

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

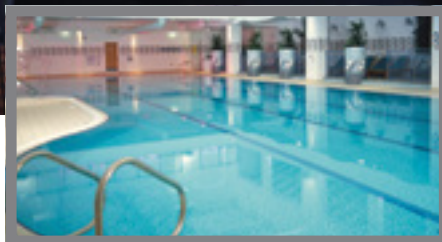
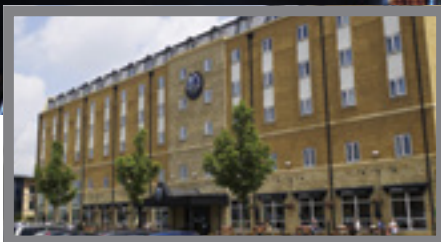
December 2014/January 2015

Issue 23

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Front Cover Image - Courtesy of Siemens - Full story - Page 30.

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CHAMBER PATRONS

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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Collaboration Leads to Offer

Associated British Ports (ABP) and the Hull & Humber Chamber of Commerce have teamed up to offer port companies a year's guest Membership in one of the biggest business networks in the country.

As well as a thank you for their business, the scheme aims to give the port business community a bigger voice.

The Humber Estuary is the UK's fourth largest trading estuary, handling more than 90 million tons of goods annually. With Chamber of Commerce Membership, businesses will be able to expand their reach and influence in professional networks and grow their business support services.

James Cooper, ABP Chief Executive, said: "We take our responsibility to contribute to the economic wellbeing of the region seriously. One of the best ways to do that is to support our customers to make the connections they need to become even more successful.

"By making their voice heard and taking part in the business life of the region, they will also have the chance to play their part in making our region a better place to do business. And that's something we can all benefit from."

The Hull & Humber Chamber offers Members a multitude of services including; lobbying at local and national levels, support for key business functions at a discounted rate and connection and networking opportunities for their business. ABP hopes that these added services will help their customers grow and thrive within their business communities.

Each local Chamber of Commerce is run by and for their Members, offering a dedicated focus on improving conditions for local business Members.

Hull & Humber Chamber said: "As an island nation ports are vital to the UK economy and the businesses based there play a huge role in driving growth and providing employment.

"That's why we are so glad to welcome these businesses to the Chamber. We hope to give these businesses a strong voice and influence to ensure they get the business climate they need to thrive. We will also help them create prosperity by providing practical support, useful connections via our 20 annual networking events and valuable access to new ideas and innovations."

To request a brochure or to find out more information please call **01482 324976** or email bccmembershipoffer@abports.co.uk and quote 'ABP Guest Membership Offer'.



Funding Package Supports Women At Work

A woman who has been at the heart of the Hull and Humber business community for more than 40 years is urging employers to seize a funding opportunity to train workers who are too old for most schemes.

Maureen Foers said money offered by the European Social Fund to cut the cost of training will help small businesses throughout the region improve finance and accounting skills.

The funding is aimed at providing training opportunities for women, ethnic minorities and people aged 50 or older.

Maureen said: "This is an excellent opportunity in many ways because it embraces workers who are just not eligible for the majority of funded training packages.

"It is also of great benefit to small businesses because it is specifically aimed at those with fewer than 10 employees."

Maureen was the first female President of the Chamber and became a regional official of the CBI. She also sponsors the Women's Enterprise in the Humber group which she founded 10 years ago.

She said: "There are more and more women over 50 these days who are planning to work for some time. This is also significant for women who may be returning to work after their children have grown up."

The training in Sage accounts and payroll is being made available through Hull-based Golding Computer Services, with the funding being used to subsidise courses and encourage businesses to improve finance and accounting skills.

The training, which is subject to availability, will lead to a qualification with the International Association of Bookkeepers (IAB) and is available now, with a deadline of February to enable trainees to complete the sessions by next summer.

For more details contact Di Garbera at Golding Computer Services on Hull (01482) 328706, email di@gcs-limited.com or visit: www.gcs-limited.com/sage.html

Chamber Events Diary 2015

Members' Speed Networking and Lunch

Friday 30 January 2015
Humber Royal Hotel, Grimsby

Chamber Goole & Howdenshire Business Awards

Friday 20 February 2015
Goole High School Academy

Chamber Annual Dinner

Friday 27 February 2015
Mercure Hull Grange Park Hotel, Willerby

AGM/Members' Speed Networking and Lunch

Friday 6 March 2015
KC Stadium, Hull

Members' Speed Networking and Lunch

Friday 20 March 2015
Ashbourne Hotel, North Killingholme

Members' Speed Networking and Lunch

Friday 24 April 2015
Hallmark Hotel, North Ferriby

Northern Lincolnshire Business Awards

Friday 15 May 2015
The Baths Hall, Scunthorpe

Chamber Expo 2015

Tuesday 2 and Wednesday 3 June 2015
The Airco Arena, Walton Street, Hull

Members' Speed Networking and Lunch

Tuesday 2 June 2015
KC Stadium, Hull (Part of Chamber Expo 2015)

Members' Speed Networking and Lunch

Friday 17 July 2015
Oaklands Hall Hotel, Laceby, near Grimsby

St Leger Ladies Day with The Chamber

Thursday 10 September 2015
Doncaster Racecourse

Members' Speed Networking and Lunch

Friday 18 September 2015
Hull University Staff House

Chamber Bridlington & Yorkshire Coast Business Awards

Friday 16 October 2015
The Spa, Bridlington

Members' Speed Networking and Lunch

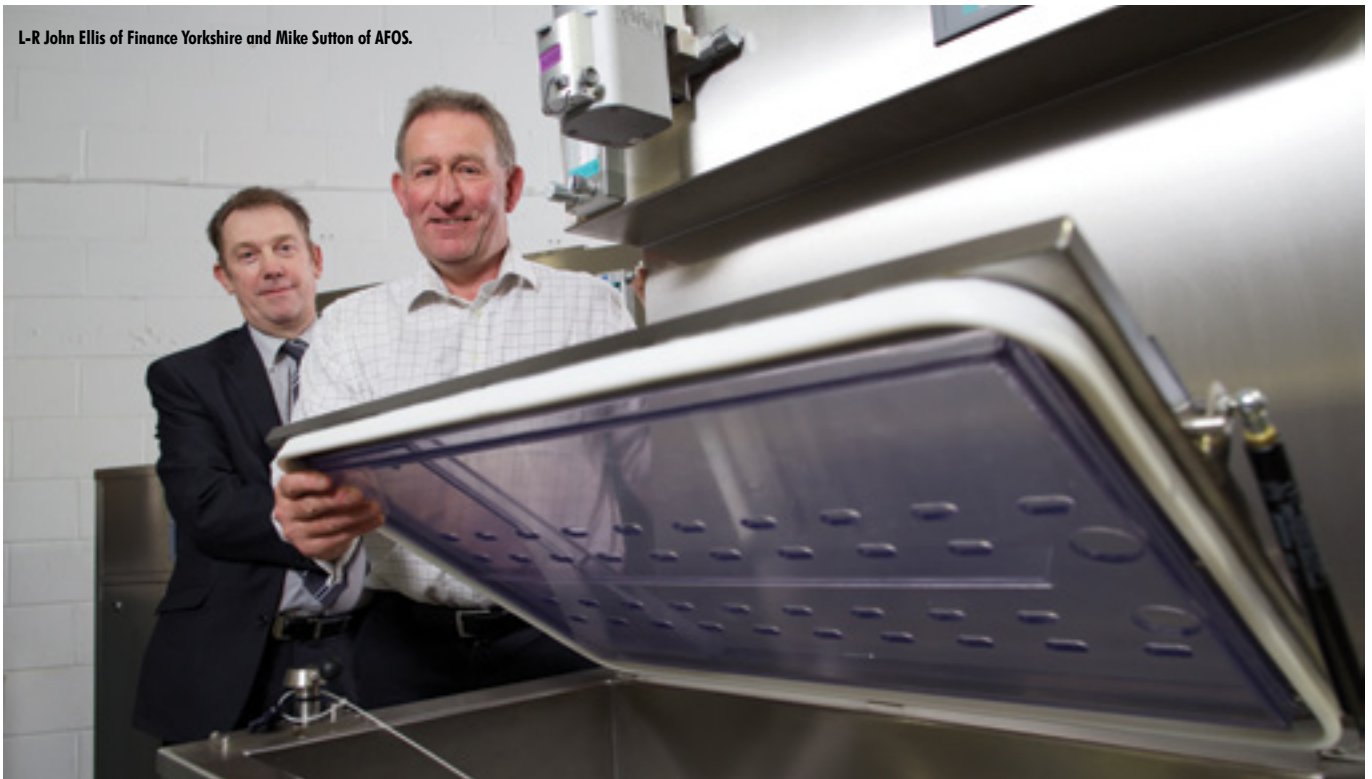
Friday 30 October 2015
Forest Pines Hotel, Broughton, near Brigg

Members' Speed Networking and Lunch

Friday 27 November 2015
Cave Castle Hotel and Country Club

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

L-R John Ellis of Finance Yorkshire and Mike Sutton of AFOS.



Focus on Finance

Investment in SMEs is vital to supporting business growth across Yorkshire and the Humber. It enables companies to expand, create jobs, enter new markets and increase their turnover and profitability. All of which means good news for the regional economy.

Finance Yorkshire's investments in SMEs has now topped £85 million – a terrific milestone which has seen more than 668 investments in businesses, creating and safeguarding a total of 8,716 jobs and increasing collective turnover by £224 million.

By the end of 2014, our £90m fund will be fully invested.

Finance Yorkshire funding comes in to play where SMEs cannot always secure finance from

traditional sources of funding. We offer a range of finance to enable companies to realise their ambitions and aspirations. Our Seedcorn Finance, Business Loans and Equity Linked Finance – from £15,000 to £2 million – help businesses fund their finance gap.

Since making our first investment in 2010, we have made a significant number of investments across Hull and Humber in companies which range from innovative start-ups to well-established companies with impressive track records in business.

Finance Yorkshire's investment in Hull-based AFOS is among the deals which has seen us surpass the £85m mark and put us on the road to being fully invested. The company, which employs 22 people, is a great example of the type of companies that Finance Yorkshire has supported.

AFOS designs, manufactures, installs, commissions and services equipment for global food and medical markets. Its food division makes products for the food supply chain, including smoking kilns and defrosters.

Its medical products include ventilated downdraft equipment for mortuaries, laboratories, life sciences, medical and veterinary schools

This year, AFOS secured a contract to supply three Canadian hospitals with autopsy and forensic

laboratory equipment. A £75,000 Business Loan from Finance Yorkshire helped AFOS to complete the deal.

This is the second time that Finance Yorkshire has backed AFOS. A previous £75,000 Business Loan was used to fund a business development programme.

In total, more than 407 SMEs in Yorkshire, the Humber and North and North East Lincolnshire have found additional gap funding at Finance Yorkshire.

In a climate of economic uncertainty, it is vital that Finance Yorkshire continues to support SMEs across the region which otherwise may find it difficult to access crucial funding via the more traditional routes.

Consequently, we are working with our stakeholder organisations to ensure that there is continuity of business investment in Yorkshire and the Humber and its SMEs during 2015 and in the future.



Alex McWhirter
Chief Executive
Finance Yorkshire



Blink Seals Deal For an Eye-Catching London Fashion First

A digital marketing agency based in East Yorkshire has achieved another fashion first with the launch in London of a new, high-profile men's lifestyle event.

Blink Agency, a Chamber Member which operates from Melton, near Hull, already has a portfolio ranging from last year's Dr Who 50th anniversary event to digital services for a range of local businesses.

The team's credits include London Fashion Weekend, the Feast food and drink extravaganza in London and Brides The Show, the ultimate wedding fayre organised by media giant Condé Nast.

Now Blink has added Off The Rails, which attracted thousands of male fashion fans to the ultimate style event – staged in a brewery!

Chris Leek, Managing Director of Blink, said: "We've worked on some very big and very high profile fashion and lifestyle events but Off The Rails was completely different.

"The combination of top brands, a brewery location and such features as a pop-up Murdock barbers shop and a Patty & Bun burger store attracted around 5,000 visitors over four days."



From left: Chris Leek, Jake Blakey, Sam Skinner, Ben Keith, James Capper.

Blink was involved in creating the ticket designs, the show guides and the signage for Off The Rails, which took place at the Old Truman Brewery in London's Brick Lane at the end of October.

Blink was launched towards the end of 2013 but, with the team having gained experience elsewhere in the industry, the new business was able to move quickly to activate contacts and secure some exciting contracts.

Chris had spent four years in Leeds with Brilliant and three years before that in East Yorkshire with Summit.

He said: "We've got the best of both worlds, with a lot of website and e-commerce work for businesses in the Yorkshire and Humber area plus some branding and signage work for very high profile events around the country."

Saville Leads with Native App

The 2014 Global Leadership Summit, a flagship event in the London Business School's calendar, offered the perfect opportunity for Yorkshire event technology services provider Saville Audio Visual to showcase its new bespoke native event app solution.

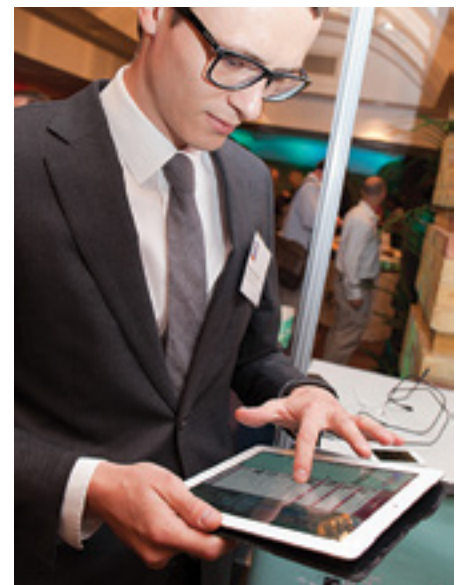
The Summit theme focused on the challenges and opportunities offered by a modern era of technological innovation and change. Creating a digital BYOD (Bring Your Own Device) concept around the engagement at the conference was the perfect complement to the theme.

Head of digital events at Saville Jim Young said: "The mobile event app was a branded and scalable mobile solution that provided everything needed to drive participation and build lasting relationships at the event, while reducing reliance on traditional printed materials.

"Compatible with iOS and Android, the app put all the important event information right into the hands of the delegates. Easily downloadable straight from the main App Stores onto their personal devices, the delegates were able to choose from 12 core functions including voting, asking questions, messaging other attendees, taking part in surveys and much more."

To ensure everyone was able to take part Saville provided 100 iPads onsite along with 48 charging stations and hands-on technical helpdesk.

The native Mobile App capability adds to the comprehensive range of digital event solutions provided by Saville that include webcasting, social media integration, keypad voting systems and the bespoke in-house collaboration platform Saville IDEA.



AA Global Takes Academy Approach To Strengthen Team

A translation and interpreting business is to launch an in-house 'academy' to help people benefit businesses and make money from their language skills.

Kirk Akdemir, Chief Executive of Chamber member AA Global Language Services Ltd, says more people are needed to meet the expanding requirements of businesses and other organisations in the region.

He said: "We know there are many people around who can speak various languages to a very high standard, but you need professional training, which is costly and not always available locally, to work effectively as an interpreter.

"Our academy will provide free training to help people with the right language skills develop the expertise to work with our clients."

AA Global was founded more than 25 years ago in Worcester and opened its Hull office early in 2013. The company employs 14 permanent staff and a team of nearly 5,000 freelance translators and interpreters worldwide.

Kirk added: "The requirements of many of our clients are very specific and increasingly the interpreting assignments demand knowledge of certain types of business. In the public sector, and particularly in the health service, confidentiality and sensitivity are of the utmost importance.

"But these are aspects of the work that we can teach people, so we are planning to start our interpreting academy by the end of this year and expand the programme during 2015."

Pauline Wade, the Chamber's Director of International Trade, said the new venture will enable AA Global to enhance the services which it already provides to the Chamber and to businesses operating internationally.

She added: "Conducting business in the buyer's language enables businesses to gain ground, especially when entering the fastest-growing markets of such emerging economies China and Brazil."



Kirk Akdemir outside the AA Global offices at Hull Marina.

Chance to Get Involved With Festival

Ed Entertainments Ltd is now in the ninth year of organising Tribfest Music Festival.

It is East Yorkshire's original, and only Glastonbury style music festival, which will take place over the weekend of 20th – 23rd August 2015.

As well as being recognised locally, Tribfest is now drawing in national media coverage, with The Sun, Esquire Magazine, The Sunday People and NME Magazine all running features on the event in previous years.

There's also two national TV production companies looking at producing a documentary on the festival.

The organisation has also been nominated for the UK Festival Awards for the seventh year for the awards of Best Family Festival, Best Small Festival, and Best Toilets.

The festival has grown in size from 700 attendees in 2007 now to being on target to sell 5,000 advance tickets for the festival in August 2015.

"It's a proven fact that tribute festivals attract big crowds, which is a great opportunity for extended brand exposure in a positive, open and receptive atmosphere" said Ed Faulkner, the Festival Director.

The organisation has partners in place to support the festival in 2015 including St Stephens Shopping Centre, MKM Building Supplies, Blue Keld and Hull Daily Mail, but there is also plenty of opportunity for businesses to get involved.

It has a range of sponsorship options, from individual band and marquee sponsorship, to bigger opportunities such as full festival sponsorship and naming rights.

As well as physical advertising at the event and also on promotional materials in the run up to the festival, they can also offer online presence on our website, Facebook (14,500 likes), Twitter (2,500 followers) and monthly newsletters (5,000 subscribers).

Getting involved and sponsoring Tribfest can be a fun and productive way to promote your business and to lift your profile not just within the local area, but also nationally.

For more information, please contact Ed Faulkner, on **07802522414** or **info@edentertainments.co.uk**



Advances in Engineering Technology at Point

Technology is key in advancing your business to keep pace with ever increasing demands. At Point Engineering we have invested in the latest design and production technology with assistance from HSBC, AMADA, HAAS, SOLIDWORKS and the RGF 'Growing the Humber' grant.

Combining traditional skill sets, machinery and equipment with modern 3D design and CNC operations has broadened our offer to assist our existing customers and vie for new business further afield. Batch production of component parts and sub assemblies for OEMs is a valuable service and utilises our in-house equipment: Laser Profiling, CNC folding, CNC turning, CNC milling, Double Pulse Welding. Our design team will work with you to reach approved drawing stages using the latest 3D Solidworks CAD systems integrated with our CNC Machines.

We provide cost effective engineering solutions, parts, assemblies and services for commercial and industrial businesses. Point Engineering – we're here to serve.

Tel: **01482 320211** - Web site News link: **www.pointeng.com**

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2015 BUSINESS PLANNING DAY HOW WILL YOU GROW YOUR BUSINESS SUCCESSFULLY?

- Are you clear what you want your business to achieve in 2015?
- Have you achieved what you set out to achieve in 2014?
- Do you know what must be done in the first quarter of 2015 to provide the springboard for your success throughout the year?
- Now is the time to stop *doing* and instead spend 2% of your time (1 day in 90) *thinking* about where you are taking your business.

Join us, Matthew Atkin and James Vincent, to create a working one page plan that identifies **What** must be done, **How** it will be achieved, **Who** will do it and **When**. James, a highly successful sporting coach from the Gold Medal winning 2012 Badminton team will talk through the mindset and discipline necessary to achieve your goals. Matthew will work through the process and systems that enable you to write and follow your plan.

By the end of the workshop, you will have absolute clarity on where your business will be in 90 days time and a complete action plan to get you there.

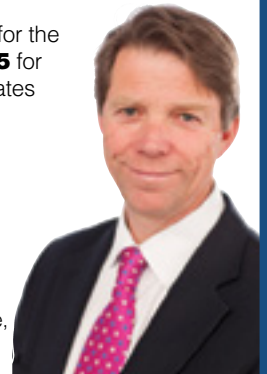
The day is priced at **£195 + VAT** for the first delegate per business and **£45** for the second and subsequent delegates from the same business. Includes 2 course lunch.

BOOK NOW

Date: Thursday 18th December

Time: 08.45 - 16.00

Place: Cave Castle Hotel, South Cave, East Yorkshire HU15 2EU



Matthew Atkin, Coach to the WINNER UK Overall Best Business Award 2013

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business coaching

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Expansion For Local Training Companies

Following increased demand from employers for Refrigeration and Air Conditioning Training, Chamber Training have invested in a new workshop at Prospect Training's premises.

This new workshop provides the only bespoke refrigeration training facility on the north bank and strengthens the existing partnership between Chamber Training and Prospect Training.

This facility will allow Chamber Training to expand its provision for apprenticeships in this sector as well as offering a range of commercial qualifications which the industry requires.

The investment in these facilities will provide additional training places and will help to respond to the growing demand for engineers in our region.

The centre was opened by MP Alan Johnson MP, who said: "Well done to Rachel of Chamber Training and Noel of Prospect Training for their hard work in getting this facility together.

"There is much optimism in the city with the new developments, and to go with that we need good training companies working together to provide great training facilities for young people to utilise. This is a prime example of excellent partnership working and responding to employer needs."

Rachel Mendham, Head of Training for Chamber Training, said: "I am so pleased we have finally got a training facility fitting for this industry. We have delivered this programme for several years but have needed much better facilities to be able to grow it to its full potential. Through the fantastic support of our local employers who have worked with us to develop it, we can now offer their apprentices a bespoke workshop and give them the level of training they deserve."

Ian Kelly, Chief Executive at the Hull & Humber Chamber of Commerce added: "We are pleased to see two training providers working together to create more opportunities for young people in the region, and enable more people to follow their desired career paths in to the world of refrigeration."



Andrew Jackson Named as Hull's Top Ranked Firm For 6th Year Running

Andrew Jackson has announced that, for the sixth year running, it is the top ranked law firm in Hull according to the 2015 edition of Chambers and Partners, the leading clients' guide to UK law firms.

The firm has achieved 26 recommendations within Chambers' guide, whose findings are based on extensive client research. This includes lawyers who are recommended nationally for mediation, product liability and shipping work.

Other highlights include:

- being the only Hull-based firm to achieve 'top tier' rankings in the areas of banking and finance, employment, family, private client and real estate litigation;
- receiving 'top tier' rankings for corporate, litigation and real estate work; and
- having lawyers individually recommended across 16 practice areas – the greatest number in the Hull region.

Mark Pearson-Kendall, managing partner of Andrew Jackson, said:- "Delivering legal services specifically tailored to our clients' needs is at the heart of what we do. Chambers is a nationally recognised benchmark of quality and the fact that our rankings are based on client feedback means that I am especially proud of this achievement for the firm and everyone in it."

Backdating of Overtime Holiday Pay – What The Recent Ruling Means



In the last month or so, the media headlines have been awash with the news that workers can now sue their employers for £millions in backdated holiday claims, going all the way back to the 1990s.

Teresa Thomas, partner and specialist employment lawyer at Wilkin Chapman Solicitors, explains.

“The headlines are the result of a landmark ruling by the Employment Appeal Tribunal (EAT), made on 4 November 2014, which ruled that overtime payments should be included in the calculation of holiday pay. With government figures estimating that over five million workers in the UK work overtime, we look at how this ruling may affect you and your business.

“In the UK, we normally calculate holiday pay based upon a worker’s basic salary. However, we don’t normally include non-guaranteed overtime, commission or similar payments, as any overtime which the employer is obliged to provide has always been reflected in holiday pay.”

A series of recent judgments have made it clear that European laws (which normally trump UK laws) require employers to factor in non-guaranteed overtime (ie overtime which the employee is obliged to undertake if asked to do so

by the employer) and commission payments – and anything else a worker would normally receive if they were working – so they are not dissuaded from taking holiday by being paid less when on holiday than when at work.

Most of the recent headlines, however, have missed out four key points and, as the saying goes: ‘the devil is in the detail’. So, what are these details?

Firstly, this higher holiday pay rate only applies to the first four weeks’ paid holiday each year. The employer can continue paying basic salary for any additional annual leave (although it is worth noting that the rules are slightly different if the employee doesn’t have normal working hours).

Secondly, employees are very unlikely to be able to bring large, historic backdated pay claims. The EAT decision makes it clear that if there is a three month gap in holiday underpayments, then the employee cannot claim further back in time. So the likelihood is that this will affect holiday

payments going forward, and employers are not, perhaps, as likely to face large backdated pay claims as media coverage would suggest.

Thirdly, we still don’t have a formal ruling on whether entirely voluntary overtime is included (ie overtime where the employee is entitled to say either ‘yes’ or ‘no’ to). Although it’s likely to be another couple of years until we have a formal ruling on that, our view is that the inevitable consequence of this month’s ruling is that you need to consider very carefully whether or not voluntary overtime should also be reflected within holiday pay.

Fourthly, the judge gave permission for the case to be appealed to a higher court. That means, unless the parties settle, that this is not the final word – although, in our opinion, we think the Court of Appeal is likely to reach broadly the same decision.

Teresa adds: “In the light of the judgment, we recommend that all employers review their holiday pay arrangements. If you’re not sure about the implications for your business, please do get in touch with us and we can look at it together.”



For further details contact Teresa Thomas at Wilkin Chapman either by phone **01472 262626** or by email **tthomas@wilkinchapman.co.uk**

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

wilkin chapman llp
solicitors

St Andrew's Children's Hospice

St Andrew's Children's Hospice is the only hospice offering round-the-clock care for children with life-limiting illnesses from Northern Lincolnshire, Hull and the East Riding.

From xylophones on the walls, to glittering lights in the ceiling, a sunken trampoline for use with wheelchairs, a music room and more, every inch is filled with exciting things for youngsters to look at and play with.

St Andrew's provides free care for anyone with a life-limiting illness whatever their diagnosis – the aim is to make each day count.

Some may spend their final days in its care but the majority of patients use it for different services over a period of time. Support is also provided for families and carers too.

The hospice, based in Peaks Lane, Grimsby, is currently undergoing a £6.5m transformation.

A new hospice is being built – the biggest project since the charity was established about 30 years ago – to increase patient capacity and create a health and wellbeing centre.

Two pioneering 'transition' rooms will also be created, for older children at the age where they are more suited to adult services.

NHS funding is minimal, meaning St Andrew's relies almost entirely on donations to provide care free at the point of delivery.

The redevelopment, which has been in the planning stage for the last seven years, saw the launch of the Building On Care campaign, asking for public help in raising £2.5m of the £6.5m total.

The project has been in the planning for seven years, for which £3m was saved by the hospice, and just under £1m from the NHS.

In addition, the hospice needs to find £1.8m every year to cover running costs for the children's services alone.

Chief Executive Alison Carlisle said: "We are always amazed by how generous the people of the region are; we are calling on their enthusiasm to help us provide the very best hospice services and facilities available anywhere in the country."

For more information contact
Adrienne Hodgson
Tel: 01472 350908 Ext: 269
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Email: adrienne.hodgson@nhs.net
www.standrewshospice.com



Storetec and Strawberry are excited to build a working relationship and to see what the future holds. (L-R) Neil Robson Managing Director of Storetec, David Wilkinson Sales Director at Storetec, Jenna Lakhdari Account Director at Strawberry and Stephanie Bell Digital Marketing Account Executive at Strawberry.

Storetec Teams Up With Hull-Based Design and Digital Agency

Storetec, one of the UK's leading providers of document scanning services, has announced the appointment of the Hull-based creative company, Strawberry, as its digital and design agency.

Storetec has tasked Strawberry with the job of helping to rebrand the company including; redesigning its logo, building a new website and taking over its marketing efforts both online and offline.

Strawberry was established in 1993 and since then, has grown to become one of the region's leading full service marketing and web design agencies, with a team of over 35. Strawberry has vast experience in branding, design and a very strong team of digital marketers.

The main aim of the rebranding is to grow the company and expand its customer base, allowing Storetec to become the market leaders. Strawberry will be building on existing activities and

establishing a greater online presence through various marketing channels.

David Wilkinson, Sales Director at Storetec expresses his excitement to be working with Strawberry:

"Storetec has grown considerably over the last few years and we felt the time was right to look for a creative agency that could manage all of our marketing, design and PR needs. Strawberry demonstrated innovation, skill, knowledge and above all, a passion for what they do. Add to this that they are a local business and our decision was an easy one. Jenna, Stephanie and the rest of the Strawberry team show us every day that we made the right decision."

Jonathan Leafe, Managing Director of Strawberry adds.

"Storetec is the ideal company for us to work with. It's easy to see their passion for their business and what they want to achieve. Our aim is to help them on their journey of growth and success."

Storetec provides a wide range of document scanning and storage solutions, with more than 650 million documents currently being stored electronically on their own online document management system. Storetec pride themselves on tailoring their services to each client allowing bespoke packages.

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Photos by Ian Pickles

Humber Taiko

Supporting the development of Taiko Drumming across the Humber region.

Taiko is Japanese ensemble drumming, incorporating catchy rhythms and dynamic choreography. Humber Taiko can provide beginners workshops which are accessible for all and also advanced training for more experienced players.

We offer a number of opportunities for local people and businesses including

- Performances for events and festivals
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- Corporate Teambuilding Days
- Schools packages for all age groups and abilities

Whether you would like to learn how to play, book a performance for your event or sponsor some of our activities we'd love to hear from you. Contact us to find out out you can get involved.

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For more information contact us on

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Stephen McFarlane and Charlotte Bowen are thanked for their presentation by Hull Area Council Chairman Phil Ascough (right).

Hull Area Chamber Council Hears How HS2 Is On Track To Benefit Northern Cities

The UK's northern cities are on track to benefit through better connections and freed-up capacity on the existing rail network. This includes the East Coast Main Line, which in turn will make the north more competitive and potentially improve services for both passengers and freight.

That was the message that Stephen McFarlane, Head of Community & Stakeholder Engagement for the HS2 project, gave to the Hull & Humber Chamber of Commerce's Hull Area Council.

However, following a lively discussion, the message from the Chamber was that for HS2 to gain wider support in the Humber region, we would like to see a more inclusive scheme which includes the HS3 proposals linking cities across the Pennines, from Liverpool to Hull, as well as ensuring our existing rail services are protected and improved.

Mr McFarlane told the meeting that HS2 is the largest infrastructure project in Western Europe and is the first railway to be built north of London in 100 years. HS2 trains are expected to be running on the first section of track from London to the West Midlands by 2026, with completion of the full network expected by 2033.

"The benefits of HS2 will last way beyond our lifetimes and will still be influencing the way people live and travel up to 150 years in the future," he said, insisting the project will bring real benefits to the Humber region.

Mr McFarlane said the new HS2 chairman, Sir David Higgins, has set out key objectives that the new railway should meet – primarily that it must be able to stand the test of time, it must be the right strategic answer, it must deliver for the UK as a whole and must be integrated into the existing transport network.

HS2 must be the catalyst for change and will be built to European specifications, Mr McFarlane said, which means the trains will consist of 18 cars and be 400m in length.

Charlotte Bowen, HS2's Community and Stakeholder Engagement Advisor North West and Yorkshire, told the meeting that there will be great opportunities for businesses in the supply chain. Also, to make sure there are suitably skilled and trained people to work on the project, a National College of High Speed Rail is being created in Birmingham and Doncaster, with ambassadors going into high schools to up-skill the workforce to be ready to start on the project.

Coun. Martin Mancey, from Hull City Council, stressed the need for the East West connectivity also to be a priority and warned that, both nationally and locally, our region could potentially lose out on business opportunities.

He added that the timeframe of 15 to 20 years is also a real concern.

Mr McFarlane explained that HS3, or the East to West line, as he preferred to refer to it, would have to come after HS2 was completed as they don't have the capacity to work on both projects at the same time.

Mr McFarlane said that the aim is to make the rail industry inspiring for future generations and encouraged people and businesses to find out more by using the following contact details:

Business Opportunities section on www.hs2.org.uk
For any supplier queries, contact us at SCC@hs2.org.uk Register your interest in HS2 at <https://hs2.bravosolution.co.uk>.



Paul Gouldand, North Lincs Council Chairman with Jo Richardson.

A Glimpse Into The World of Recycling

The Chamber's North Lincolnshire Area Council meeting was hosted by ECO Plastics Ltd, at Hemswell Business Park, Hemswell.

The plastic bottle recycling firm's financial controller, Jo Richardson, told the meeting the firm was founded in 2000 and now processes 150,000 tonnes of plastics a year.

The plant sorts post-consumer plastic bottles and produces food grade recycled plastic materials which are then sent to another company which turns the recycled materials into new plastic bottles.

Turnover is now on its way to £60-million per annum with the plant employing more than 200 staff on a shift system.

About 95 per cent of the material they process is sourced from the UK. There are two lines in the wash plant, capable of washing 70,000 tonnes of plastics per annum.

The material then goes into an extrusion plant which melts the plastic and makes it into thermoforming sheet and strapping, and pellets which are made into Coca-Cola bottles. Every Coca-Cola bottle in the UK is made using ECO Plastics products.

However, as Jo explained, ECO Plastics don't make the bottles themselves – the plastic pellet products are sent to another site where they are 'blown' into new Coca-Cola bottles.

Jo said: "ECO Plastics is the world's most technically advanced plastics sorting plant, is world class in the quality of its products and was appointed by Coca-Cola as an Education Centre".

Legal matters

SMEs – small is at last beautiful!



N A B A R R O
CLARITY MATTERS

Our existing public procurement regime is often criticised for restricting access to SMEs, but the new Public Sector Directive 2014/24/EU looks to provide a better balance of opportunities for providers of all sizes.

Under the current procurement regime, small and medium-sized enterprises are often deterred from participating in competitions for public contracts due to a number of obstacles. These range from disproportionate qualification requirements, both in terms of meeting the necessary financial requirements or demonstrating an established track record, to the unsustainable (and unrecoverable) expense of participating in what sometimes can be a lengthy and bureaucratic procurement process.

Encouraging greater participation of SMEs in public procurement has however been high on the Coalition Government's Agenda since 2010. Targets have been set to increase SME participation in public contracts from 6.5% of overall government procurement spend in 2010, to 25% by the end of 2015 and, furthermore, the new Public Sector Directive is considered the context within which this can be achieved.

So how will the Directive encourage greater participation of SMEs in public sector procurement?

Division into Lots

Public bodies will be encouraged to divide their contracts into smaller lots to facilitate SME participation. This will allow SMEs to bid for the particular part of the contract that they feel able to deliver, rather than being deterred from a larger contract which may fall outside their capabilities in terms of resources and manpower.

Cap on Minimum Turnover

At pre-qualification stage, SMEs need only demonstrate a minimum turnover two times the estimated value of the contract being procured.

Less Bureaucracy

The new Directive also allows SMEs to rely on a Single European Procurement Document ("SEPD") as a means of "self-declaration" to reduce documentary burdens at pre-qualification stage. This is intended to be a single page document which will allow you to certify a number of existing PQQ documentary requirements. Only the winning


tenderer will be required to submit detailed evidence to verify the summary information provided during this early stage of procurement.

From 2018, public bodies will be obliged to make all procurement documentation freely available by electronic means from the date of publication of the OJEU notice, as well as ensuring all communication and information exchanged during that process is available to all bidders electronically.

Mandating Sub-contractor Terms

Finally, public bodies may impose mandatory sub-contractor terms allowing for provisions, such as, direct payment of sub-contractors.

5 Top Tips

-  Do – secure a reliable mechanism to monitor SME contract opportunities
-  Do – look out for opportunities to bid for a specific "Lot" of a larger contract
-  Do – keep your SEPD up to date
-  Do – ensure that your "self-declarations" remain accurate throughout the bid process
-  Do – ensure your business is ready to make the most of these new opportunities

Contact Tim Shaw on +44 (0)114 279 4143 or
Kuldip Dhanoya on +44 (0)114 279 4046
www.nabarro.com

HETA Celebrates Opening of New Centre

Chamber Member Humberside Engineering Training Association (HETA) celebrated with partners from the public and private sectors as it opened a new £900,000 training centre.

The new facility at Foxhills, Scunthorpe, has received support from Humber LEP and two local authorities and is working to equip young people with the skills which will meet the needs of new industries.

In performing the official opening ceremony, Kishor Tailor, Chief Executive of the LEP, highlighted the need to improve skills and added that the potential rewards are significant.

He said: "We are beginning to develop new industries and skills and we need to make sure that we not only have the workforce for the employers who are here now but also for the employers who will come in the future."

Malcolm Joslin, Chamber Past-President and Chairman of the HETA trustees, said the support of the LEP was a key factor in the decision to proceed with the site. The LEP's Growing the



From left: Malcolm Joslin, Chair of the HETA Trustees, Mayor of North Lincolnshire Trevor Foster, HETA Chief Executive Iain Elliott, apprentice Daniel Whitehand from Broughton, Humber LEP Chief Executive Kishor Tailor, apprentice Lewis Russell from Barton.

Humber Fund, administered by North East Lincolnshire Council, contributed £155,000 to the project.

Malcolm added that the support of North Lincolnshire Council in sponsoring apprentices until they can be placed with businesses was also vital, and he urged employers to help the various partners make the most of the opportunities.

He said: "One of the key attractions of the site is the space it gives us, so we want to hear from

employers about what they would like to see in terms of extra training and skills gaps because this is a fantastic asset for North Lincolnshire and further afield."

Councillor Trevor Foster, Mayor of North Lincolnshire, added: "In North Lincolnshire we take apprenticeships very seriously and I am really proud that our Council has played a key part in getting this fine establishment set up."

It All Adds Up For One Lucky Student

Peter Duffield from chartered accountants Smailes Goldie recently attended Hymers College's Speech Day for the presentation of an award to one lucky student.

Holly Dyson was the winner of the inaugural Smailes Goldie Prize for the Best Application of Mathematics; an award for a student who can apply their mathematical skills in a fashion fitting today's modern environment. The award recognises forward thinking, skill and an aptitude that will see them become highly employable in the business world. The year ten student walked away with an academic certificate, a book token and a trophy.

Head of Maths at Hull's Hymers College, Eric Tame, said that Holly had used her maths skills and played a leading role in developing an app that won a prestigious national award. Furthermore, the app is due to be developed by one of the key players in this field.

In addition, Holly independently developed a code breaking challenge for year nine students. At Hymers College, Holly is a regular attendee of the maths computer programming sessions and has been praised by staff for working with enthusiasm and interest for the subject.



Hull Firm Praised for Health and Safety Standards

Paragon Data Services has been given national recognition for health and safety practices as part of a government backed scheme.

The Hull-based firm has been awarded Safecontractor accreditation which is designed to show the competence of both public and private sector companies and provide assurance about the way they work.

Under the Safecontractor scheme, businesses undergo a vetting process looking at health and safety procedures and their track record for safe practice. Client organisations that sign up to the scheme can access a database, enabling them to vet potential contractors before they even set foot on site. These clients agree that, as users of the scheme, they will engage only those who have received accreditation.

Iain Bland, Managing Director of PDS, said: "We have always paid particular importance to our Health & Safety practices. Zero accidents since 2005 is testament to this; however we needed to ensure that we were accredited to a leading scheme that all others follow and this is why we sought accreditation with Safe Contractor."



L-R Glen Davis, Operations Director of Paragon Data Services with Iain Bland, Managing Director of Paragon Data Services.

John Kinge, technical director of Safecontractor, said: "Major organisations simply cannot afford to run the risk of employing contractors who are not able to prove that they have sound health and safety policies in place."

"More companies need to understand the importance of adopting good risk management in the way that Paragon Data Services has done. The firm's high standard has set an example which hopefully will be followed by other companies within the sector."

John Good Group Signs Deal For Global VoIP Telecoms System

Hull-based Kingston Technologies Group has reached agreement to install its CONTREX internet phone system to the John Good Group.

The John Good Group was founded in 1833 and includes shipping and logistics companies John Good Shipping, Trans-European Port Services, Felixstowe Warehousing and DAN Shipping & Chartering, as well as corporate travel specialists Good Travel Management.

John Good Group Managing Director Alan Platt said: "Our imminent move to purpose-built headquarters at Bridgehead in Hessle was an ideal opportunity to review our global telecoms strategy. Our business demands that our staff speak to our overseas offices and partners

across the world on a daily basis, therefore an internet-based phone system became the logical solution enabling us to reduce costs. The decision follows comprehensive trials of a number of systems and we were delighted to choose CONTREX from a local supplier as the platform for our offices throughout the UK."

CONTREX is a cloud-based business phone system that requires no specialist on-site equipment. Kingston Technologies Group Director Rod Walker explained: "Call quality and performance is the same as it is across the ISDN phone network, with the added benefits of additional features and control, provided by our Next Generation Network and web based management portal.

"Existing business phone numbers can be easily ported away from KCOM or BT to us. The system is highly robust with all the features of an advanced business phone system but, because it is internet based, it doesn't need traditional telephone lines. Also, call costs are significantly reduced. For example calls to the USA and most of Europe cost about the same as a local UK call at around 1p per minute with a cost of only about 3p per minute to China."

Kingston Technologies Group provides the service through its telecoms trading company KIPCOM Limited which is based in Hull city centre.

Taking Your Business From Chaos To Control

As a business owner it is key to your success to have full understanding and knowledge of the four areas of mastery - destination, time, delivery and finance.

It is about making sure the business delivers profitably, productively and consistently along with the correct information to make informed and great decisions.

Destination mastery looks at your goals and dreams and establishes what your long term vision is. It gives you clarity about your mission by putting in place plans and actions to achieve your vision. You can then move forward towards your goals – using your business to enable you to achieve your dreams. As the business grows, more strategic decisions need to be made if your company is to grow and prosper over time and in the face of competition which, in the modern business environment, is global in scale. As you work through destination mastery, your focus changes to vision, mission, goals, culture and the underlying reasons why you are working so hard to build the business.

Time mastery – The goal in business is to leverage both an owner's effort and that of the team to be more productive and create efficiencies that lead to greater profits as a company grows and expands. The area of time mastery is broken down into three elements – self-mastery, planning mastery and delegation mastery. Time management issues are essentially self-management issues as well as energy management. It often seems easier to do all the tasks yourself; however delegation is essential to get leverage, freeing you up to plan and work on – not in – your business. Inevitably, you need to face the challenge of letting go of some of your tasks. Keeping a time log and creating a default diary is an essential part of managing your time – remember what you measure you manage.

Delivery mastery – When looking at delivery mastery, there are a few key questions to ask. Do customers get what they are paying for? Do they get it on time? Is the business delivery at all levels consistent? From these answers, obstacles can be identified that hinder overall service, both internally and externally and can be dealt with. You are able to develop ways in which to give customers more than they expect. Systemisation of your business is essential to create consistency in all areas of your business, from simple scripts to answering the telephone, stock control, ordering, sales, order processing – the list is endless and covers all areas of delivery in your business. It's important to identify the bottlenecks and remove them.

Financial/Money mastery – Studies on small businesses show poor financial management is one of the leading causes of business failure and under performance. The key to success is about building a foundation to get to profit. While profit is vital, there is one number that is more important for the initial success of a company – break even.

In not knowing this and leaving it, along with profit margins, reporting, cash flow and budgets, to their accountant, the owner is left operating in the proverbial dark. This leads to under performance or a company struggling to survive. It is also essential to measure your conversion rates on lead generation and ensure that your marketing activities are an investment not an expense and that you know the Return on Investment through testing and measuring. Equally important is to understand your creditor/debtor days, profit and loss numbers and know your profit margins.

In the next issue, we will look at how to implement testing and measuring to ensure that all of your marketing is an investment and how to get a predictable cash flow in your business.



Pam Featherstone,
ActionCOACH,
Business Coaching,
Yorks/Lincs

"After just 4 months working with Coach Pam she has enabled us to align our team, giving better results and taking the business to the next level. I would recommend Coach Pam to anyone wanting to Grow their business"

Jon Constable-Director, BHI Food (UK)Ltd



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Third of Businesses Don't Want To Export

More than a third of small businesses have no interest in exploring overseas markets, according to research by KPMG and YouGov.

The survey of 1100 UK SMEs found that complex legal regimes, followed closely by not having strong enough networks with overseas organisations and lack of tax incentives were the main barriers preventing small businesses from taking advantage of the huge growth potential offered by overseas markets.

The challenges were less pronounced for mid-sized businesses where just 20% of respondents said that they had no interest in exploring overseas markets. Currently only 17% of UK medium-sized businesses generate revenues outside of the EU, compared to 25% in Germany and 30% in Italy.

According to experts, "businesses are 11% more likely to survive if they export" and "making the leap into overseas markets is not nearly as daunting as it seems on paper. There are some great stories of SMEs who have achieved massive growth by successfully moving to overseas markets. Linking in with organisations who run trade missions overseas or have good networks abroad is the first step on a journey that is not nearly as complex as SMEs believe it to be and the rewards can be huge."

The Hull & Humber Chamber is keen to hear your views on exporting and the help available for UK businesses entering overseas markets.

If you are not currently exporting, why not and what would make you reconsider?

If you are exporting, what encouraged you to take that first step into overseas markets and any advice for new to exporters?

Please contact Lorraine Holt on **01482 324976** or at **l.holt@hull-humber-chamber.co.uk** if you wish to comment.

Overseas Business Network Update

What is it?

The Overseas Business Networks Initiative (OBNI), which came about as:

- A new way to help British companies trade around the world
- A practical, business-to-business support system for UK exporters
- A partnership between the UK government and the private sector – led by BCC, UKTI and FCO, launched by the Prime Minister in November 2012 and then expanded by the Minister for Trade and Investment in 2013.

The Hull & Humber Chamber of Commerce is the lead Chamber in the Yorkshire and Humber region for this initiative and is working with overseas business networks in 41 high growth and emerging markets and UK Trade and Investment, to ensure that companies in our region take advantage of this drive to help UK business succeed overseas.

The Overseas Markets

The Overseas Business Networks (Chambers and Business Groups) are delivering additional international trade support for UK business looking at or already present in those markets. Others will be offering more support to UK businesses at a later date, but help is still available in these markets through the Hull & Humber Chamber's existing connections and overseas networks.

What's on Offer?

- Meet the expert – via digital media, networking events in the UK and overseas, inward and outward trade missions.
- Start-up support – introductions to customers/buyers/suppliers/agents/distributors, access to professional business support services, business centres.

- Building market share – offices and networks to support expansion in market, help in identifying new opportunities, launch new products and strengthen local marketing strategies.
- Growing your regional presence – access to international business network in other markets.

Through the international UK business network, the above services are offered as a minimum. Through the network, we also offer services tailored to suit a company's needs, for example:

- Tariff and customs searches
- Business visa and work permit support
- Cultural awareness/language support
- Competitor analysis
- Risk and budget management strategies
- British Business Centres

Business centres are designed specifically to make life easy when a UK business arrives in market and wants to get started. They are a soft landing space for you to work, have meetings, hold events, access WIFI and meet with trade team staff from that particular Overseas Business Network.

We currently have British Business Centres set up in Poland, Hungary, Czech Republic, Slovakia, Slovenia, Romania, Turkey, UAE, India, Vietnam, Thailand, Philippines, Mexico and Brazil.

For further information about the International UK Business Network please contact:

Lorraine Holt, Regional Co-ordinator
Email: l.holt@hull-humber-chamber.co.uk
Twitter: [@ExportYH](https://twitter.com/ExportYH)
[@hhchamber](https://twitter.com/hhchamber)

The Overseas Markets

Poland	India	Singapore	Russia	Morocco	Algeria
Romania	China	Indonesia	South Africa	Qatar	Pakistan
Slovakia	Hong Kong	Mexico	Saudi Arabia	Kenya	Tanzania
Slovenia	Taiwan	Colombia	Brazil	Cambodia	Ghana
Czech Republic	Thailand	Chile	Burma	South Korea	Angola
Hungary	Vietnam	Philippines	Japan	Kuwait	Mozambique
Turkey	Malaysia	UAE	Nigeria	Kazakhstan	

Principal Plus Launch

Principal Plus has been created from the successful platform established by its parent company Principal Resourcing, a locally owned specialist recruitment agency.

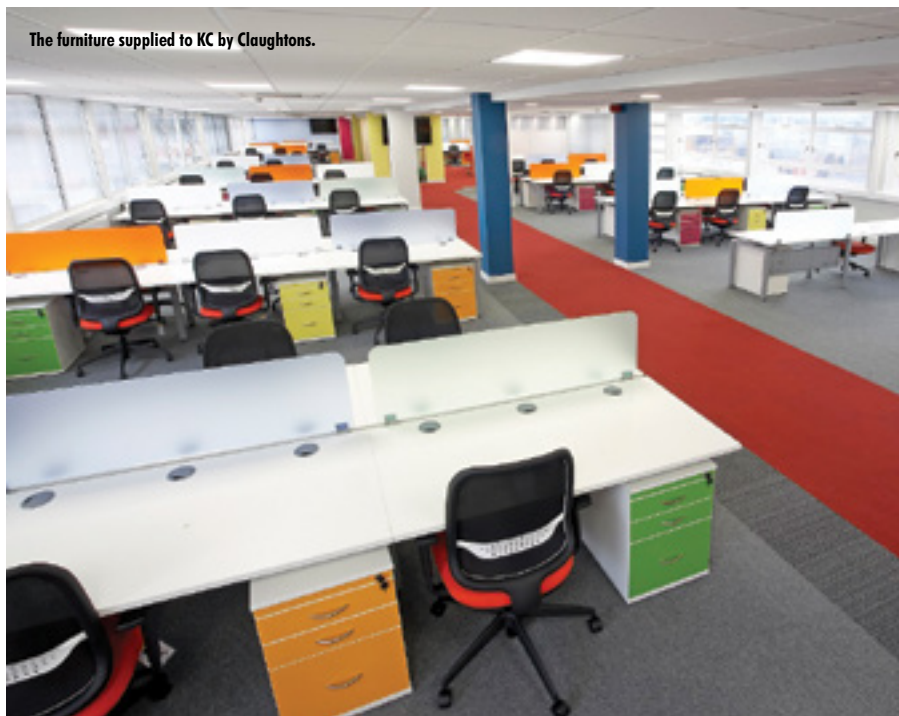
Principal Plus have the skills, knowledge and experience to deliver services direct to the client and offer an exciting new range of products and managed services to provide professional, efficient support whilst allowing you to focus on your key objectives.

It is often expensive and labour intensive to perform these functions in house. We are therefore confident that our range of managed services allows you to outsource the day-to-day management responsibilities as a strategic method of improving operations, reducing expenses and working in the most efficient way.

Our services are cost effective solutions to many of the necessary functions required to operate efficiently on a daily basis, with the flexibility to allow you to select the best fit for you. This unique approach to the workplace will enhance operational efficiency whilst enabling you to remain in control of the functionality and performance of the managed service. The services currently available are; HR, Health and Safety, Student Workshops, Finance, Payroll, Safeguarding, Building Services, Senior Leadership Recruitment, Training and CPD, Admin Support and DBS Checks.



The furniture supplied to KC by Cloughtons.



Cloughtons Helps Kingston Communications To Create Vibrant New Work Space

Furniture specialist, Cloughtons Office Equipment Ltd, helped Kingston Communications to create a modern and vibrant work space for a new centralised finance department at its Carr Lane, Hull Head Office.

Cloughtons were tasked with supplying desks and office furniture over two floors for the team of over 250 employees. The brief was also to reflect KC's bright, corporate colours.

The project required Cloughtons to manufacture a bespoke bench desking system at its site in Melton, East Yorkshire, and ensure the desk size and specifications met KC's exact requirements. The installation of desks, pedestals, partitions and storage took just five days per floor, which kept disruption to the KC team to a minimum.

Simon Crawford, Sales Director at Cloughtons, said: "The installation at KC's Head Office was

a big project, but we worked closely with the in-house team to ensure we delivered exactly what they required. The KC brand is bright and modern and they really wanted us to reflect that with their office furniture design.

"We supplied a variety of desks and storage from our Camerton range, which can be tailored to fit any space. We really enjoyed the design work on this project; the bold colours work really well together and integrate the KC brand into the office space perfectly. Our partner, Boss Designs, did a great job supplying some brightly coloured seating to fit their specification too."

Mark Blenkinsop, Regional Facilities Manager for KC, said: "The aim of the project was to create a fresh new office for our finance team, who were being brought under one roof for the very first time. We wanted the office to be bright, modern and airy – and Cloughtons have delivered just that. The process of working with Cloughtons was smooth and efficient and they delivered on time at quite short notice. Our staff think the new offices are fantastic and the colour palette is exactly what we were looking for – it looks great!"

Cloughtons is based in East Yorkshire on Melton Enterprise Park.



A hotbed of innovation: Prof Dave Garner of the Royal Society of Chemistry, right, with, from left, Dr Scott Roberts, Kirsty Clode and Dr Mark Howard, from BP who manage Saltend Chemicals Park, and the RSC National; Chemical Landmark plaque

Prestigious Award Recognises Decades of Innovation at Saltend

Decades of world-leading technology innovation at Saltend Chemicals Park has been recognised with a prestigious award.

The Royal Society of Chemistry (RSC) honoured the chemicals park by granting it the rare distinction of a National Chemical Landmark blue plaque, which now has pride of place on a plinth outside the site's Visitor Reception.

The accolade comes as the BP-managed chemicals cluster, on the north bank of the Humber east of Hull, celebrates 100 years of industrial operations on the site.

The RSC is the UK's professional body for chemical scientists and is dedicated to advancing excellence in the chemical sciences. The National Chemical Landmark scheme recognises sites that have made a significant contribution to British society and UK Plc.

Saltend has had research and development facilities for more than 80 years, since the first

process development laboratory was founded in 1929. Over the years the research centre, now known as the Hull Research and Technology Centre (HRTC), has had a proud record developing new, world-scale chemicals production processes, most of which have also been commercialised at Saltend.

These innovations have enabled the creation of thousands of jobs at Saltend over the years and sustained a hotbed of high-level scientific and technical skills on site.

Prof Dave Garner, Royal Society of Chemistry Past President, said: "Saltend Chemicals Park merits such recognition because of the major advances that have taken place there during its distinguished 100-year history, leading to the formation of a world-class centre for the production of chemicals."



Chamber Annual Dinner 2015 – Book Now!

A special night is in store on Friday 27th February 2015, when the Chamber Annual Dinner will be held at The Mercure Hull Grange Park Hotel, in Willerby.

The VIP guest speaker is Shadow Chancellor of the Exchequer Rt. Hon. Ed Balls. The MP for Morley and Outwood will be speaking about the economic challenges facing the UK and the Humber region. With the General Election only weeks away, this will be a valuable insight into the thinking of a possible future Labour Government.

Entertainment will be provided by comedian Brian Newbold, dubbed 'The Man From the Coal Board'. Brian was born and bred in Doncaster and spent what he describes as a life sentence as an engineer at British Coal, where he developed a warped sense of humour and perfected the art of becoming invisible in the afternoon. Brian is guaranteed to raise a titter or two on this tremendous night!

Chamber President Tim Durkin will give a speech outlining his view of developments during his year as President within the region and the Chamber itself.

The President's Charity for the evening is Mind – 'for better mental health'.

Places are available as Tables of 10 (£490 plus VAT) or any required number of guests at £49.50 plus VAT each.

The Mercure are offering special discounted room rates of £65 for single and £75 for a double, including breakfast, for those wishing to stay the night. Please call **01482 534260**.

The Chamber is grateful to Sponsors of the event Saville Audio Visual and Seafood Sponsor Young's Seafood.

Dress code: black tie - 7.30pm for 8pm start - Carriages at midnight.

To book, or for further information, please call Janice Harrison on **01482 324976** or at j.harrison@hull-humber-chamber.co.uk

Tackling The Biggest Killer In The Workplace

As well as making life easier for SMEs, HSE is also working hard to protect tradespeople from the dangers of the biggest killer in the workplace – asbestos. A new campaign was launched last October and will run until March 2015.

Asbestos is a naturally occurring fibrous material which was used extensively as a building material across Great Britain until 1999 when it was banned. It remains in millions of homes and buildings today and can be found in places that you might not expect such as ceiling tiles, boilers, toilet cisterns, guttering and soffits.

When materials that contain asbestos are disturbed or damaged, dangerous fibres are released into the air which can prove lethal if inhaled, causing lung disease and cancer.

These diseases will not be apparent immediately as they can take up to 40 years to develop. But once diagnosed, it is too late to do anything.

Asbestos is the single biggest cause of deaths currently occurring due to work. Tradespeople need to be aware of the dangers and, if necessary, change the way they work...and that's where HSE's new campaign comes in.

HSE's Beware Asbestos campaign aims to encourage safe working practices among those workers most at risk from asbestos, ie tradespeople working on small sites and projects in the construction and maintenance industries.

A key feature of the campaign is the introduction of a new web app that helps workers easily identify where they could come into contact with asbestos and gives them tailored help on how to deal with the risks. The web app is FREE and available from www.beware-asbestos.info

Philip White, HSE's Chief Inspector for Construction, said: "Asbestos is still a very real danger and the survey findings suggest that the people who come into contact with it regularly often don't know where it could be and worryingly don't know how to deal with it correctly, which could put them in harm's way.

"Our campaign aims to help tradespeople understand some of the simple steps they can take to stay safe. Our new web app is designed for use on a job so workers can easily identify if they are likely to face danger and can then get straight forward advice to help them do the job safely."

Ending the health and safety myth madness

There are no shortage of daft decisions being blamed on health and safety. Over the years, HSE has tackled some quite incredible myths about what health and safety bans or orders people to do.



It's hard to tell where some of these ridiculous and baffling myths originate, but they all have one crucial thing in common - they are not required by health and safety law.

In a bid to end the madness, HSE put together a Myth Busters Challenge Panel which not only clarifies the situation but also encourages people to challenge health and safety excuses. Well over 300 cases have now gone before the panel and here are some examples:

- Children being banned from playing conkers unless they are wearing goggles
- Office workers being banned from putting up Christmas decorations
- Trapeze artists being ordered to wear hard hats
- Pin the tail on the donkey games being deemed a health and safety risk
- Candy floss on a stick being banned in case people trip and impale themselves
- Hanging baskets being banned in case people bump their heads on them

- Schoolchildren being ordered to wear clip on ties in case they are choked by traditional neckwear
- Park benches must be replaced because they are three inches too low
- Flip flops being banned from the workplace
- Graduates ordered not to throw their mortar boards in the air

Why not sign up to receive free copies of HSE's popular H&S Newsletter (www.hse.gov.uk/pubns/books/newsletter-subscribe.htm) which includes information about new guidance, court cases, health and safety myths, and real life case studies.

There's a wealth of free information on HSE's website – www.hse.gov.uk – and you can also keep in touch with HSE news via the following channels: Twitter, eBulletin, RSS, Mobile.

"Our new web app is designed for use on a job so workers can easily identify if they are likely to face danger and can then get straight forward advice to help them do the job safely."

Why Health and Safety Does Not Have to Be Costly or Complicated

All business owners are responsible for managing health and safety but it doesn't have to be complicated, costly or time consuming. In fact, the basics are easier than most people think.

Through its website – www.hse.gov.uk – the Health and Safety Executive (HSE) offers a free set of tools and guidance to help small and medium-sized businesses (SMEs) understand what they need - and don't need - to do to keep their staff and customers safe.

The step-by-step guidance, which has been developed with business owners, includes Health and Safety Made Simple, the health and safety toolbox and practical online risk assessment tools.

HSE has introduced the H&S ABC logo onto its guidance and tools to show SMEs just how straightforward health and safety can be. The idea is that when they see the logo, they know that it's designed specifically with them in mind.

Whether you only employ one or two people, or are expanding to multiple locations, the freely available guidance will help you identify the real risks in your workplace and put sensible precautions in place.

New to health and safety

If you're new to health and safety, you should start with HSE's Health and Safety Made Simple which has all the basic information that businesses need to comply with health and safety law.

It covers topics such as deciding which facilities need to be available in your workplace, how to consult your employees and what training and information you should provide.

Advice on common hazards

If you want straightforward advice on the most common health and safety hazards, then download the health and safety toolbox: 'How to control risks at work', which builds on Health and Safety Made Simple.

Example risk assessments

All businesses should carry out an assessment of their risks. It is a common myth that this is difficult and time consuming. HSE has taken out the hard work by developing example risk assessments and online tools to help you carry out your own assessment.

Businesses also believe that they must write down their risk assessment – this is actually only the case if you employ five or more workers.

HSE's small business lead Kate Haire said: "Health and safety is all about taking reasonable steps to manage serious risks of ill-health and injury in the workplace. If something sounds completely unreasonable, more often than not it will be totally unnecessary too.

"What's great about H&S ABC is that it contains all the information smaller businesses need to know to manage health and safety sensibly and comply with the law. It highlights the real risks in a workplace and how to put reasonable precautions in place.

"We have worked with some key industry partners who have regular contact with SMEs to make them aware of the benefits of using the free online tools and guidance HSE has to offer. We hope employers will realise health and safety does not have to be complicated nor cost lots of money."



Health & Safety

From the Health and Safety Executive

Newsletter

Issue 38



Time to clear the air
Avoiding exposure to dust, fume and other airborne hazards



Dangerous industries
The importance of working together to find solutions for two of Britain's most dangerous industries



The dangers of pork crackling
...and other health and safety myths



Contents
From accident case studies to court cases, see the full list of articles in this issue

Incident at Sea That Shaped a Career in Health and Safety

Alan Wallis

Managing Director, Safety & Environmental Management Systems

Alan Wallis' first involvement with health and safety gone wrong was tragic and nearly thirty years later, its memory is still a driving force.

The man who set up his own health, safety and environmental consultancy in early 2014 traces his passion right back to that event.

He said: "At the start of presentations, I often used to break the ice by saying that "I used to have a proper job before health and safety – I was a Marine Engineer".

"Actually, I was in the Merchant Navy when my first brush with the consequences of poor risk management occurred.

"One class of vessel had a passage leading from the engine room in the stern to a machinery space in the bow. There were hydraulic watertight doors at intervals. On each side of a door was a spring-loaded switch.

"To open a door the switch was pressed. The door would close as soon as the switch was released. To pass through a door, the switch on one side had to be activated and then, once the door opened, the switch on the far side pressed before releasing the near side whilst passing through the door.

"These ships had been in service for some years and although we had talked about the obvious danger, nothing had been done.

"An engineer slightly older than myself joined a ship I was about to leave. His wife and two young daughters came to see him off. Less than two weeks later he was dead, crushed by a hydraulic watertight door.

"This was an appalling accident that shook the company to the core and sweeping changes followed. These included setting up ship-board safety committees. I became one of the first safety representatives.

"Although the initial shock of the incident did wear off, I did not at the time realise the impact it would have in later life."

Then married, just turned thirty, with a growing family that Alan was not prepared to leave for long periods of time, he decided to leave the sea and become a teacher.

"I had been very involved with Cadet Engineer training and like coaching. Training to be a teacher seemed like natural progression.

"As this training was ending, I saw an advertisement for the Health & Safety Executive. They were recruiting trainee Factory Inspectors.

"It was then that the full force of the incident at sea hit me and I made a decision that led me to where I am now.

"Something happened to me when I saw that advert. I realised what I had to do and applied to join the HSE.

"The training is comprehensive, included a year at Aston University and designed to develop an insight into not only legal requirements but best ways to comply.

"This was a fascinating time to be involved with health and safety. The whole concept of organisations actively managing risk was new. Most of the time I was working with employers helping them to identify and minimise risk."

His enjoyment of working as an Inspector of Health & Safety was tempered, though.

He said: "A massive downside was investigating serious accidents, including fatalities, often as a result of basic mistakes with tragic outcomes. Echoes of the watertight door incident."

After eight years with the HSE, Alan was tempted into industry as a Safety Manager.

He said: "I was invited to join a small railway engineering company. They needed a robust, safety management system so that they could bid for work for Railtrack.

"I developed a structure that eventually included environmental and quality management. All integrated, efficient and effective.

"I found the easiest way to get 'buy in' for a proposal was to show how things would be more efficient, with less waste, cheaper in the long run and safer."

After a further seven years, Alan was asked to join a global, blue-chip, manufacturing company.

He said: "Initially, my task was to get ISO 14001 Environmental Management Certification. Gradually, the role expanded to include involvement with; setting up factories overseas, integrating quality, environmental and safety management systems and business resilience / disaster management."

During 2013 he decided to leave and start his own consultancy. He said: "This is an opportunity I have fancied for some time, getting back to what I did as an Inspector but enhanced by years of industrial 'how to' experience.

"All associates with SEMS Ltd are Chartered Practitioners with strong track records. We now work with a range of organisations building better, more efficient and safer business."





“Something happened to me when I saw that advert. I realised what I had to do and applied to join the HSE.”

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 - Environmental Management Standard ISO 14001.
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CH Training undertake a Gaps Analysis of your business, highlighting the areas of non-compliance, measuring your current competency levels and safety culture. Including offering moral support to all levels of employees within your organisation.

We offer a range of training programmes including; CIEH, IOSH, NEBOSH and City & Guilds up to level 5 Diploma. We are members of the relevant institutions including; Chartered

membership of IOSH and a member of the Institution for Learning MIFL.

CH Training strive to achieve Moral, Legal and Financial responsibilities, focusing on daily operations within our clients' organisations. Implementing effective Competence, Co-Operation, Commitment and Communication with effective Control.

If you would like any further information on Consultancy or Training please do not hesitate to contact the Team.

For more information contact us on the below.

Office: 01482 227004
Mobile: 07780704350

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www.chrshyam.co.uk
www.chtrainingltd.com

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Chris Hyam



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- **CIEH** - Chartered Institute of Environmental Health
- **HABC** - Highfield Awarding Body for Compliance

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DON'T LOSE CONTROL OF YOUR DUTY OF CARE

INDUSTRIAL WEAR

With the raft of EN regulations and classifications today's employers have to face, finding the correct workwear to meet some of the demands can be a task in itself. Employers want to ensure their staff can wear comfortable garments that provide the protection needed.

With continual developments in the fabric manufacturing industry, gone are the days of having to have multiple garments to cover various aspects of a job. The availability of multi-protection fabrics means one garment can cover a multitude of areas including heat and flame retardant, electric arc flash protection, high visibility, anti-static, chemical splash and welding splatter.

FOOD TRADE AND PHARMACEUTICAL WEAR

The added challenge for this sector is consumer protection as well as employee protection. It is crucial that garments are provided in durable, light weight fabrics that can be guaranteed to be hygienically clean and free from allergens and foreign bodies.

Industrial processing through Johnsons Apparelmaster for both sectors ensures control and effective protection. This includes:

- Reassurance that stains and soils are removed without compromising the protective properties
- Online garment tracking to provide valuable information on when workwear must be replaced
- Specially designed programmes for the Food and Pharmaceutical sectors ensure both aqueous and thermal disinfection
- HACCP compliance provides the necessary food audit trails

Training Opportunities For The Local Construction Industry

When the Humber Training Group was formed some ten years ago, the initial targets were to bring together Humberside-based construction companies to share best practice, collectively raise the standards of training and health and safety and to retain as much construction work locally as possible.

The core membership of around a dozen local firms grew steadily and we now have more than 50 member companies who enjoy the benefits of the organisation. Our Training Officer, Sam Farmery, has been involved right from the inception of the Group. She works hard to ensure that all members are kept aware of current opportunities, participate in discussions and debates to drive and steer local initiatives and benefit from training opportunities, either run by or facilitated by the Training Group.

Humber Training Group facilitates training in all relevant fields, but has been heavily involved in sourcing and running many health and safety

courses since 2004. We also have strong links with the local Working Well Together Group which raises the profile of both Health and Safety in the industry.

We work closely with many Training Providers and the Construction Industry Training Board. Sam keeps her members aware of all funding opportunities available. This enables our members to save money on training whenever possible and to claim grants for training delivered and received using tools developed to smooth that sometimes tortuous process.

We continue to welcome new members and hope to be able to celebrate at least another ten years of successful service to the local construction industry.

Sam Farmery MSc
T: **01482 843408**
M: **07769 733458**
E: sam@humbertraininggroup.com
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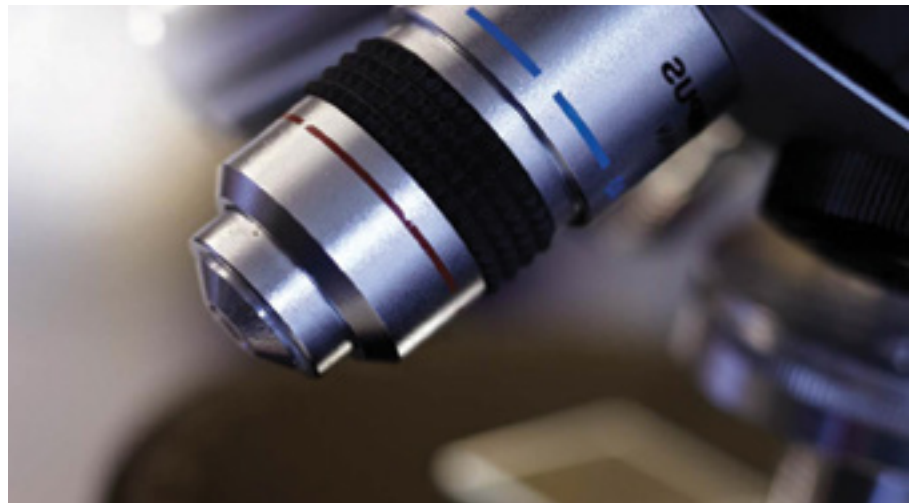
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Our team provides specialist environmental surveying, laboratory analysis, advisory, management, compliance and safety training services nationwide. Over the past 28 years we have continuously helped private and public sector organisations in developing innovative and



strategic ways to manage asbestos compliance in line with current regulations.

We have a directly employed workforce of some 150 highly qualified surveyors, analysts, consultants, project managers and trainers who together provide a comprehensive range of environmental consulting services.

We operate throughout the UK from ten offices. We have five UKAS ISO 17025 accredited laboratories each providing expert asbestos analysis and testing services in line with HSG 248. Our expert asbestos

survey services are accredited to UKAS ISO 17020 standard and conducted in line with HSG 264.

Beyond asbestos, our technical skills and experience enable us to provide advice and support services across the complete range of environmental issues as they affect land, air, water and energy. Our working practices are three-way ISO certified for quality assurance, environmental standards, and health and safety management. For nearly three decades we have helped our clients to set the standard in environmental compliance.

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HFR Solutions has a passion for health and safety that is clearly demonstrated in their vision to enable their business partners and community to be safer, every single day.

Even if your workplace is a relatively safe place to be, accidents can and do still happen. To achieve their vision HFR Solutions provide a wide range

of emergency preparation and response services to clients throughout the Hull and Humber region and beyond.

- Situation analysis – this gives HFR Solutions a clear picture of how prepared an organisation is for an emergency incident, and what health and safety action should be taken to fill any gaps, via one of the following three routes:
- Bespoke health and safety training – this can include training such as confined space and working at height, as well as statutory workplace training and e-learning packages.
- Health and safety interventions – such as safety talks, monitoring safe working areas and safety reporting.

- Emergency response teams – these can be designed to deal with some or all different types of emergency from medical emergencies and fires to industrial accidents and rescues.

HFR Solutions is a Community Interest Company (CIC) controlled by Humberside Fire Authority. With their roots in the fire and rescue service they have a wealth of knowledge and experience in preparing for emergency incidents, delivering safety training and emergency prevention services. Their CIC status means that any surpluses are reinvested in the business or in the community through safety initiatives and projects, all contributing towards the health and safety of their business partners and community.

STRIVING FOR SAFETY EVERYDAY

We use our knowledge and expertise from our fire and rescue service background to provide emergency preparation and emergency response services to enable our customers and community to be safer, every single day.

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Hull Based Company, National Safety Training Services (NSTS) has been recognised as a Matrix & Investors In People organisation.

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With a team of permanent professional trainers in Hull and around the UK, delivering a diverse range of expertise in associated training, including offering flexible solutions and competitive



pricing, as well as funding, National are an ideal choice when considering a new provider or when undergoing training for the first time. The courses are suitable for both companies and individuals who require driver training on plant machinery, lift trucks and Health & Safety found within the workplace. Their wide range of other commercial industry safety training, job specific and familiarisation training can be delivered on and off site in Hull and its surrounding villages, as well as anywhere in the UK.

Funded Training Programs include - Government funding along with work based qualifications,

which are most suited for ports, logistics, manufacturing, construction and warehousing, national vocational qualification (QCF) and apprenticeships, especially for businesses that are growing. Individuals may wish to enhance their career prospects, while employers may be seeking to develop existing staff or perhaps considering recruiting someone new. In either scenario NSTS can assist you with this.

For a list of comprehensive information visit; www.nationalsafetytraining.co.uk Contact NSTS on **01482 644855** or email info@nationalsafetytraining.co.uk

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TIR Training's apprentices with Julia Barcoe, Director of People and Resources (4th from left)

Training Firm Hires Six Apprentices Of Its Own

A training company is practising what it preaches by taking on its own team of apprentices.

Chamber Member TIR Training helps organisations recruit staff and train employees through the Government's Apprenticeship programme.

After helping other companies grow their own talent, it has now recruited six of its own apprentices to fill new posts across the business.

Julia Barcoe, Director of People and Resources at TIR, said: "If we are encouraging other employers to take on apprentices then we need to lead by example and take on our own.

"As a training provider, we want to make a difference to people's lives. What better way to do that than to give people employability and life skills which enable them to look forward to a brighter future?"

The apprentices learn on the job as they work towards nationally-recognised qualifications.

One of the apprentices is working in the Chief Executive's office supporting the Head Office Administrator. TIR has also created Apprenticeships in its HR, IT, Sales and Employer Engagement teams.

Julia added: "They are all very enthusiastic and want to get on. As a result, they are very engaged in helping to resolve customers' issues internally and externally and going above and beyond what is expected."

TIR Training is based in Beverley, East Yorkshire, and offers Apprenticeships in Customer Service, Business and Administration, Driving Goods Vehicles, Warehouse and Storage, Traffic Office and Logistics Operations.

Local Businessman Elected To Prestigious Role

The Managing Director of Pulse Rate Training Ltd, Jon Hilton, has been elected to sit on the board for the Association of First Aiders as the Lead for UK North.

Jon served as a Royal Engineer for just under 15 years where he served on operations as a Trauma Medic amongst other roles.

With this vast experience and knowledge he left the Armed Forces in 2009 and established

Pulse Rate Training Ltd, a First Aid and Health & Safety organisation.

In 2014 Jon and director Nikki Hilton split the business into a number of areas establishing further companies and these businesses are headed under Pulse Rate Group.

Due to Jon's experience the Association of First Aiders have invited him to join the board as the lead for UK North. His role will involve promoting

the Association and guiding its members.

He will also take an active role in ensuring First Aid is being delivered correctly across the UK North. Jon will be on hand to help and advise First Aiders.

The Association of First Aiders is the UK's largest association supporting more than 4,000 first aiders, first aid trainers and first aid training providers.

An Alternative Approach To Problem Solving

Being in business can be a challenging task at the best of times. So much to do, so much information to absorb, not enough hours in the day.

That is where business support companies come into their own because they can offer assistance in areas including finance, marketing, HR, administration and training.

They bring essential knowledge to SME owners and take many of the worries away from the daily task of running a business.

The advantages of outsourcing such services for SMEs are many, including the fact that it can represent a flexible approach to problem-solving.

Support companies are often prepared to negotiate advantageous terms and conditions for clients, perhaps based on a job-by-job basis or a fixed-price project cost.

That means that an SME can sign a deal that is specifically tailored to its needs, which can work out more cost-effective.

And even though the company is not employing a full-time member of staff itself, it is still supporting jobs within other companies. Such arrangements can help both parties grow.

One big advantage of outsourcing business support services is that SMEs can pick and mix the kind of services that they require.

They may already have a selection of specialist skills in-house and require additional support on only a few specific elements of a project.

Going out of house to specialist business support companies allows them to bring in those skills as and when required.

It makes sense to do so. Very often, a small business does not have in-house specialism in all the disciplines it requires and battling on without seeking expert help can turn out to be a false economy.

Take HR, for example. Workplace legislation changes at such a rapid rate that an SME needs specialist support to ensure it does not fall foul of employment law.

Finance is the same. SMEs need expertise in such a complex area of business and it often makes sense to buy it in.

The same with training, which is vital in order to ensure that employees possess the very latest knowledge and skills.

Marketing is another example. Companies can try to do the work themselves but it often makes sense to bring in professionals who can write compelling copy, source professional images, communicate with the media and harness the power of social marketing platforms to raise their clients' profiles.

Administration is another popular area of business support. Whether it be administrative support, office management or providing business premises, it can save a lot of time and effort to buy it in.



There are plenty of organisations that can advise on the best route to take, including staff at the Chamber of Commerce and council economic development departments who can assist on a wide range of issues facing SMEs, everything from training to exporting .

When it comes to financial support, financial institutions and accountants can help and the Department for Business, Innovation and Skills has plenty of information on its website, everything from information on grants to details of industry trends. The information can be found at

<https://www.gov.uk/government/organisations/department-for-business-innovation-skills>

It's all out there - all you have to do is ask!

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Website: bizspace.co.uk

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Local Firm - Global Network

PwC has had a presence in the Humber region for more than 100 years and over this time has become one of the leading professional services firms across the UK.

Our Hull office is based on the city's marina and has over 90 specialists covering a range of services from corporate assurance and taxation services to compliance and outsourced finance functions.

Throughout the Humber we are proud to work with a broad range of businesses covering the spectrum of large multinationals to dynamic owner managed enterprises across a host of different industry sectors. We pride ourselves on an innovative approach to meeting our clients' needs, bringing fresh perspectives to solve their problems. Our culture is one partnership with a strong commercial focus. This is reflected in our vision:

'One firm - a powerhouse of a commercial enterprise that does the right thing for our clients, our people and our communities.'



Pete Adams

As well as this strong local focus PwC has huge national and global reach with over 900 partners and staff across the region alone based in offices in Leeds, Newcastle and Sheffield.

Being at the heart of the Humber remains a priority for the firm during what is an exciting period of inward investment for the region. The growth of renewable technologies and City of Culture 2017, to name but two, provide a real platform for the region's economic future. Raising aspiration is key to this and this year has seen the launch of the firm's Higher Apprenticeships scheme in Hull which has opened the professional services up to a wider talent pool than ever before.

For more information on how PwC can work with you, please contact Pete Adams on **01482 584 4056** or email **peter.d.adams@uk.pwc.com** or visit our north website **www.pwc.co.uk/north**



Accessible Training and Consultancy, Whoever You Are

Cut to the Chase, the established Hull grown Business Training and Advice Centre, expanded their footprint in the Hull and Humber by opening new office space in Prospect Street, Hull on the 1st December 2014.

Recently married Tracy Leedham (nee Petersen), Managing Director, stated the company have worked hard to earn a reputation for providing top quality training at realistic prices.

Our self employment specialists have been extremely busy over the last 18 months and have helped to launch over 100 businesses. We are so proud of these amazing entrepreneurs and continue to help them to remain sustainable.

A variety of new courses have been added to our 'menu' including Commercial Awareness Training which is a popular course for both new employees and new employers. Time Management Training also remains a firm favourite.

We can announce that we have secured funding to provide a variety of courses and coaching free of charge to new businesses. If you are interested please call us to check if you meet the criteria. This funding will only be available until April 2015 and places are being booked up very fast.

Finally our team is expanding and we will be announcing our new team members in the next edition of Business Intelligence so watch this space!

Have a wonderful Christmas and make it a prosperous new year with the help of Cut to the Chase!

Tracy Leedham (nee Petersen)
Managing Director
Cut to the Chase & Associates Ltd
Tel: 07837 604959

www.cuttothechase.org.uk



Let us Relieve your HR Headache

Every business, whether large or small, needs a little help from time to time. Whether you employ one person or 500, as an employer you have HR responsibilities which need to be addressed and these will only increase as your business grows.

That is why it makes sense to bring in StellarHR, an independent HR consultancy whose expert team offer a tailor-made service that can guide you through the most complex of HR challenges.

Based in East Yorkshire, we provide support and expertise throughout the Yorkshire and Humber Region, delivering HR solutions on a wide range of projects.

We can work with your existing HR team or we can become your HR team to take all the worries off your shoulders.

To achieve success for you, we draw on our extensive experience. Our Director Linda Underhill has more than 30 years' experience of working in HR, including with recognised trades unions.

She has worked in senior in-house HR positions and extensively as a consultant and is used to providing and implementing practical solutions that deliver results in the workplace.

We can:

- Make sure that you are fully compliant with current employment legislation
- Provide or update your contracts of employment and other contractual documentation, including employee handbooks and line management guidance manuals, as well as reviewing existing, or creating new, HR policies and procedures and simplifying complicated processes
- Help with employee relations issues such as discipline and grievance, restructuring and redundancies, performance and absence management and recruitment and retention.

We know that each client has individual requirements and that is why we set out to deliver tailor-made solutions for each situation. There can be no one-size-fits-all approach to something as important as your people.

To that end, we will work closely in partnership with you and your business and give you a commitment to guide and support you through what can be difficult situations in a straightforward, clear and honest way.



To find out more about us you can contact us at:

Mobile: 07920 137739
Landline: 01405 861521
linda@stellarhr.co.uk
www.stellarhr.co.uk



Why Outsourcing Makes Sense

Many companies these days are outsourcing services.

Why? Because going out of house to specialist companies allows them to bring in the skills that they need as and when required.

It makes sense to do so. Very often, a small business does not have in-house specialism in all the disciplines it needs and battling on without seeking expert help can turn out to be a false economy, distracting from the challenge of achieving growth.

Outsourcing business support services also makes sense because it is providing a boost to the local economy, creating and preserving jobs.

Companies across the area are stepping in to carry out work in the likes of back-office functions, payroll management, HR and marketing.



Change Management & Business Support Consultancy

Pier Support, a business improvement company spanning the Hull and Humber region, provides a range of support services to sole traders and SMEs.

With over 20 years' experience across a range of sectors, Pier Support works with you to overcome challenges and reach your full operational potential using the up-to-date practices and procedures to provide positive results.

If you are looking to improve your business, our team can support you with invaluable services, including;

Consultancy support

Mentoring, meeting facilitation, strategy development, cost reduction, streamlining for efficiency, Investors in People and ISO9001 support and change management for lasting improvement.

Operational support

Providing project management for short term projects, covering annual leave or sickness at management and senior levels, HR support and performance improvement.

Virtual office support

We operate as your PA providing a range of administration services, freeing up time,

taking away the grind or provide extra pairs of experienced hands when needed most.

Your business is individual and with individual needs, which is why our services are tailored exactly to how you need it, when you need it, with NO hidden costs or jargon.

Often organisations waste money on training and business development which is not going to benefit the company due to a one-size-fits all approach. Pier Support is different, our skills development and training is tailored and, where possible, provides application for immediate benefit so you see quicker results.

So, if you want to address challenges and improve your business email us at info@piersupport.co.uk or call us on **01724 898436** for a no-cost initial consultation.



Financing Business Aspirations in Hull

According to the City Council, Hull is home to almost 10,000 businesses across a variety of industry sectors and since being awarded as City of Culture for 2017, this number is surely set to increase.

Local businesses have an array of funding options available to them to help them grow. Invoice finance is one of these options and though it is a form of finance which has been around for many years, it is slowly becoming the go-to funding source for small and medium sized enterprises looking to take control of their cashflow.

At Bibby Financial Services, we offer a number of solutions for businesses. This ranges from Trade Finance for those importing and onward selling finished goods, Forward Finance – a small business funding product for those turning over up to £300k – and Export Finance for businesses who require support with overseas trading.

Our customer satisfaction rate is 91% demonstrating the personalised service we offer to our clients. All decisions are made by local teams in one of our 18 regional offices, including Bibby Financial Services Yorkshire and Humberside.

Over the past 12 months, we have invested in our team in the region and recognise Hull as an important growth area for the UK economy. So whether you're a business looking to discuss your options or an intermediary searching for the right solution for your client, make sure you get in touch.

Simon Holian is Business Development Manager at Bibby Financial Services, Yorkshire and



Humberside. Simon joined Bibby Financial Services in 2011 following graduation from Liverpool University and he is now responsible for developing funding opportunities for SMEs in Hull, Doncaster, Grimsby and Scunthorpe.

For more information contact Simon on
Tel: 01274 850550
Mobile: 07595 891996
SHolian@bibbyfinancialservices.com





Helping You Know Where You're Heading, Whatever Lies Ahead.

Established in 2004, Informed Financial Planning (IFP) are a leading firm of Chartered Financial Planners. Our aim is to help both personal and corporate clients identify and clarify their key financial objectives and help them to build a secure financial future that allows them to make those objectives a reality.

Based in Yorkshire with offices in Leeds, Hull and Barnsley, we work with clients throughout the country. We have established an enviable reputation with our clients and other professionals with whom we work, for delivering in depth expert advice and a personal service, tailored to the needs of each individual company.

IFP were named in the 2013 New Model Adviser Top 100 Financial Adviser Firms in the UK. Our success continued and in February 2014, we were presented with the Professional Adviser 'North East Adviser Firm of the Year' award.

IFP's Top 5 Tips for Businesses

1. Auto Enrolment is happening so look to seek financial advice as soon as possible before

your staging date to ensure that the process is as painless as possible.

- 2.** Protect your business assets, not just buildings or machinery but your personnel. The loss of a key driver within the business can be as devastating as the loss of property.
- 3.** Plan for the future and ensure that the succession plans are in place. The death of a shareholder can have a significant impact on a business, whether this is having to buy their shareholding from the beneficiaries or the beneficiaries wishing to be involved in the running of the business. A clear legally binding agreement and the appropriate protection policy will ensure that succession will be as easy as possible and limit the disruption to the business.
- 4.** Benjamin Franklin said "In this world nothing can be said to be certain, except death and taxes". Death is certain but tax? This can potentially be managed in a number of legal and uncontroversial ways to help reduce your tax bill, so seek advice.

- 5.** Staff are an important part of any business, but in times of austerity it may not always be possible to offer significant pay rises. A cheaper alternative may be to offer additional benefits. These may include death in service benefits, private medical insurance or critical illness cover.

We specialise in a number of financial planning aspects such as retirement planning for directors and staff, protection and corporate investments. For more information or to arrange an initial, free and no obligation meeting, please call **01482 219325** or alternatively visit our website; **www.informedfinancialplanning.co.uk** for more information and our testimonials.



Cheaper Business Energy through YORSwitch

Local businesses looking for a hassle-free way of paying less on their energy bills are being encouraged to sign up to the YORSwitch Cheaper Business Energy scheme. The scheme is targeted at the twelve thousand micro, small and medium sized businesses in the East Riding, as well as community buildings and charities.

Only around twenty percent of these businesses currently engage with the energy market, paying on average thirty five percent more for their energy. Switching suppliers is complex due to the numerous tariffs and meters, most not published by the energy companies, and time bound termination periods. Many businesses do not have the time or resource to understand and tackle the energy market, even though the cost savings which could be achieved are considerable.

Run by East Riding of Yorkshire Council, YORSwitch takes the hassle out of switching suppliers. Businesses who register with the scheme are contacted at a time convenient to them to chat about their business and energy requirements.

The council's appointed energy broker searches the whole market for the best, bespoke energy deals available and presents them to the company, clearly highlighting the key terms, with no obligation.

If the offer is accepted, assistance is offered in serving termination notices, making sure credit score criteria is established and other duties required for switching. Contracts can be arranged electronically or on paper and each business chooses the length of the contract that best suits them.

YORSwitch is there every step of the way: looking after post-sale management, providing support for the duration of contract and managing the renewal process if requested.

There is no fee for signing up to YORSwitch Cheaper Business Energy, as the energy broker is paid a referral fee by the energy suppliers each time a business switches. For competitive reasons, the fee is undisclosed but the broker is committed to providing a non-biased service, for example, sales representatives do not know the referral fee amounts.

There is no obligation to accept any offer, so YORSwitch is a useful way to benchmark your existing contract and find out if you are paying too much.

To sign up or find out more, visit www.eastriding.gov.uk/yorswitch or call **0800 140 4619**.



Businesses that use heating oil can also join YORSwitch Cheaper Heating Oil Together by contacting Humber and Wolds Rural Community Council, tel **(01430) 430904** or email oil@hwrcc.org.uk Average savings to date have been around 10p per litre compared to the average market price on the day.

The scheme is also open to residents and registration opens from **2 December 2014 until 2 February 2015**. To sign up or find out more about the scheme, visit www.eastriding.gov.uk/yorswitch or call **(01482) 393939**.



Do you want a hassle-free way to get cheaper energy bills for your business?



HOW

- Register with **YORSwitch**
- East Riding of Yorkshire Council negotiates a better rate
- Receive a no obligation offer for cheaper gas and electric

Hassle free

Obligation free

Cost free

www.eastriding.gov.uk/yorswitch
to register on YORSwitch today, call 0800 140 4619





Do you want a hassle-free way to get cheaper electric and gas bills?



HOW

- Register with **YORSwitch**
- East Riding of Yorkshire Council negotiates a better rate
- Receive a no obligation offer for cheaper gas and electric

Hassle free

Obligation free

Cost free

To register on YORSwitch visit www.eastriding.gov.uk/yorswitch
alternatively call (01482) 393939
or visit your local customer service centre.
You will need to have a recent energy bill to hand.



Registration opens
2 Dec 2014 - 2 Feb 2015
with no obligation to switch

Chamber Celebrates Second Most Successful Year in its 177-Year History

THE Hull & Humber Chamber of Commerce is celebrating the second most successful year in its 177-year history after unveiling an excellent set of trading results.

In the last year, the business support and lobbying organisation, led by its Members, but run by a small dedicated team of staff, earned over £130,000 profit on a turnover of circa £3.5-million.

Chief Executive, Dr Ian Kelly, who is the longest serving Chief Executive in the UK Chamber network, with 20 years in charge at Hull & Humber, said: "These are quite excellent results bearing in mind the Chamber is not configured to make money. However, the Chamber is now a multi-faceted and diverse group of businesses in itself and we will plough these profits back into providing more activities that will help Humber businesses grow".

The Hull & Humber Chamber can trace its origins back to the merchant adventurers of the 14th and 15th Centuries, but today exerts its influence far beyond the Humber Estuary. Chief Executive, Ian Kelly was, for example, invited back onto the Board of the British Chambers of Commerce last year for a second term to help with the Heseltine agenda on localism. He is also on the British Chambers, Foreign and Commonwealth Office and UKTI Partnership Board, which aims to meet Prime Minister David Cameron's target of Britain growing its exports to £1-trillion by 2020.

Dr Kelly said: "Our International Trade Centre is a thriving five star service, now taking on more staff to handle new contracts and ever-increasing documentation work for UK companies. We are fortunate to have an International Trade Director

in Pauline Wade who has unparalleled experience in helping UK exporters into new and developing markets. These can be anywhere in the world – so far this year, the Chamber has taken trade missions to Denmark, Trinidad, Malaysia and Singapore, with India and Turkey missions currently underway. Another trade mission will also be heading out to Malaysia again in January 2015, while locally, we will be supporting events on export opportunities to South East Asia and China in the New Year."

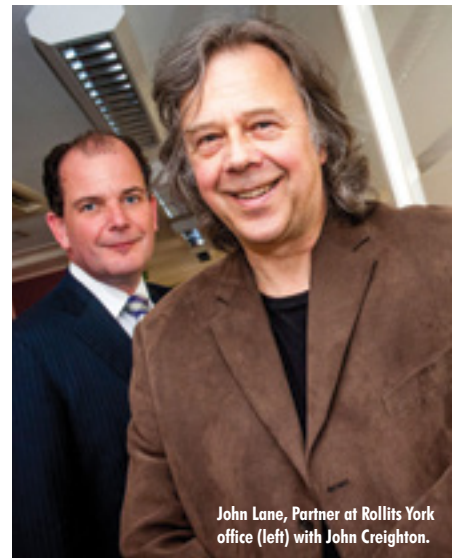
The Chamber's Acorn Fund, which in July celebrated its 10th anniversary of providing finance to fledgling local businesses has created over 4,400 jobs in the area and works with its sister company, Chamber Enterprise, to help prospective entrepreneurs get established and onto the first rung of the business ladder. Manager Peter Sykes and his team have shown the way, guiding and advising them through the start-up stage and helping them to take their first tentative steps into the wider business world.

The team, based at Beverley Road, in Hull and Port Offices in Grimsby, also hosts HullBID, which works in close partnership with Hull City Council on improving the trading environment, safety and entertainment experience in Hull's City Centre. Along with Chamber Training which helps around 350 people into apprenticeships every year and the normal course of lunches and events activity, the Chamber is itself a small business, but with a big agenda.

It's all a far cry from the near insolvent position the Chamber faced back in 1995 when Ian Kelly took over, following internal rows over mergers, name changes and working with the then Government quangos like Business Link.

Dr Kelly said: "One of the great things that the staff and I feel about the Chamber, is that we hold something special 'in trust' on behalf of both the previous and next generation of business leaders. For example, one wonderful story of how the Hull & Humber Chamber is unique was when it became the only Chamber of Commerce in the country to buy a biplane for the Royal Australian Air Force in 1918 as part of the Great War effort! The story goes that the local business community wanted to do something special and different, so raised the money for the aircraft. The Chamber was in turn presented with a commemorative flag, which hangs in a frame in the Chief Executive's office to this day.

The Chamber's illustrious 177-year history is all part and parcel of what, today, remains a special organisation, which is keeping airborne in the winds of change.



John Lane, Partner at Rollits York office (left) with John Creighton.

Rollits Gives Artist The Space To Showcase His Work

Leading Yorkshire law firm Rollits is supporting culture and the arts for the second year running by hosting a four-month exhibition at its Rowntree Wharf offices in York by artist John Creighton.

John Lane, Partner at Rollits, said: "At Rollits we actively seek to support culture and the arts and, following on from the success of Nichole Dean's debut exhibition at our offices last year, we are making a large area of our York premises available to John this winter to host an exhibition of his paintings and drawings."

John Creighton is an established artist living and working in Ryedale with recent exhibitions showing in The Mercer Gallery Harrogate, and The Crescent in Scarborough, The City Art Gallery Doncaster, and The Python Gallery in Middlesbrough. In his new exhibition, running until March, John will showcase work from 2007 – 2014.

Rollits offices will be open for public viewings on dates yet to be advised. Viewing can also be made at other times by appointment, please phone Rollits York office on 01482 688500 or email Linda Cook at linda.cook@rollits.com



Dr Kelly and Pauline Wade pictured with the commemorative flag which was received in recognition of the donation of a biplane to the Royal Australian Air Force in 1918.

L-R: Julia Whittaker - CEO, Joshua Briggs – senior solicitor, and Jonathan West – partner.



Law Firm Wins National Recognition For Training Programme

Pan-Humber law firm Wilkin Chapman Solicitors has won national recognition for its commitment to staff training and development.

The solicitors' practice has won three awards and been voted as one of the top 100 UK law firms to work by the Lex 100 – the student guide to the UK's premier law firms 2014/15.

Wilkin Chapman has won three Lex 100 awards, which include being ranked with the top 10 UK law firms for 'work/life balance' and 'friendliness', and being within the top 15 law firms for 'confident of being kept on'.

The Lex 100 awards are based on an annual survey of law firm trainees across the UK, and cover categories ranging from 'confident you'll be kept on' to 'firm living up to expectations'. The awards pride themselves on providing an honest and in-depth review of what it's like to work at some of the UK's top law firms.

Trainees who have recently qualified to become solicitors include: Adam Ottley, Amy Smith and Helena Buckle, along with Joshua Briggs who started as a trainee legal executive in 2004.

Adam Ottley works alongside partner, Piet van Gelder, in the firm's specialist construction and engineering department, and splits his time between the Grimsby and Lincoln offices. Adam deals with a range of projects from construction of large commercial and residential units to complex process engineering installations, in the nuclear, rail, water treatment and waste treatment industries amongst others.

Amy Smith works in the Lincoln office in the agriculture team, alongside partner, Catherine Harris, and deals with a wide range of agricultural matters. Also in the Lincoln office, Helena Buckle works alongside partner, Lisa-Jane Howes, in the wills, probate, tax and trusts department. She deals with a range of private client matters including wills, trusts, Powers of Attorney, probate, property matters and the administration of estates.

In addition to the three newly qualified solicitors, another member of the firm, Josh Briggs, not only

qualified as a solicitor but was also appointed to the role of senior solicitor. Josh's route to becoming a solicitor started when he joined the firm as a trainee legal executive in 2004. He worked hard and also studied, first qualifying as a legal executive, and then going on to take the Legal Practice Certificate (in which he gained a distinction) to qualify as a solicitor. During his training, Josh has built an extensive case load and developed his expertise in litigation which led to his appointment as senior solicitor.

Chief executive Julia Whittaker said: "We heartily congratulate our newly qualified solicitors after the successful completion of their training contracts. Their qualifications are a real testament to their hard work and commitment since joining us in 2012.

"They have all worked exceptionally hard and their collective knowledge and experience will be an asset to the firm as qualified solicitors."

Cloud Accounting Is Not Pie In The Sky For Streets Chartered Accountants

Recognising the growing trend for cloud based accounting solutions, especially for small business clients, Hull & Humber Chamber of Commerce Patron and Member Streets Chartered Accountants, has become a reseller, trainer and ProAdvisor for QuickBooks Online, the leading online accounting software solution.

Commenting on what becoming a QuickBooks Online ProAdvisor means for the firm and its clients, Sarah Leonard, Accounting Software Manager at Streets Chartered Accountants, said: "As a progressive practice, embracing technology and its benefits, for the way we and our clients do business, acknowledges the need to offer clients an online accounting software solution.

"In particular, our research into the alternatives on the market served to highlight the need for a user friendly interface that is more suited to the business user as opposed to the more traditional accountant; and that there was a growing need to be able to access data and information anytime, anywhere.

"We believe that as the market leader for online accounting, QuickBooks does exactly this job, whether you are looking to access your accounts via the internet on a laptop, PC, tablet, smartphone, ipad, or mac."

As a leading QuickBooks provider Streets has trained 12 members of its accountancy team in the software, with all of them having achieved accredited status as QuickBooks Online ProAdvisors. In addition, and as part of the practice's support for businesses both considering and looking to use a cloud based solution and in particular QuickBooks, Streets is hosting a series of introductory presentations, induction sessions, and set up and training workshops.



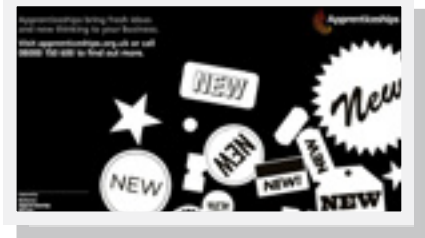
Pictured here are some of Streets Chartered Accountants' Accredited QuickBooks online ProAdvisors with, far right standing, Rob Hoyle Intuit QuickBooks Online, Business Development Manager, Global Small Business

Commenting on Streets becoming a QuickBooks Online provider Nick Williams, Head of Business Development, UK Accountant Channel at Intuit QuickBooks commented: "We are delighted to have Streets, a top 40 UK accountancy practice, join the move to cloud accounting with us on QuickBooks Online and we look forward to supporting Streets and their small business clients in partnership"

As part of their proactive advice and support for their clients and the wider business community, Streets host regular free events, including seminars and presentations. Details of these events can be found at <http://www.streetsweb.co.uk/events/forthcoming-events>



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- ⇒ Support Services in Health Care
- ⇒ Supporting People with a Learning Disability
- ⇒ Team Leading
- ⇒ Management

63% of employers expect to need more staff with leadership and management skills in the years ahead. CBI/Pearson, Education and Skills Survey 2013

For further information
please contact:
Carol Gill on 01482 611896
or email: c.gill@chambertraining.com

Chamber Energy Solutions

We are delighted to announce a brand new energy service for our Members. Chamber Energy Solutions, is a partnership between Hull & Humber Chamber of Commerce and Utilitywise, one of the leading energy consultancies in the UK. Chamber Energy Solutions offers a range of exclusive

benefits including a free phone help line, free bill analysis and a range of discounted auditing and monitoring products.

To find out more visit
www.chamberenergysolutions.co.uk

Energy Savings Opportunity Scheme (ESOS)

- Chamber Energy Solutions

What it is

The Energy Savings Opportunity Scheme (ESOS) is a mandatory scheme in the UK. It will introduce regular energy audits that will highlight energy savings for large organisations.

The aim is to reduce EU energy consumption by 20% by 2020. Estimates indicate approximately £1.7bn of net benefits to the UK.

Who needs to comply?

Public bodies are not affected. Large organisations are required to comply and are classified as those with:

- More than 250 employees in the UK; OR
- Fewer than 250 employees, but
- Turnover of >£42.5m pa; AND
- Balance sheet exceeds £36.5m, OR
- Part of a corporate group containing a large enterprise

Penalties

Compliance bodies will have the authority to apply civil penalties against those mandated companies not participating in ESOS or found to be non-compliant with its requirements.

Options available

There are numerous ways of assessing energy consumption. Our first step is to identify the right option for your organisation. In simple terms this either means going straight to ESOS complaint audits or gaining ISO 5001 certification for compliance. Whilst entrants must comply through one of the routes, an organisation could be covered by a variety of schemes. That means ESOS audits, ISO 50001, Green Deal assessments and DEC certificates, where accompanied by a recommendation report, can all play an integral part in compliance.

Deadline

Entrants will start to undertake Audits covering 90% or more of their organisational energy by 5 December 2015 and then at least every four years from the date of the previous audit.

Why choose Chamber Energy Solutions?

- We understand ESOS, ISO 50001 and the options open to you. This allows us to provide you with expert advice on the right solution for your organisation.
- We employ two full time qualified and professionally registered team members ensuring we can deliver any solution entirely in-house.
- We have experts on the Register of Professional Energy Consultants (RPEC) and Emissions Trading Group so we're well placed to track revisions to the legislation.

How we can support you

- Understand your organisational structure
- Identify areas of significant energy consumption
- Review routes to compliance and advise on which route to take
- Undertake additional compliance activities
- Report compliance on your behalf

For more information on ESOS, ISO 50001 or any other compliance services please contact us on **0800 923 0210** or email help@chamberenergysolutions.co.uk.



Chamber Health Plan: Mental Health 'Must' Be a Priority

It's been announced that the NHS will put in place targets for mental health waiting times for the first time.

From April 2015, three quarters of those requiring talking therapies will be treated within six weeks, and 95% will be treated within 18 weeks.

But the Chief Medical Officer, Professor Dame Sally Davies, has stressed that still more needs to be done to keep people with mental illness in work.

In the latest annual mental health report, Professor Dame Sally Davies called on the National Institute for Health and Care Excellence (NICE) to investigate if it would be cost effective to have 'fast-track' treatments for people who may fall out of work due to mental illness.

Paul Shires, Executive Director at BCC health cash plan provider Westfield Health, said: "We know mental health issues including stress, anxiety and depression are a huge problem affecting today's workforce. Our own Big Work Survey revealed last year that nearly two thirds (64 per cent) of employees feel stressed at work so, clearly, action does need to be taken."

Many of the businesses surveyed by Westfield Health and YouGov in the Big Work Survey acknowledged stress as a problem in the workplace, with more than a quarter (26 per cent) saying it was a 'common pressure'.

Paul said: "We welcome the news that mental health waiting time targets are going to be introduced but, while laudable, even six weeks is a long time to wait for anyone struggling with depression."

Westfield Health's Chamber Primary Health Plan is available to all Members of Hull & Humber Chamber of Commerce. It includes a full Employee Assistance Programme providing access to a confidential 24 hour counselling and advice line, as well as face to face counselling sessions or cognitive behavioural therapy, if recommended by the telephone counsellors.

Paul added: "Proactive employers know their organisation is only as strong as its people, so managing the mental health of all staff is something employers can't afford to ignore."

For more information about the Chamber Plan, visit www.westfieldhealth.com/chamber

Chamber Bridlington and Yorkshire Coast Business Awards – A Huge Success!

The Awards, held at The Spa Bridlington on Friday 10th October, was a fantastic evening of entertainment, good food and great company. Now in its eighth year, the event was a sell-out, with 560 business people present at the magnificent Spa to witness hard work and success being both recognised and rewarded. As a leading business event in the area, it provides networking and recognition of achievement opportunities that add genuine value to our business community.

The Chamber’s ‘Man In Bridlington’ Geof Humphrey is, each year, the main organiser of the Awards and he certainly does a first class job.

The main speaker was Gary Verity, Chief Executive of Welcome to Yorkshire. Gary regaled the audience with his speech, outlining how his organisation promotes the county of Yorkshire. In particular, Gary gave many insights into how the Tour de France Grand Depart was brought to Yorkshire.

Entertainment was provided by Silken Strings - a glamorous girl trio and electric string group. They provided a high energy, attention-grabbing performance, with a combination of modern pop music and dramatic dance moves.

Russ Williams was the evening’s comedian and he also proved to be an excellent auctioneer, being instrumental in raising £8353.17 for the event charity Cash For Kids. This includes £3000 kindly donated by Barclay’s Bank.

A Lifetime of Achievement Award was presented to Peter Shipp, of East Yorkshire Motor Services, a company made famous by their appearance on the television programme ‘On the Yorkshire Buses’.

A total of eleven companies and business people



Chamber Membership Manager Bruce Massie presents a cheque for £8353.17 to Chris Allen of event charity Cash For Kids

were the winners of the various Awards, with Specialist Marine Consultants being announced as the overall winner of Business of the Year 2014.

Over 450 people are already booked on the 2015 Awards – a measure in itself of the popularity and success of the event.

A video, plus further information, including about booking and entering for the 2015 Awards, can be viewed at www.cbycba.co.uk

For further information, please contact Geof Humphrey, of Nexus Proficient, on: **01262 603 777**, or mobile: **07528 522 592**. E-Mail: nexusproficient@gmail.com

The evening’s category winners are listed below.

CATEGORY	WINNER
Lifetime Achievement Award	Peter Shipp
Start Up Business of the Year	Tapasya Restaurant & Bar
Small Business of the Year	Specialist Marine Consultants
Medium/Large Business of the Year	Bee Health
Social Enterprise of the Year	HFR Solutions CIC
Fisheries Business of the Year	Independent Shellfishermen’s Co-operative
Tourism & Hospitality Business of the Year	Wrygarth Inn
Training Business of the Year	HOTA
Retail Business of the Year	St Stephens Shopping Centre
Green Business of the Year	S&J Synergy
Business Person of the Year	Steve Ryan - Bee Health
Judges’ Innovation Award	Matthew’s Enterprise Trust

Making the Most Out of Networking

Walking into a crowded networking event where you recognise no one can daunt even the most sociable business professionals.

Understanding why you’re networking and how to maximise any potential contacts you make is vital to help a business grow.

Here CEO of OfficeBroker.com Chris Meredith gives his top tips on overcoming networking event fears, and getting the most out of them for your business.

Understand why it’s important

One of the main reasons many professionals don’t network successfully is that they don’t see the benefits it can provide for their business.

Networking is the perfect opportunity for you to grow your social circle, find potential business partners, or even find a new job, so these events can be incredibly beneficial. Make sure you go with a positive attitude to help make a good impression.

Be prepared

A massive part of successful networking is making sure you are prepared. It might sound simple, but by making a small effort to prepare yourself for the day, you are likely to feel a lot more relaxed.

Make sure you have enough business cards and have researched where you’re going, to reduce stress before you get there. You’ll make the best impression by being prepared.

Dress the part

The way you dress says more about your personality than you realise, so when you know you’re going to meet lots of new people, make a conscious effort to look presentable.

You should also make sure you’re comfortable in the outfit you’ve chosen. Wearing shoes that are too small or something you feel on show in will only add to your anxiety on the day.

Have a plan

Before you go to an event it is important to decide what you hope to gain from it. Do some research ahead of the event so you know if it’s likely to yield the types of contact you’re hoping to make.

Give yourself a goal of how many contacts you want to make and make sure that you pay attention to the different people you’re talking to, as you may need to use this information when making contact again.

Follow up after the event

Once you’ve come away from the networking event don’t waste time. Make sure you make the effort to contact all the people you’ve met within 24 hours.

Don’t just send out a generic email, but personalise it, discussing how you can work together, or let them know you took an interest in them by wishing them luck on their upcoming big project.

New Members

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Kit Hargreaves
HULL
01482 306720
Website Design and Programme Education

Bricworks

Wayne Dobson
HULL
01482 227358
Charity - Cafe & Community Hub

Britannia Freight Stream

Dawn Matthews
HULL
01482 224570
Haulage

BTO Associates Ltd

Andrew Green
NEAR SELBY
0775 1536058
Accountancy & Risk

Business In The Community

Michelle Dickinson
SHEFFIELD
0114 213 4693
Charity

Care Plus Group

Lance Gardner
GRIMSBY
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Health & Social Care

Chambers Oceanic's Limited

Mike Chambers
HULL
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*Manufacturers/Suppliers of Commercial Diving
Equipment World-Wide, Offshore Consultancy*

Ed Entertainments Ltd/Tribfest

Ed Faulkner
HULL
07802 533414
Event/Festival Organisers

Enviroplay Ltd

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*Playground Design, Installation Inspection,
Maintenance*

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Yvonne Day
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*Oil, Gas, Power, Renewables Engineering, Design
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Joe Isaac Crompton
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Name

Ed Faulkner

Company

Ed Entertainments Ltd/Tribfest Music Festival

Job Title

Managing Director

What was your first job and what was the pay packet?

My first job was at Jordans of Hull as an apprentice panel beater earning £15 per week.

What do you always carry with you to work?

A nice cup of tea as I work from a cosy little office at the bottom of my garden!

What is the biggest challenge facing your business?

I would say the marketing of Tribfest Music Festival, as in the past it's a massive operation in telling the world about what we do. Also the weather is a pretty big challenge too if it ends up raining over the festival weekend!

If you were Prime Minister, what one thing would you change to help business?

More financial help in the start up process of new businesses. It can be quite financially daunting at first, so help with this would be a great start.

What can you see from your office window?

My hanging baskets, hot tub and lovely garden.

If you could do another job, what would it be?

A bit bizarre but I've always had a fetish for jet washing and find it very therapeutic, so I'd love to start my own pavement cleaning business, getting rid of all that annoying chewing gum on the street! LOL

As a business person, what are your three main qualities?

I'm very proactive, never take no for an answer, and in the festival world we're in, I'm always looking to progress each year to solve problems and to make Tribfest bigger and better.

What was your biggest mistake in business?

I think employing people for the festival who then let me down has had a big impact on how professional and smooth the festival runs.

What advice would you give to aspiring entrepreneurs?

Follow your dream and seek out as much advice as you can. Believe in what you do, even when doors are getting slammed in your face and don't lose faith in your ideas.

Who do you admire most in business?

Anyone who takes the plunge and turns an idea from nothing, into a thriving business.



New Role for Rhys

Rhys Plater started with Hemingway Bailey, Chartered Management Accountants, in August through a Professional Experience Placement Year with his University of Hull course.

I joined the company as Marketing Manager to spread the brand of Hemingway Bailey and promote the benefits of using us to potential clients. Working throughout the next year in industry will also develop the skills I have so far learnt at university and hopefully create more opportunities for when I finish my degree.

Hemingway Bailey has been running for four years after being founded by director Alan Hemingway and has seen significant growth over the last 18 months. Alan always ensures a focus on the development of young people in the team, through apprenticeships and also my placement year.

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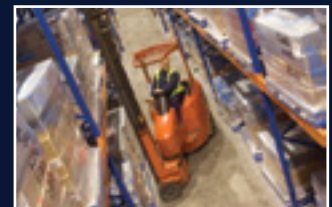
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