says: "We want to make the centre accessible to everybody and give all our shoppers the best possible experience. By training our teams as Sighted Guides, we can make sure that blind and partially sighted people can enjoy all that St Stephen's has to offer."

Despite popular belief, only about two and a half percent of blind and partially sighted people have

a partnership with a guide dog. In the UK, that's about 5,000 people. Some people with sight loss don't like dogs, or dogs may simply not suit their lifestyle. This means that the prospect of visiting a busy shopping centre may be too daunting.

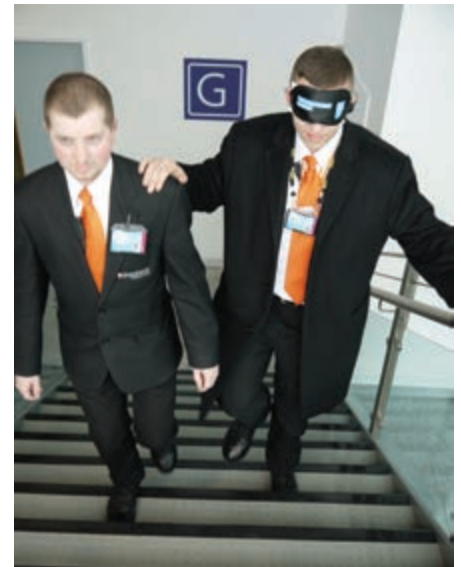
Simon Goodwin, My Guide Ambassador for the Hull Guide Dogs Mobility Team says: "We are really excited to be working with St Stephens to make the shopping centre accessible for people living with a visual impairment. My Guide not only empowers blind and partially sighted people but also their local community to address mobility, inclusion and access issues."

"Over 70% of blind and partially sighted people lack confidence to join in everyday activities, so work such as this is vital to ensure that people who are blind or partially sighted have the same freedom of movement as everybody else."

"It's fantastic that St Stephen's has agreed to carry out some fund-raising for us. Guide Dogs receive no government funding, so we are reliant on people giving their time to raise the money needed to provide our life changing services."

The 'My Guide Open for Business' training has already improved customer service in a range of organisations such as hospitals, transport companies and local authorities.

The Sighted Guide training at St Stephen's is part of the shopping centre's drive to be one of the most customer-friendly and accessible centres in the region. More than 10.5 million people a year visit St Stephen's and the centre makes great



efforts to ensure that its facilities are accessible to people with impairments and other physical and sensory access needs, as well as appealing to the old and young.

St Stephen's is the only centre in the city with 'Changing Places' toilets - specialist facilities for severely disabled people and extra room for up to two carers. The centre also has incorporated wheelchair friendly ramps, lifts and automatic door openings as well as braille readers and large print guides.



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L-R: ABP Port Manager Grimsby & Immingham Mike Sellers; ABP Director, Humber John Fitzgerald, Robert Goodwill MP and Martin Vickers, MP for Immingham and Cleethorpes (Image courtesy of ABP/David Lee Photography)

Ministerial Visit To Examine Flood Resiliency Confirms Immingham's Status As 'Vital National Asset'

The Port of Immingham was declared a 'vital national asset' by regional flood recovery minister Robert Goodwill when he visited the facility.

Mr Goodwill met with representatives of Associated British Ports (ABP) and the Environment Agency to explore ways in which the port's resiliency to flooding can be improved.

He said: "Immingham is a vital national asset and we need to make sure it is resilient to future incidents like we had in early December.

"This facility is vital to the transport infrastructure of our country. The oil that comes in here is refined here and makes sure we have diesel and petrol for our vehicles and worldwide markets. It is vital to make sure the lights stay on, as the coal and biomass that comes here fuels the power stations.

"Fortunately we had no major interruption of this vital supply following the tidal surge, but the events of that night show how potentially vulnerable this port is and underlines the importance of taking strides to make it more resilient."



A Day At The Races

Doncaster Racecourse recently held a Client and Hospitality Day which was attended by some Chamber Members.

Pictured at the event are Steve Bennett, of Oaklands Hall Hotel with Mark Edwards from the racecourse. Doncaster is home to the famous St Leger Festival, which takes place this year on September 11. The Chamber holds its annual Ladies' Day at the St Leger which is a popular event with our Members, who often use the occasion to entertain or attract clients.

For more information, or to book for this event, contact Marilyn Waud on Grimsby 342981, or to find out more about hospitality at Doncaster Racecourse, call **01302 304200**.

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Name

Pam Featherstone

Company

ActionCoach

Job Title

Business Coach



In her first year as an ActionCoach Pam Featherstone won Best Clients Results for Yorkshire and Lincolnshire. She's now been named North UK Coach of the Year 2014 and Rookie Coach for UK, Europe and Africa EMEA

She's a successful business owner in her own right, with over 30 years' experience in her own businesses.

So what it is about coaching that inspires you?

"My clients are my inspiration. For me, coaching is both a huge privilege and a huge responsibility. It's about inspiring self-belief and motivating my clients to take their businesses from good to great and improve their work/life balance.

Owning a business can be an emotional rollercoaster. The trouble is that a lot of people start their own business and then get bogged down with the day to day running of it. They may be really good at what they do, but they spend all their time working in the business, not ON their business. It then gets to the stage where they can't remember why they started their business in the first place because it becomes a drudge. Every day is like 'Groundhog Day.'

Some people are sceptical about coaching. Why is that?

"Some people think that having a business coach means you don't know what you're doing, but this is not the reality at all.. Top athletes and sports people have a coach because it vastly improves their performance and keeps them at the top of their game. It is the same in business. The business owners who I work with are really successful already, the coaching supports them in achieving the next level.

If you do the same thing day in, day out, then you can't expect your business or your life to move forward. Coaching is about having a fresh look, having the benefit of a third eye perspective and getting a real sense of purpose then taking the appropriate action.

The coaching I provide is through one-to-one coaching and group coaching, depending on where a business is right now. My coaching programmes help business owners to master time management, leverage through systems, marketing, finances and management, as well as maximise team performance, generate cash flow and grow the business profits. We look at what's working and what's not working so well.

My group coaching, ActionClub is a 12 week rolling programme which takes place every 2nd and 4th Wednesday of each month, at 10am, 1pm or 5pm for 2 hours.

Every three months, I run a 90-day planning workshop, 7am -2pm. This gives business owners real focus and motivation about what they need to do for the following three months."

Contact details:

To contact Pam please call her on her on **01482 227060** or **07540 888016**. Alternatively, you can email her at **pamfeatherstone@actioncoach.com**

New Addition

Delia Edwards started with O and E Electrical in February of this year as the Administration Manager, Delia has worked in various customer service roles for the past 15 years.



Delia Edwards

I joined the company to help expand the client base, help with marketing also to project the company name and strengthen customer lines. With my 15 years of customer service I strive to give the very best both to the company and our customers

O and E Electrical Services Ltd has been up and running for over ten years, my goal is to be involved for the next ten and beyond, building up the business alongside Directors Geoff Ostell and Mike Earles.

O and E Electrical Services Ltd are a business with a committed and friendly workforce, our promise is to exceed standards of customer services. We believe in profitable, sustainable and enjoyable long-term relationships with employees, customers and suppliers.

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