

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

June/July 2015

Issue 26



**'Wizard' Night at Chamber
Northern Lincolnshire
Business Awards**

Don't let drink driving ruin your summer..

The great British weather can do that all by itself!



**If you're going to drive, don't drink
If you're going to drink, don't drive**

Leave the car, book a taxi, have a great summer



EAST RIDING
OF YORKSHIRE COUNCIL

Safer Roads East Riding

BUSINESS INTELLIGENCE

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Front Cover Image - Chamber Awards

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Chief Executive Reminisces with Former NZ Prime Minister at MP's Farewell Party

Chamber Chief Executive Ian Kelly with former New Zealand Prime Minister Helen Clarke reminiscing about the Hull & Humber Chamber's last trade mission to Australia and New Zealand.

Ian met with the former Prime Minister at Austin Mitchell's farewell party in Grimsby. The starter was of course mini fish and chips and the wine was a fine New Zealand Malborough Sauvignon Blanc. Austin looked pleased.



Hull Flooring Specialist Cleans up After Expanding its Offering

A Hull-based flooring specialist has marked its 20th year in business by sweeping up major new contracts after rebranding and expanding into new markets.

Contract Flooring & Interiors Ltd (CFI) is established as one of the largest commercial flooring companies in the North of England, with clients ranging from the NHS and councils to private building companies, retailers and construction companies.

Projects completed in recent years include First Direct Leeds Arena, the Hull University Brynmoor Jones Library, and, most recently, the new £12m Accident and Emergency department at Hull Royal Infirmary.

However, it has been a recent move into new markets – through purchasing a long-established and highly-respected cleaning business, which has seen the company sweep up double deals with both existing and new clients.

It was an opportunity managing director James Needler believed was too good to let pass, and 18 months on, he says the purchase of Green Commercial Cleaning, which now runs alongside CFI, has been a move which has paid dividends.

“We recognised the obvious synergy between commercial flooring and commercial cleaning and it was a natural step for us to expand on our offering,” said Mr Needler.

“It has brought a huge improvement to the service we can offer customers. Often we’d install flooring only to be called back further down the line to either repair or replace expensive flooring simply because it had been poorly looked after, or cleaned wrongly.

“Our clients now have the benefit of having a complete service, with a package of maintenance from the outset, which ensures they are saving money in the long term.”

More than 120 staff were taken on as part of the move to buy Green Commercial Cleaning, with the company recently winning a contract to clean the new Siemens offices on Alexandra Dock, Hull.

Chamber Networking is Buzzing!

More than 100 Members attended a Chamber networking event at the Hallmark Hotel on Friday 24th April.

Consisting of a Speed Networking session followed by a Network Lunch, the event had a real ‘buzz’ and guests enjoyed great views of the River Humber in first class surroundings. The Hallmark is an excellent venue and location, situated near to the Humber Bridge, bearing in mind that Chamber Members come from across what was Humberside.

These events are all about building up your contacts and gaining business. Each guest who participated in the Speed Networking met, in four-minute meetings, 18 fellow Members, with whom they may not have otherwise made contact. Similarly, each guest at the Lunch was able to promote their business to the other people at their table. Including the informal networking before and after the event themselves, each attendee networked with around 35 business people.

This event, plus the Chamber Network Lunches on 6th March at the KC Stadium and on 20th March at the Ashbourne Hotel, North Killingholme, were Sponsored by the Humber Apprentice Support Service (HASS). This is a relatively new service being delivered through the Humber Local Enterprise Partnership. The service aims to reduce barriers to employing apprentices by small and medium-sized employers, helping them access information, providing guidance and support. For further information contact Gill Stevenson on **01482 485260** or at **g.stevenson@humberlep.org**

The Chamber is very grateful to Gill and her team at HASS for their support in providing these popular events for the Members.

Come along to the next Chamber networking event and promote your company – use your Membership!

Broadband Connection Voucher Scheme

Small businesses (SME) in the Hull area will now be able to apply for grants of up to £3,000 to upgrade to faster, better broadband through the Broadband Connection Voucher Scheme.

Upgrading to faster broadband helps businesses grow and access new markets, increase productivity and helps future-proof for the digital challenges of tomorrow. More than 12,000 vouchers have already been issued to businesses in other cities around the UK. From 1st April 2015, small businesses in a further 28 cities, including Hull, were eligible to apply.

Applying for a broadband grant is easy - all Hull businesses have to do is enter their postcode at www.connectionvouchers.co.uk to check eligibility, choose a supplier and fill in an application form or pick an off-the-shelf deal with no forms to fill in. Charities, not-for-profit organisations and commercial landlords can also apply.

Hull City Council will be administering the scheme for the Hull and immediate surrounding area. If you have any queries, you can make contact via telephone on **01482 300301** or email **broadbandvouchers@hullcc.gov.uk**



JemBuild is a Grimsby based Construction Company Formed in 2010

Generally operating in the commercial sector, including civil engineering, design & build, refurbishment and marine works carried out works throughout Lincolnshire and Yorkshire regions, with contract values ranging between £1,000 and £5m. The company now employs 20 people and turned over nearly £5million in its fourth year of trading.

Paul Barker formed the company in 2010, having joined the construction industry in 1988 having worked in site management roles for local and national companies on projects including bridges, railways, highways and marine works.

He rose to a senior management position within a local construction company before leaving to form JemBuild.

‘Born in Grimsby and living and working in the area for 25 years, I had watched a steady decline and virtual extinction of quality construction companies in North East Lincolnshire.

During the latter part of the past decade, I was dismayed to see the majority of our local construction companies disappear completely with companies from outside our region carrying out all the available local construction work, and bringing in their own labour and sub-contractors.

This does not benefit our local economy in any way and I could see that there was a real need for a quality, smaller construction company to compete against them.

Initially I worked from home before moving into the NELC Alexandra Dock Business Centre, Grimsby where we have resided for the last three years although to facilitate our continued

expansion we are currently constructing a new 400m² two storey office building with associated storage facilities.’

Paul recruited long-time colleague, Mark Kitchener. Mark joined the company as commercial director during 2012 and together they have seen JemBuild grow from a first year turnover of £350k to £3.4 million by year three rising to £4.8m in Year 4 operating with a pre-tax profit of nearly 10%.

And all that despite launching into a recession. Paul said: ‘When I formed the company we were still in the deep grip of recession, a recession that hit the construction industry before much of the country became affected. With the construction industry being a major service industry and one of the first to be hit by the culling of many planned projects I realised that, in time it would return and starting from absolutely nothing it would only grow and prosper for JemBuild. With this mind set we have not really been affected by the recession but just have grown through it.

We were in the ascendancy and not a company with large offices and overheads and although we were appear to have grown quickly, this has been planned growth totally controlled by our management team.

Also our decision to employ our own workforce offers us the ability to offer a quality and personal service which I believe has reaped dividends.’

The result is a success story and in 2014 the company won the North Lincolnshire e-factor small business award (for best business under £5million turnover), an LABC (local authority building control) award for construction excellence and quality

workmanship and an associated RIBA award (with Hodson Architects) for the same contract.

That adherence to quality means that the company has developed a portfolio of prestigious clients such as Associated British Ports, Centre4, eFactor, The Grimsby Institute, Franklin College, Healing Academy, Hodson Architects, Humberston Airport, Humberston Park School and North East Lincolnshire Council.

2015 has again been another award winning year with the company being receiving two LABC finalist awards for two contracts (construction of a new sixth form block and associated classrooms along with the full refurbishment of the former St Marys Secondary School creating the new Centre4 community centre) in Grimsby completed during 2014 and winning the North East Lincolnshire Economic Investment award at the 2015 North Lincolnshire Business Awards along with receiving runner up for the e-factor small business award, ABP Business Growth award and Business Person of the Year.

“Our aim is to grow our turnover and profitability steadily year on year, with a target turnover of £10m by 2018 and once reached, our aim would be to maintain this level, not growing significantly beyond this as we believe this level of turnover can be managed efficiently by the current management team and the focused, quality product and service we offer can be maintained at this level to our portfolio of clients.”



Modern Magic, Regal Charm

Hirst Priory is a beautiful 18thC manor house set in wooded grounds and recently converted into North Lincolnshire's newest wedding, events and business services venue.

This previously hidden gem is wrapped around by Lincolnshire golf course, providing a private tranquil setting two minutes from Junction 2 of the M180, making it easy for clients and guests to find and reach.

The renovation works opened up the ground floor to create a bar and versatile space able to seat up to 110 people for formal functions. Access to the lawned gardens means numbers can be increased by adding a marquee. The first floor has four elegant newly refurbished guest bedrooms and also provides a home for several local wedding related businesses including a photographer, vintage teas, and beauty and hair salons. The



second floor offers five private meeting rooms available to rent by the hour, perfect for businesses looking for a convenient place to meet in an impressive setting. The vaulted brick basement provides an extra special period feature that adds a dramatic atmospheric quality.

Hirst Priory is run by local business woman Hazel Wheatley who brings a wealth of experience from both the beauty and further education sectors.

Hazel's skills ensures both wedding and business functions are well supported and delivered in a calm professional manner.

In addition to regal history Hirst Priory is able to create a touch of modern magic with access to a wide array of AV, presentation and intriguing award winning sensory technology.

www.hirstpriory.co.uk

Political Debate with Local Business Comes to the Screen

When Chamber Member The Business Hive hosted a Question Time style debate between representatives of the local political parties, little did anyone realise the national recognition the story would receive.

The event was filmed by Chamber Member, Grimsby based TV production company East Coast Pictures and is available to watch online.

The event which took place at Cleethorpes' Parkway Cinema, gave the local business community an opportunity to grill candidates from all major parties on several burning topics regarding industry and the economy. The event soon made the national headlines thanks to remarks made by Victoria Ayling, the UKIP candidate for Grimsby

Julia Thompson, Executive Producer of East Coast Pictures said: "This was bound to be

a very interesting, important debate, and we wanted to make sure the wider business community, not just those that were present, could watch the event so they can make an informed decision in the upcoming general election."

The East Coast Pictures team included Mike Best, former News Editor for ITV Yorkshire and Chair of the Yorkshire Centre of the Royal Television Society. He said: "This was a high quality debate around genuine regional issues, it's great to see the wider public being given the opportunity to hear the discussion."

Business Hive Questions was organised by The Business Hive, a business club supporting small businesses and entrepreneurs in the area and hosted by the organisation's Managing Director Mark Webb.

The event was supported by InvestNEL, the

local organisation that supports investment by businesses into the region.

The East Coast Pictures crew were joined by Patrick Titley, an ITV Director, who was very impressed with the professionalism of the team, many of whom travelled home from their bases across the UK to take part in the production.

The East Coast Pictures crew came together from all corners of the country, including Dan Clarke, having worked with photographer Rankin and now based in London and Leasha Waddingham, a student at Salford University.

A 60 minute highlights show, 'A Question of Business in North East Lincolnshire' is now available to watch online here,

<https://youtu.be/gDVAcncQEIQ>

Are Your Standard Terms of Business Working for You?

A court case earlier this year underlined the importance of bringing your terms and conditions to the attention of customers and clients. James Westwood, corporate and commercial lawyer at Chamber Member Myton Law, explains the lessons to be learnt.

If you use standard terms of business it is worth considering the outcome of a recent High Court decision on the incorporation of terms (which is legalese for your terms successfully acquiring legally binding effect). The case, *Transformers & Rectifiers Ltd v Needs Ltd* [2015] EWHC 269 (TCC), underlines the importance of bringing your terms of business to the attention of customers and clients.

Transformers & Rectifiers had bought gaskets from Needs for years. Transformers would send a purchase order (PO), sometimes by email, sometimes by fax and on occasion by post. Its standard terms and conditions of business were printed on the back, with nothing on the front of the PO to indicate as much, and, critically, when they sent PO's electronically they only sent the front.

On receiving a purchase order from Transformers, Needs would send an order confirmation which stated, 'The quoted prices and deliveries are subject to our normal Terms and Conditions of Sale (copies available on request)'.

On the face of it, it is a classic 'battle of the forms' situation where both parties were attempting to assert their own standard terms. Ordinarily, the last party to attempt to assert its terms, or 'fire the last shot', wins.

A dispute arose when Transformers claimed a delivery of gaskets was off spec. Each party had been doing business assuming that its terms applied. Both were disappointed to learn that, in the view of the High Court, neither's applied.

Because there was no mention on the front of Transformer's POs that its terms applied and by failing to send the back of the PO in the majority of cases when ordering gaskets, Transformers had (a) failed to give reasonable notice of its terms and (b) failed to make it sufficiently clear that it intended they would apply, despite the fact that at certain points in the relationship Needs had received a set of Transformer's terms and were aware of them.

Needs on the other hand, by failing to send Transformers a copy of its terms at any point, had similarly failed to give reasonable notice of its terms, so its terms had not been effectively incorporated into the contract either. The Judge acknowledged that if Needs had been trying to rely on well known industry standard terms, rather

than its own bespoke terms, the outcome may have been different because it had at least stated that its terms were to apply.

The decision is a reminder that:

- the best way to incorporate standard terms of business is to provide the other party with a set and also to state clearly that they will apply to the order or contract
- you must do this before delivery or performance of the services takes place
- if your terms are on the back of your purchase orders state so on the front and send both sides
- do this consistently.

If you use well known industry standard terms courts may be prepared to accept that providing a set to the other party is not essential, however you still need to state clearly at the negotiation stage that they apply.

The subject is a minefield and each case will turn on its own facts but if you follow the procedure described and you remain alert to your counterparty attempting to impose its terms instead, you stand the best possible chance of your terms applying.

The Hull Internship Programme

Looking for staff with fresh skills that can bring innovative thinking to your organisation?

Have a project that could benefit from the knowledge and attributes that a high calibre student or graduate could offer?

The Hull Internship Programme could be just what you need!

The University of Hull's internship programme has been successfully running for over five years, offering students and graduates a chance to gain important skills in a particular industry.

The scheme is successful because it gives potential employees the opportunity to see what the reality of working for a particular business is like whilst also enabling employers to assess an intern's capability before making them an offer of employment.

The University of Hull Careers & Employability Service is keen to hear from employers who

would like the chance to benefit from a graduate's up-to-date knowledge, enthusiasm and skills through the Hull Internship Programme. Internships are a proven way to get help with a project, launch a new initiative or even develop a particular area of your business that you may not currently have the resource for.

Typical internships include activities such as marketing, research, social media, IT, engineering, project management, or lab support. The Employer Engagement Team can assist you every step of the way.

Benefits:

- Gain fresh ideas and enthusiasm from highly motivated and self-sufficient individuals.
- Access groundbreaking technical knowledge and skills.
- Utilise a cost effective recruitment solution with low risk.

- An opportunity to access graduate talent early.

A 2014 internship host - Testimonial

The Hull Internship Programme has provided us with the opportunity to access local, talented individuals and to recruit them into our workforce. This process of recruitment through the University of Hull and the additional incentive of a salary subsidy, has really allowed us to invest in its students and graduates, so it's a relationship that we would like to keep growing and growing.

By advertising opportunities with the Careers and Employability Service, and recruiting a University of Hull final year student/2015 graduate, businesses may also be eligible for a subsidy of up to £1000 to contribute towards the intern's salary.

Contact Bianca Moone, Employability and Internship Officer on b.moone@hull.ac.uk or call **01482 462201**

More SMEs to Benefit from Finance Yorkshire Backing

Finance Yorkshire's successful investment fund will reach more growing businesses this year following further support from the European Regional Development Fund (ERDF) and match funders.

Finance Yorkshire will continue to make investments in SMEs, building on the economic impacts of the Fund which has seen more than 9,000 jobs created and safeguarded in Yorkshire and the Humber.

Finance Yorkshire's investments to date have increased overall turnover in the region by £280 million and generated private sector leverage of some £173 million.

Several investments have been made in SMEs across the Humber and North Lincolnshire by Finance Yorkshire, demonstrating how businesses can get access to finance and be supported to achieve sustainable growth.

Abbeyle Food Group in Scunthorpe received a £100,000 Business Loan from Finance Yorkshire which the company used to acquire and refurbish a new factory in the town.

Abbeyle Food Group supplies supermarkets and caterers with prepared foods and has seen a rise in demand for gluten-free products. The business has secured two previous investments from Finance Yorkshire which assisted in the purchase of new equipment and the cost of fulfilling contracts.



L-R: Melanie Reynolds and David Ward of Finance Yorkshire with Andrew Hayes of Abbeyle Food Group

Finance Yorkshire has made Equity Linked Investments totalling £1.1m in Hull-based Envirodoor, an international manufacturer and supplier of specialist and industrial hygienic doors. Envirodoor has established itself as one of Europe's leading specialist door companies and last year saw major expansion with the acquisition of two companies – SCF (Hull) Ltd, a specialist steel fabrication business and Dividers Folding Partitions Ltd, manufacturers and suppliers of internal sliding and folding partitions.

Vehicle Livery Solutions, also based in Hull, secured a £35,000 Business Loan from Finance Yorkshire to fund additional working capital and buy new vinyl cutting machines and a printer. The £800,000 turnover company, formed in 2009, manufactures and applies liveries for over a quarter of the police forces across the UK. It also supplies private clients including advertising business Clear Channel and Volker Rail.

Finance Yorkshire Chief Executive Alex McWhirter said: "The economic impact of our investments has been significant and is clearly illustrated by the success of companies like Abbeyle Food Group, Envirodoor and Vehicle Livery Solutions. Finance Yorkshire brings huge value to businesses

seeking access to finance which remains one of the biggest challenges for SMEs.

"Having raised further investment capital it is business as usual for Finance Yorkshire as we continue to invest in SMEs across Yorkshire and the Humber to support the creation of even more jobs and sustainable growth in the regional economy."

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

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



For more information about Finance Yorkshire, please visit www.finance-yorkshire.com or call **0300 030 6060**.



Alex McWhirter, Chief Executive of Finance Yorkshire

Airline Announces Additional Routes

Monarch, the leading scheduled airline to leisure destinations, has announced additional routes and frequencies to its winter schedule for 2015/16 from Leeds Bradford airport; which covers flights until the end of April 2016, including the popular Easter period.

The following additional routes are now on sale for winter 15/16:

- Leeds Bradford - Larnaca
- Leeds Bradford - Menorca
- Leeds Bradford - Majorca

Additional frequencies have been added on existing Leeds Bradford routes for winter 15/16:

- Leeds Bradford - Alicante
- Leeds Bradford - Barcelona
- Leeds Bradford - Faro
- Leeds Bradford - Tenerife

Marjan Schoeke, Head of Network Development for Monarch Airlines, said: "We are delighted to announce the release of additional flights and frequencies to our schedule for winter 15/16 from Leeds Bradford airport. These additional routes and frequencies provide our customers with an even greater choice of destinations whether that be winter sun or city short breaks."

Tony Hallwood, Leeds Bradford Airport's Aviation Development Director, said: "The wider choice of

Monarch destinations and increased frequencies next winter will be welcomed by our passengers flying from Leeds Bradford to Spain, Portugal or Cyprus for a winter sun or short city break. With seven routes now on offer and with additional Christmas and Easter departures there has never been a better time to book with Monarch."

Tony Hallwood of LBA



New General Manager Appointed at Napoleons Hull

Napoleons Casino & Restaurant on George Street in Hull has announced the promotion of Mik Santana to General Manager.

Mik, previously Assistant General Manager at Napoleons Hull, joined the Napoleons group in 1998 and has worked at both the Leeds and Bradford branches before joining Hull as Assistant General Manager in 2005.

Mik will take on the responsibility of the Hull team and general running of the venue, reporting directly to Casino Operations Director Tony Armstrong, who previously held the position and has since been promoted to his new position overseeing overall operations for Napoleons in Hull and Sheffield.

New to the Hull team is Tim Ford who joins as Assistant General Manager. Tim has been with the company since 1999, previously working as a Gaming Manager at Napoleons Casino in Leeds.

Mik comments: "Following 17 enjoyable years with the Napoleons group so far, I'm looking forward to the exciting times ahead and taking the reins in Hull and continuing to secure the venue's current success and excellent reputation."

Tony Armstrong, Casino Operations Director, said: "We are extremely pleased to welcome both Mik and Tim to their new positions. Both bring a vast wealth of knowledge and experience to the roles having spent many years with the company. With



lots already planned for 2015 Mik and Tim have some exciting times to come as they continue to run Napoleons as Hull's favourite entertainment venue."

Businesses Back Campaign for New Breast Cancer Equipment

A new appeal for equipment which will bring significant improvements to breast cancer diagnosis throughout Hull and East Yorkshire was boosted with a major donation at its launch.

Clarity – the Hull and East Yorkshire Appeal for Tomosynthesis, aims to raise £80,000 towards the cost of installing tomosynthesis facilities at the breast care unit at Castle Hill Hospital.

The launch at Chamber Member Tapasya Restaurant and Bar in Hull saw the presentation of a cheque for £2,000 by trustees of Hull & East Riding Breast Friends (HER Breast Friends).

Clarity was set up by staff at the breast care unit at Castle Hill Hospital. Carly Medlock, Breast Care Health Promotion Officer for the Humberside Breast Screening Service, said: "We are so grateful to HER Breast Friends. The money will help the appeal get off to a great start, and they are also demonstrating the importance of the campaign and the need for the equipment."

Tomosynthesis enables testing procedures to show 'slices' of tissue and get a very detailed picture of any areas of concern. Using tomosynthesis alongside conventional mammography will help to reduce the need for biopsies by helping to identify benign lesions without the need for pathology.

A Director of the Tapasya, Tapan Mahapatra, is also a well-known onco-plastic breast surgeon who has worked at Castle Hill Hospital and Spire Hospital in Anlaby for 17 years. He agreed to close the restaurant to the public for the launch and to provide the food at cost price.

He said: "Tomosynthesis is available in Grimsby and York but we need to bring it to Hull and East Yorkshire because it can make a big difference for patients by removing the need for some biopsies and by detecting problems which might not be picked up by other methods."

What Does the Future Hold for Employment Law?

By Teresa Thomas, Partner and Head of Employment Law at Wilkin Chapman LLP

The last two months have seen some major changes in employment law taking effect. Teresa Thomas, Partner and head of employment at Wilkin Chapman LLP explains the key changes and highlights how the recent General Election result will impact on businesses and individuals in the workplace.

Shared parental leave

The new right to take shared parental leave is available to parents of children born or placed for adoption with them on or after 5 April 2015. Mothers can now return to work prior to the end of the statutory maternity leave period and their partner can take the balance of leave. Employers need to note that employees can request to have discontinuous periods of leave (with blocks of work in between).

Adoption leave

With effect from 5 April, the requirement for 26 weeks' service before employees become entitled to adoption leave was removed, and adoptive parents' rights are to mirror more closely those of mothers taking maternity leave.

Unpaid parental leave

Also with effect from 5 April, the current system of unpaid parental leave has been extended to parents of children up to age 18 (currently only parents of children up to the age of five can take the leave).

Changes to national insurance

From 6 April employers' national insurance is not due in relation to those employees who are under the age of 21 up to the upper secondary threshold.

Annual rate increases

From 6 April the weekly rate of statutory maternity, paternity and adoption pay increased to £139.58 with statutory sick pay now at £88.45 a week.

A week's pay for redundancy purposes has now increased to £475 and the cap on the compensatory award for unfair dismissal has risen to £78,335.

What next?

Over the lifetime of the previous coalition Government we have seen heated debates on topics such as zero hours contracts, low pay and Tribunal fees and these continued to feature heavily in the manifestos of each political party. All of these areas are highly important to both businesses and individuals, so now that the Conservatives have an outright majority how will this impact the workplace over the next five years?

Strike action

The Government's main aim is to achieve full employment in Britain, with the highest employment rate of any major economy. This also includes changing the rules on strike action to restrict strikes taking place and causing disruption.

National minimum wage

The Government want to see a real term increase in the NMW, rising from its current level of £6.50 per hour to reach £8 per hour by the end of the decade.

Zero hours contracts

The Government wish to ban exclusivity clauses preventing employees working for another employer; enhance information and guidance to improve transparency over terms and rights in such contracts.

Tribunal system and fees

The Conservative party introduced the current fee regime which requires employees to pay fees both to issue a claim to the tribunal and also in advance of the final hearing and they have no plans to change the current system.

Work and families

The Conservatives will increase the entitlement to free childcare to 30 hours for all three and four year olds of working parents.



Our specialist employment team will keep you updated on future developments but if you have any questions then please contact Teresa Thomas on **01472 262626**, email tthomas@wilkinchapman.co.uk

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solicitors



John Clugston -GSMG Lifetime Achievement Award



Bradbury Group -Forrester Boyd Business of Excellence Award



SOMI Trailers Ltd –The HBP Systems Innovation Award



Nisa Retail – The Barclays Excellence in the Community Award



Wise Owl Private Day Nurseries Ltd
– The Grimsby Institute Training Excellence Award



A Torn Construction Ltd – The North Lincolnshire Economic Investment Award



Mentis Therapy -The Business Hive Small Business Award

‘Wizard’ Night at Chamber Northern Lincolnshire Business Awards

A glittering celebration of the best of Northern Lincolnshire Businesses culminated with John Clugston being presented with a Lifetime Achievement Award by Chamber President Steve Eastwood and Editor of the Grimsby Telegraph, Michelle Lalor.

In front of a packed house of more than 400 guests, Bradbury Group too had a night to remember, picking up two top accolades from this year’s Awards, the Forrester Boyd Business of Excellence Award and the Wilkin Chapman Grande Business Person of the Year Award, given to MD Tim Strawson.

With a ‘Wizard of Oz’ theme, this really was a night where ‘dreams that you dare to dream really do come true’. Guests were welcomed by

students from the Grimsby Institute and North Lindsey College dressed as Munchkins and other characters from the film. With Kansas themed canapés and a sparkling drinks reception sponsored by Oaklands Hall Hotel, the evening got off to a great start. After a delicious locally-sourced Dinner prepared by The Lincolnshire Chef, guests were entertained by Grimsby Institute students and professional performers from the West End in a Wizard of Oz Spectacular, before going into the highlight of the evening, the presentation of the 2015 Awards.

Chamber President Steve Eastwood said “Business is really beginning to grow throughout the region and no more so than on the south bank of the Humber. It is perhaps not surprising therefore

that building companies have featured so heavily amongst tonight’s winners. The quality and diversity of the entries this year has been fantastic and we are proud as a Chamber to put on this event with partners Grimsby & Scunthorpe Telegraphs.”

Local girl and TV celebrity Helen Fospero was compere for the evening and a raffle raised over £2,500 for the chosen charities of Lindsey Hospice and Young Enterprise, charities chosen by south bank Chamber Chairs Anthony Winn of Handelsbanken and Kathy Fillingham of C R Parrott Consultants Ltd.

Thanks go to all the sponsors and suppliers and everyone who supported the event and made it a night to remember. Congratulations once again to all our winning companies.



Jembuild Ltd – The North East Lincolnshire Economic Investment Award



Charlotte Hay – The Creative Larder
- Franklin College Young Entrepreneur of the Year Award



Flixborough Eco Technologies Ltd
- The CR Parrott Consultants New Business Award



GSA Environmental Ltd - HSBC International Trade Award



Tim Strawson- Bradbury Group
– The Wilkin Chapman Grange Business Person of the Year Award



GS Kelsey Ltd - The ABP Business Growth Award

JUDGING – BUSINESS AWARDS 2015 - RESULTS

AWARD CATEGORY	WINNER	RUNNER-UP	RUNNER-UP
The Business Hive Small Business Award	Mentis Therapy & Training	Jembuild Ltd	Tower Staff Construction Ltd
The ABP Business Growth Award	G S Kelsey Ltd	A Torn Construction Ltd	Jembuild Ltd
The Wilkin Chapman Grange Business Person of the Year Award	Bradbury Group – Tim Strawson	Wise Owl Private Day Nurseries – Toni Krajnik	Jembuild Ltd – Paul Barker
HSBC International Trade Award	GSA Environmental Ltd	John E Haith T/A Haiths	Ramsden International
The CR Parrott New Business Award	Flixborough Eco Technologies Ltd	PC Support Company	Beauty at the Gate
Franklin College Young Entrepreneur of the Year Award	The Creative Larder Ltd – Charlotte Hay	G S Kelsey Ltd – Matthew Robinson	BHP Reviews.com Ltd – David Haagensen
The North East Lincolnshire Economic Investment Award	Jembuild Ltd	Riverside Tapas & Cocktail Bar	Red
The North Lincolnshire Economic Investment Award	A Torn Construction Ltd	Bradbury Group	GS Kelsey Ltd
The Grimsby Institute Training Excellence Award	Wise Owl Private Day Nurseries Ltd	Care Plus Group	Nisa Retail
The Barclays Excellence in Community Relations Award	Nisa Retail	Shoreline Housing Partnership	Care Plus Group
The HBP Systems Innovation Award	Somi Trailers Ltd	Wise Owl Private Day Nurseries Ltd	Road Traffic Solutions Ltd
Forrester Boyd Business of Excellence Award	Bradbury Group		
GSMG Lifetime Achievement Award	John Clugston		



GW Power Keeping You Efficient and Compliant

At GW Power we provide electrical installation and mechanical work alongside a range of compliance services including but not limited to periodic electrical testing, gas servicing, water hygiene testing, fire alarm maintenance and emergency lighting.

We will ensure compliance with the latest British Safety Standards regulations by using our expertise and knowledge.

GW Power works with a variety of industries and domestic customers on a daily basis. Some of our clients include Hobson and Porter, NPS Humber, GF Smith and several educational Academies within the Hull and East Riding area. Working for Treves UK we recently completed numerous machine moves at their Leeds site to help improve efficiency within their production line. We can offer complete turnkey solutions, including specialist equipment, contract lifting and transport, all supported by our teams of mechanical and electrical engineers.

Furthermore our team was awarded the job to change the conventional fluorescent light fittings at Hornsea Sports Centre to a Thorlux Smart System on behalf of Hobson and Porter for their client East Riding of Yorkshire Council. These lights exploit the latest digital technology to provide a simple, effective method of lighting control that minimises energy consumption whilst retaining high levels of user comfort. A discrete sensor integral to the luminaire monitors ambient light and presence controlling output to the correct level, and ensuring that the area is only illuminated when occupied.

We take pride in providing a great service, being

professional and helping our customers meet their goals. We listen to our clients, their needs and ideas to create better solutions and work together to build strong, open and trusting relationships. We always strive to do better by refusing to accept inadequate work and looking at how we can provide electrical and mechanical installation work.

Within the next year we are looking to expand our client base and employ more engineers with a focus on apprentices. Director Daniel Haley has outlined the companies aim to have one apprentice to every four engineers; "I believe it is

important to bring new talent into the industry and to train them to our high standards. I believe this will give us an advantage in the market place over our competitors."



GW Power would like to offer an introductory discounted rate to all Chamber Members. For more information please contact Daniel on **01482 828585** or **07530 957385** or email **daniel@gwpower.co.uk**



Chamber's North Lincolnshire Area Council Elects New Chair

Kathy Fillingham has been elected as the new chair of the Chamber's North Lincolnshire Area Council.

Kathy, the Finance Director of CR Parrott Consultants Ltd, received the chain of office from Paul Goulard, from Clugstons, who has held the position for the last two years.

Kathy thanked Paul for his service and said she is looking forward to chairing the meetings. "I'm extremely proud to step up from my Vice Chair role, to now become the Chair of the North Lincolnshire Area Council.

"It is an honour to lead the Chamber's Area Council which provides a fantastic opportunity not only to become more involved in Chamber Policy and Strategy, but to develop relationships, knowledge and understanding throughout our

local business community.

"I'm very passionate about the Humber region as a whole and the superb opportunities for upward development and growth in our area which are finally coming to fruition – and North Lincolnshire is playing a significant role in this success.

"One of the key areas I want to focus on is the development of Employability Skills for the younger generation. Through my work on the South Humber Young Enterprise Board, I come across many amazing, motivated students. However there is still a significant amount of work to do to bridge the gap between qualifications achieved and the basic employability skills required for the workplace, and I'm pleased to see a number of different agencies now broaching this subject and looking for positive solutions."



Handing over the chain of office to Kathy, Paul said: "I have enjoyed my two years and it has been good fun chairing the meetings, thanks largely to Anne Tate and Ian Kelly who are a pleasure to work with. We've got a few new Members coming in too, so it's all very positive."

If you would be interested in attending future North Lincolnshire Area Councils, please contact Anne Tate on **01472 342981**.

Chamber Gives Unanimous Backing to UTC Project After Lesson in How New School Aims to Ease Skills Shortage

The Hull & Humber Chamber of Commerce gave its unanimous backing to plans for the Ron Dearing University Technology College (UTC) at its recent Chamber Council meeting.

Charlie Spencer, chairman of the Spencer Group, updated the Council on the £10-million UTC's progress and what it will mean for the Humber's skills agenda.

Mr Spencer told the meeting that he believes the UTCs are a concept worth backing and will eventually see students leaving education with skills specialisms relevant to local businesses, equipping students to go straight into work.

The meeting heard that as many engineers reach retirement age, there is a looming skills shortage for key industries. UTCs teach the National Curriculum, but also skills, and take students from the ages of 14-18 who study a specialist subject, receive mentoring and work experience.

Mr Spencer said: "The Hull UTC is named after Ron Dearing, a local lad who did very well for himself and became a Lord. Members of the UTC include Siemens, E-Buyer, KC, the Spencer Group, Hull City Council and the University of Hull."

Students attending the new facility will study Mechatronics, a mix of mechanical and electrical engineering which includes digital control systems and computer engineering, filling a crucial gap for businesses which currently have difficulty finding employees with these skills.

Local employers will be urged to give UTC students an interview when they are recruiting new staff. Mr Spencer said he hopes the UTC will produce future employees who are a better fit for businesses.

Speaking at his first Chamber Council meeting, Finbarr Dowling from Siemens explained that the UTC will have 150 students in each year group and there will be four year groups, totalling 600 students in all – which means 150 students a year will be graduating from the UTC work ready.

They can then go into apprenticeships, internships and take any number of other vocational directions.

Mr Dowling said Siemens supports similar schemes all over the UK which give students a vocational education, building robots, doing work experience and learning the skills to make them work ready.



(L-R) Finbarr Dowling, Charlie Spencer and Ian Kelly.

"We now have a lot of work to do to publicise the UTC and make it aspirational for young people to attend.

Students, or Screenagers, as Mr Dowling referred to them, and their parents interested in finding out more about the Ron Dearing UTC, can register their interest on the website, **www.rondearingutc.com**.

The Chamber Council gave its unanimous backing to the Ron Dearing UTC which is expected to be open by 2017.

Legal matters

Product liability – reducing the risks to your reputation and your balance sheet



N A B A R R O
CLARITY MATTERS

Product liability is high on the agenda following some hard-hitting headlines over the last year. We'll help you deal with product liability issues to reduce the potential risks to your organisation's reputation, as well as your balance sheet.

Product liability matters can be a major risk for manufacturing companies, distributors or retailers. Many companies are now alive to this challenge and have good management systems in place to deal with such incidents if and when they occur. However, they can cause business disruption – management and employees are likely to be diverted from their usual duties to investigate, put measures in place to ensure that products are dealt with appropriately, deal with questions from the regulators, and generally to put it right again.

Are your products captured?

The regime covers all consumer goods produced in the workplace, including for example small parts of larger products such as engine parts, or throughout the food industry where the standards look largely to hygiene.

When does product regulation kick in?

A product will be considered to be defective if, when it was supplied, it did not meet the legitimate expectations of persons or organisations using it, taking into consideration the manner in which, and the purposes for which, the product was marketed, and any instructions or warnings which accompanied the product. This can include price marking your goods for retail and weighing or measuring your products.

Does an item for sale or for installation need to be defective for requirements to apply?

No – there are considerations that producers and manufacturers should take into account when the product is made, as well as checks to be made by those further down the supply chain right to the point of sale. This includes, for example, testing by manufacturers to the required standards for construction products under the new Construction Product Regulations (which applied from mid-2014), or even a wider review of compliance for your own procedural steps.

How can we help?

Our legal team is well-equipped to guide you through the key areas of product liability – from regulatory compliance, product documentation and risk management, to crisis management and litigation. You'll be advised on the best way to reduce your risk of product liability and how to minimise the damage it could cause.

5 Top Tips

-  **Do** – assess the risk and cost of product issues for your business
-  **Do** – make sure that the producer has supplied the requisite documentation with the product to pass down the chain
-  **Do** – carry out an audit on product liability if you are a producer or manufacturer
-  **Don't** – forget to check which products are caught by the changes to the EU product regulation requirements of declaration of conformance and CE marking
-  **Do** – keep an eye on our website for further updates on the Construction Product guidance and case-law emergence

Contact Esme Saynor on +44 (0)114 279 4245
www.nabarro.com

Still Time to Enter Your Company or Nominate Another for The Chamber Bridlington & Yorkshire Coast Business Awards 2015

There is still time to enter or nominate businesses and people to win an award at the Chamber Bridlington and Yorkshire Coast Business Awards.

Any business or business person located within the boundaries of East Riding of Yorkshire, Scarborough Borough, and Hull City are eligible to enter or nominate, and the closing date for entries is 31st August 2015.

Entry is free and easy to complete by visiting the event website at www.cbycba.co.uk and clicking on the 'Enter Now' button on the Home page. Simply complete the online form by following the instructions. Once your entry has been received, a confirmation of receipt message will be sent to you. Your company will then be listed as 'Entered' on the 'Entries' page, and to promote you, your company name will be hyperlinked through to your website if you provide a website address on your entry.

You can view the criteria for the different categories by visiting the 'Categories' page on the website. Some of the Categories include: Best Small Business, Best Medium / Large Business - Sponsored by Bee Health, Best Tourism & Hospitality Business - Sponsored by Wold Top Brewery. There is also the Overall Business of the Year Award which is sponsored by Lloyd Dowson Chartered Accountants, this award will be chosen from the ten winners of the various categories.

All finalists, three from each category, will receive recognition plus two complimentary tickets to attend the event on 16th October 2015 at The Spa, Bridlington. If you require any further information and details then please contact Geof Humphrey, email nesl@btconnect.com or telephone **07528 522592**.

Finance Yorkshire Invests £1.1 Million in Hull Business

An international manufacturer and supplier of specialist industrial and hygienic doors has secured a second major investment from Finance Yorkshire, taking the total amount invested by the regional funding body in Envirodoor to more than £1.1 million.

The £550,000 Equity Linked investment in the Hull-based business follows an initial £600,000 funding package made in October 2012.

Envirodoor, headed by Mark de-Villamar Roberts, has established itself as one of Europe's leading specialist door companies. Its key market sectors include food, automotive, pharmaceutical, marine and energy.

The second tranche of finance from Finance Yorkshire will be invested across the de-Villamar Group which last year saw major expansion with the acquisition of two companies – SCF (Hull) Ltd, a specialist steel fabrication business and Dividers Folding Partitions Ltd, manufacturers and suppliers of internal sliding and folding partitions.

Finance Yorkshire's funding package will support investment in materials and marketing for the newly-acquired Dividers Folding Partitions business, improving stocks and parts for the Group's maintenance division to enable it to deliver quicker response times to its customers. Mark added: "We will also be investing in our Group's IT infrastructure, marketing and new



(L-R) Mark de-Villamar Roberts & Ian Brown of Finance Yorkshire

premises in East Yorkshire which will house a new steel factory for SCF (Hull) Ltd and new offices for both Envirodoor and SCF."

For 2015, the de-Villamar Group is forecasting growth for Envirodoor in the Middle East and Far East, while there is export potential for Dividers Folding Partitions in the Middle East and SCF (Hull) Ltd in the US.

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

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

For more information about Finance Yorkshire, please visit www.finance-yorkshire.com or call **0300 030 6060**.

Helping Chamber Members Understand Their Utility Bills

CHAMBER
ENERGY
SOLUTIONS

Chamber Energy Solutions is an Official Partner of the Hull and Humber Chamber of Commerce. One in five business people admit that they don't understand their commercial energy bills, 60% of business people were unable to identify that E or A readings mean estimated or actual, whilst a quarter (25%) did not understand the term unit rate.

With 46% of small businesses believing that energy prices will go up in the next year Chamber Energy Solutions is committing resources to help business people get the information they need to make sense of their bills, and the energy market.

Businesses need help to navigate the energy market. That starts with understanding your statements. The terminology can be confusing, but it's important to get a handle on it because it impacts a business's bottom line: if you don't know that you're paying an estimated bill you can be in for a nasty surprise.

The team at Chamber Energy Solutions believes passionately in making the energy sector easier to do business with. It shouldn't be complicated,

confusing or opaque. Instead, we strive to take the hassle out of managing your energy, and the first place to start is by making bills less baffling.

As part of Chamber Energy Solutions' Utility Management Plan we help customers AND non-customers avoid the pitfalls, which can cost time and money, with the following:

- Bill Checking Service
- Meter Reading Service
- Freephone Chamber Energy Helpdesk

Our Chamber Energy Helpdesk offers free, impartial and jargon free advice to Chamber Members. We are here to answer your questions about bills, invoice terms and other aspects of your energy billing. They can also provide help and advice to help you reduce your energy and water consumption.

Call **0800 923 0210** Monday to Friday or email help@chamberenergysolutions.co.uk
www.chamberenergysolutions.co.uk

Life Begins at Forty for Systematic Print Management

Systematic Print Management in Caistor are celebrating their 40th Anniversary.

Organisations across the UK rely on the 26-strong team for a wide range of print, design and marketing projects.

The business embarks on this new era with the accolade of the UK's Print Management Company of the Year under their belts, awarded by the authority on print, the Independent Print Industry Association, in June 2014.

Nick Robey founded the business in 1975, finding a niche in selling computer print and consumables to businesses. The product range was narrow but in demand, and Systematic added value through linking customers' needs to manufacturers, the very foundation of their print management offer today.

Today, with son Chris Robey at the helm, the team are a trusted pair of hands for any print project. As well as the traditional, they embrace many new forms of print, such as personalised promotional products.

Systematic's Studio is also a key part of the end-to-end offer, bringing creativity and flair to print and electronic projects, whilst making the most of the very latest ways for organisations to interact with their contacts, such as through augmented reality and animation.

During these 40 trading years, Systematic were the first print management business to achieve



accreditation to the quality standard ISO 9001 in 1992 and they were granted a Royal Warrant by Her Majesty the Queen in 2008.

Closer to home, they won the Lincolnshire & Rutland Winning Business Award in 2004 and the Heart of the Community Award in 2013, in addition to the Print Management Company of the Year Award in 2014.

Managing Director Chris Robey said: "I would like to thank our customers for their loyalty and support, and my colleagues for their hard work and dedication. Our blend of knowledge,

experience and innovation is strong, and we look forward to the future with excitement."

The team are involving their loyal client base in the celebrations. One particularly colourful legacy to this milestone takes the form of 4,000 daffodils, which Systematic gave to their contacts in the autumn.

The project honoured Nick Robey, their founder, who is a daffodil enthusiast. Daffodils are also said to be a lucky emblem of future prosperity, which the team can take forward into their decades of trading ahead.

PDS Engineers Achieve CSCS Gold Card Accreditation

Paragon Data Services' Senior Engineers have achieved accreditation from the Construction Skills Certification Scheme (CSCS) after completing an NVQ level 3 to gain their CSCS Gold Cards.

The cards allow the company's engineers to have supervisory access to construction sites in the UK, and confirm they have the correct qualifications and training to work in the industry.

Five of Paragon Data Services' Senior Engineers started the 12 month NVQ course in 2014 including Keith Parkinson, Richard Lloyd, Paul Taylor, Gary Dunlin and Wayne Harper. In addition, Senior Engineers Jamie Stubbins and Adam Register are also currently taking the course.

The CSCS Gold Card accreditation is part of Paragon Data Services' continued commitment towards the professional development and training of its staff.

Iain Bland, Managing Director, said: "Since establishing Paragon Data Services it has been a key objective of mine to ensure our team members are given every opportunity to gain new qualifications and training. Our engineers are highly experienced and do a fantastic job, so it's fitting that they have now achieved accreditation from the leading skills certification scheme within the UK construction industry."

As well as completing the NVQ level 3, Paragon Data Services' Engineers are currently undertaking



an Asbestos Awareness Course.

In 2014, Paragon Data Services achieved Safecontractor accreditation and became a Living Wage Employer. The company employs 30 people and has offices in Hull, Newbury and London. Paragon Data Services supplies a wide range of services including network and data cabling, wireless networks, business telephone systems and Induction loops.

Be Smarter in Business

When under pressure, most people do not think straight. When we end up working on what is urgent and important, we get 'brain fog'. A DIY lobotomy where our front lobes of the brain start to shut down.

We have all gone through this at some point. Perhaps in a meeting and our mind suddenly goes blank or in an exam where we know the answer but just cannot think of it. Another example is when we have rehearsed a speech or presentation endless times but under the pressure of actually doing it, we totally forget what we are going to say.

In business, this 'brain fog' often affects the business owner as well as the team when the work becomes urgent as well as important, often when it has become time demanded. It is difficult to focus on a particular task and impossible to think straight in this situation.

We say things like we need to 'think outside the box' when actually we cannot see what's outside or if there even is a box!

Sometimes 'brain fog' can make people react in a volatile or angry way which they then later regret.

This front lobal shut down mechanism is from two hundred thousand years ago when our ancestors evolved a survival advantage. In an emergency, like when they encountered a lion, all the clever thinking parts of the brain shut down to leave the two options, either fight/flight, which is adrenaline driven or play dead, which is acetylcholine driven. As humans, we are still using this 200,000 year old software programming. We no longer meet lions but the stresses of our modern day life create

that same effect still, whether it be a stressful workload, a demanding boss, pressure of exams, strained relationships with our colleagues or difficult customers.

This pressure also comes as a result of working reactively in a business and not proactively planning what needs to be done. When we operate in a reactive way, it often creates stress as well as giving a sense of getting nowhere which negatively affects our energy levels and motivation too. Unfortunately our brain has not had a software upgrade so does not differentiate between modern day stress and the lion. Our DIY lobotomy, front lobal shut down, brain fog happens exactly the same as two thousand years ago.

Unfortunately, when we end up with this shut down, we do not have enough perceptual awareness left actually to realize we are in this situation. We think we are still operating at optimum performance. This is true of both the business owner, directors and the teams. Worse still, we can be in this state day in and day out as it becomes the norm and we think that this is how it is. It affects our capability and our capacity yet we can be totally oblivious to the fact that we are operating in this state. The problem is compounded by the fact that once this downward spiral has happened, it is difficult to see it, to have awareness and to know how to think your way back out of it. It is difficult to deliver great results when operating in this zone as it reduces creativity, the ability to make effective decisions and impairs our thinking for solving problems.

The good news is that the 'brain fog' is completely avoidable and, through careful planning in business, the stress that creates it can often be avoided and we can improve our mental clarity. It is not just planning that can positively affect our brain function and prevent the front lobal shut down.

Our physiology can massively impact the cognitive resources of our front lobe function and avoid taking us back to our primitive response mechanism.

In my coaching experience, working with successful companies, it is the vertical development of the leaders, their level of self awareness, maturity and cognitive coherence that lends itself to avoiding the pitfalls of operating in an environment that leads to 'brain fog'. It is important not only to learn the 'horizontal skills' required for driving your business forward such as acquiring knowledge, skills and experience, it is critical to work on the 'vertical development' which establishes capacity, creativity and capability. The horizontal level gets you started in building a successful business, but to be smarter in business and get you the great results and over the finish line, it takes the vertical development. This broader, deeper perspective and emotional intelligence empowers leaders to inspire and have impact and influence.

If you found this article interesting and would like to discover more about vertical development, please call Pam Featherstone on **01482 227060** or **07540888016** or email **pamfeatherstone@actioncoach.com** to book a complimentary coaching session to find out how coaching can reduce 'brain fog' and improve leadership skills in your company.

For more information or to take a Free Business Health Check, visit www.actioncoach.com/pamfeatherstone



**Pam Featherstone,
ActionCOACH,
Business Coaching**

ActionCOACH
business coaching

Competence is the Key to Access Advice

In the same way that a company would take great care in appointing solicitors, accountants and other professional advisers, any business should look for competence when tackling disabled access issues.

The costs in terms of cash and reputation of failing to respect the requirements of disabled people can be very severe. The procedures are straightforward – and relatively inexpensive if you engage your expert at the start of a project – yet still some people seek advice from the wrong sources, or don't seek any advice at all.

The best place to look is with the National Register of Access Consultants (NRAC), the only register in the UK of qualified access professionals who are skilled, experienced and fully conversant with the requirements of the 2010 Equality Act in terms of disability.

Ian Streets, Managing Director of Anlaby-based About Access, has now been appointed to the management board of the NRAC, having spent many years as a member of the organisation.

Ian has audited buildings for private companies of all sizes and in a wide range of business sectors. He has also completed projects for English Heritage, Scope and various local authorities and he regularly provides advice to Network Rail and The O2 Arena.

Ian has delivered training in access issues for clients including Shell, Scottish Environment Protection Association, housing associations, building surveyors and disability organisations. He is currently working on new build and refurbishment projects with a total building value of £200million.

Ian said: "There are people who provide access advice and do a good job who may not be a member of the NRAC, and they may do that without any problems. But if someone should challenge you about the level of accessibility in your business or design, any advice you have taken may lose credibility if you can't demonstrate that the source of the advice was competent.

"You should conduct the same due diligence as



you would with other professional consultants. Get a copy of their CV, ask for referees, check they are a member of the NRAC – and bear in mind the size of the project. The bigger the scheme the higher the cost if you have to pay compensation arising from a claim of discrimination, and then have to make major changes to your building."

Call **01482 651101** or **07957 564182**

Email: ian@aboutaccess.co.uk

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www.aboutaccess.co.uk





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www.be-everywhere.co.uk

Sap Business One Launch Event

Reality Solutions hosted a launch event at their offices in Hamburg Road, Hull, on Thursday 7th May for their new product offering, SAP Business One.

The event was attended by local Viking FM radio presenter Pete Edgerton, who opened the event, along with SAP experts and Reality Solutions staff. A number of local customers from across the Yorkshire region received a demonstration of the product and saw what it could offer their businesses. A prize draw was also held with the winner receiving a £200 Red Letter Day prize.

Reality Solutions are the first East Yorkshire based SAP Partner offering the SAP Business One solution. The SAP Business One application offers an affordable way to manage your entire business, from sales and customer relationships to financials and operations. This solution is designed for small to mid-sized businesses and is sold exclusively through SAP partners. SAP Business One helps to streamline processes, act on timely information, and drive profitable growth.

Reality Solutions have 12 years' implementation experience in the finance and ERP application market serving a variety of customers across the



Yorkshire and North Lincolnshire region. If you are interested in finding out more about this product or want to book a demonstration then please call us on **01482 828000**.



Private Client Lawyer Joins Firm

Leading law firm Andrew Jackson has recruited paralegal Sally Price to its private client team.

With more than 10 years' legal experience, Sally joins Andrew Jackson from another local firm where she worked as a paralegal assisting with wills and lasting powers of attorney. In her new role with Andrew Jackson, she will assist the department in all aspects of wills and probate work whilst building up her own client base.

Partner Richard Hoare, who is head of private client services at Andrew Jackson, said: "Sally has built up specialist experience of wills and probate work, as well as having achieved the Step foundation certificate in Trusts and Estates, consolidating her existing knowledge of the legal and tax issues which overlap with estate planning.

"I am delighted that Sally has decided to join our private client team, as she has a strong background in this area of work and has already shown her ability to put clients at ease when discussing sensitive matters such as this."



Stella Flemming (Centre) with two staff from The Deep

Penguins on Parade for Informal Insolvency Event

The priority for any insolvency practitioner is all about helping to keep businesses afloat, and The Deep provided the ultimate 'sink or swim' display when they welcomed Chamber Members Redman Nichols Butler and their guests for a corporate evening.

The Deep's penguins made fleeting appearances and the bigger penguins were Andrew Nichols and Janice Kirkwood, clad from beak to tail in penguin outfits and making the most of their place as the centre of attention to raise more than £1,000 for Yorkshire Air Ambulance.

Established nearly 20 years ago, Redman Nichols Butler are based in Driffield and, with additional offices in York and Scunthorpe, provide advice on procedures including bankruptcy, liquidation and administration to other professionals and individual businesses throughout the Yorkshire and Humber region.

The event was a second celebration at The Deep for the firm and Stella Flemmings, Manager of the Driffield office, said feedback suggested it was

great success.

Stella said: "We wanted somewhere informal and interesting. That's why we went to The Deep for the first time last year. This time we were looking for something different again. Someone mentioned the penguins and that was it!

"We did a business card draw with two prize bundles of a penguin soft toy, a family ticket for The Deep and a penguin adoption certificate. Around 150 people attended altogether and the feedback was very positive – I hadn't seen the penguins before. Now we need to think of something different again for next year!"

Freya Cross, Business and Corporate Manager at The Deep, said: "We've become a popular venue for serious business events including meetings and speeches and for people who want something a little less formal. The positive feedback which Redman Nichols Butler received shows that our team – including the penguins – did a good job!"

Hull Trains is First Operator to Introduce On-Board Information Screens

Passengers travelling with First Hull Trains will now have access to on-board information screens, fed by live real-time train running information, thanks to the launch of a new pilot that could help pave the way for the development of a wider roll-out across other operators.

The UK's first real-time on-board information system uses the National Rail Enquiries' live train running information known as 'Darwin', which takes in a number of industry data feeds and uses these to predict arrival and departure times.

In addition to current train running information, passengers will be shown supplementary information via new on-board High Definition colour display screens, including departure boards, when approaching interchange stations, underground status updates and even the weather at their destination.

Throughout the journey, passengers will be given up-to-date information about stopping patterns, expected arrival times, delays and delay reasons. There will also be access to Live Departure Board information at the next station (for planning onward journeys).

Hull Trains is the host for the project as the company was eager further to improve its on-board passenger information.

Will Dunnett, Managing Director at Hull Trains, said: "We've listened to our passengers to

understand their preferences for how and when they want to receive information. The project will mean that passengers with Hull Trains will be fully informed about all aspects of their journey both prior to departure, on-board the train and also on arrival at their station for planning onward journeys."

Passengers were interviewed before the pilot to understand their requirements and will be interviewed as the pilot progresses. The results will then be fed into the build of the production system that could be rolled out more widely across other routes.

The trial project is a collaborative scheme involving various partners including First Hull Trains, ATOC, Angel Trains, Alstom, KeTech and Icomera.

Their input has ensured a system design which is fit for purpose – delivering reliable and up to date information to rail passengers throughout their journey. A number of additional features are already in development.

By making it easier for people and organisations



to use live train-running information from National Rail Enquiries, the rail industry hopes to help ensure that more passengers consistently get the highest quality information about their services.

KeTech's Principal Technical Consultant Mike Dixon said: "Key advantages of the system are its ease of installation and efficient architecture, which is based upon KeTech's highly successful CIS products. KeTech regards this system as a game changer within the UK Passenger Information Systems market."

Alstom Transport is the original manufacturer of the Class 180 Trains. Sean Graham, Projects Director at Alstom Transport, said: "As the original manufacturer of the Class 180 Trains, we provided the vehicles integration design and installation to support First Hull Trains to bring a new experience for the customers of their services.

Angel Trains are another major partner in the project to deliver the new system. Andrew Hicks, Fleet Engineer at Angel Trains, said: "Angel Trains is excited to be launching this initiative in partnership with Hull Trains, Ketech and Alstom.

"The new on-board train information screens will provide real time travel information to passengers to improve their travel experience. This innovative system is testament to our partnership successfully moving forward with technology for the good of the passenger."

VPR Launches New Franchise Support Service

A new support service has been launched to help franchised companies and those seeking to franchise.

Verrill Public Relations has been providing marketing services to major franchisors for 15 years and now franchisee recruitment specialist Ron Hutton has joined the team to help deliver a comprehensive business development service.

VPR Managing Director Steve Verrill said: "I'm delighted that Ron has joined forces with us and I'm looking forward to being able to provide a personalised and effective recruitment service to franchisors and those looking to franchise.

"The timing couldn't be better as pension reforms means there is likely to be a surge of interest in franchises from people looking to invest their savings in a business rather than an annuity.

"We have helped clients to attract new franchisees by raising awareness of brands and opportunities for many years. Now Ron will be able to provide hands on expertise to deliver proven systems and processes to create even more powerful recruitment and business development campaigns."

Mr Hutton, a former recruitment director for Chemex International, said "This is an exciting time for the franchise industry and our new

service will ensure that clients are in the best possible position to gain from the increasing numbers of people looking to invest in a franchise.

"There are many one-size-fits-all solutions in the market place but our service will differ by being designed to meet the needs of individual franchisors while still remaining highly cost effective."



More information on VPR can be found at www.verrillpr.co.uk

Partnership NPS and Hull Truck Theatre Delivers Essential Skills



Staff from NPS Humber Ltd visited Hull Truck Theatre recently to undertake a workshop exploring how theatre can be used for communication and presentation skills. Working in partnership with The Art of Being Heard, staff involved had the chance to learn about how to present themselves in a variety of corporate environments, from board meetings to sales pitches, through various role-playing exercises.

The group examined how to remain confident in challenging situations, from meetings to appraisals, meeting clients and colleagues, giving tough news and needing to take charge and make an impact. The workshop looked at various tools which would assist with nerves, using breathing to help prepare, understanding how first impressions count as well as learning how to use your voice and presence during presentations to gain the attention of your audience.

This is just one feature available in Hull Truck Theatre's new business offer. If you are interested in finding out more about how Hull Truck Theatre can support your business please contact Victoria Winterton, Business Development and Events Manager, for more information at development@hulltruck.co.uk.

Workshop leader Chris Grady said: "It was a pleasure to work with this new emerging team at NPS, and I look forward to seeing how their individual careers develop through the company under the watchful guidance of Managing Director Phil Voza."

NPS Humber Ltd is a joint venture company formed in partnership between Hull City Council and NPS Property Consultants Ltd. From offices in the centre of Hull, NPS Humber delivers a range of consultancy services - design, technical and property management - for public and private sector clients.

Apprentices Turn Hard Work into Employment with Good Travel Management

As one of the region's leading providers of corporate travel solutions, Good Travel Management has always been keen to recruit local talent. Recruiting new blood into the corporate travel world can be difficult due to a tendency to source talent from within the industry and due to the lack of formal training courses on offer.

In partnership with Hull College, Good Travel Management has just completed a successful bespoke apprenticeship scheme tailored specifically for corporate travel students, combining classroom teaching delivered at the College's KC Stadium Campus, with office based assessments and training delivered by Good Travel Management.

Having seen four apprentices take on the new course back in March 2014, the successful pioneering business travel apprenticeship scheme was designed to give students both an NVQ Level 2 in Leisure and Business Travel as well as technical qualifications called the 'Certificate of Travel Services'. The course enabled students to study a range of subjects aimed at corporate travel, including arranging air travel and ground requirements, to personal skills such as customer service, creating a good impression to corporate clients and effectiveness in the workplace.

The company is very proud to announce that all four apprentices have completed their studies and have been appointed as full time business travel consultants. With offices not only in the Yorkshire area, but also in the West Midlands and Cheshire, the apprentices will now take on full-time roles in their respective locations.



(L-R) Clare Davison (Hull College), Chloe Hanlon, Molly Glazebrook, Jack Lloyd, Chelsea Gill, Julie Ormsby (All Good Travel Management)

Julie Ormsby, Senior Operations Manager, and Sara Jenkinson, Senior Travel Consultant of Good Travel, and Claire Davison of Hull College have been instrumental in setting up the new course and directing the content.

Julie said: "It is so important that the people who work for us have a solid grounding in corporate travel because the industry is very different in the leisure travel business.

"We have provided work experience to several Hull College students in the past and have always been impressed with them, so much so that a number are employed at the company now. But as our requirements for staff continues to grow, we decided we needed to be more involved with their training and that is why we have decided to partner with Hull College."

Course assessor Claire Davison added: "The College's main aim is to ensure all students leave with the greatest chance of employment we can possibly give them and this course really plays into that.

"There is a growing demand for qualified business travel consultants so we are delighted to be able to offer this as part of our growing prospectus."

Good Travel Management provide travel solutions to a wide range of the UK's SMEs, offering air and rail travel and hotel bookings.

Jacksons Chartered Accountants

Jacksons Chartered Accountants was started in 1995 by Mark Jackson, with the aim of delivering a truly personal service covering the full spectrum of business advice, drawing on his knowledge and experience gained from advising and running businesses.

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Keeping Things Moving in Hull & Humber

Many businesses in the Hull and Humber region would not be able to operate without a sound basis in logistics.

Running a manufacturing firm is a big enough undertaking without having to worry about transport issues which is why fleet hire and logistics companies are so important.

This is particularly true as more and more companies in the area begin to trade abroad, seeking out new and emerging markets to compensate for the declines in their traditional ones.

That means shipping products through the major docks on the Humber and along the East Coast, something which some companies may not have experienced on an international scale before, particularly at a time when they are expanding into the likes of Europe, China, Brazil and Mexico.

To ease the worry, many businesses outsource the delivery of their products to specialists, allowing them to focus on running and growing their businesses. That makes good business sense as these specialists understand the world of ferries and airports and foreign motorways.

As a result, the number of logistics firms in the Hull and Humber region has grown over recent years and to survive and thrive they need the transport infrastructure to be as good as it can be.

The infrastructure is already pretty good. The main centres of population are easily reached from across the Yorkshire and Humber area, which possesses good road and rail links to all parts of the UK and enjoys some of the best international connections of any English region.

Daily overnight ferry services run between Hull and Rotterdam and Hull and Zeebrugge, providing a direct link into the wider European motorway and rail networks. Over one million passengers are carried each year through the Port of Hull alone. South of the river there are strong sea links as well with Immingham handling vast amounts of freight on a daily basis, allowing goods to be moved quickly and efficiently.

The air links are good as well. For instance, Hull is within one hour's drive of both Humberside and Robin Hood (Doncaster/Sheffield) Airports, and within two hours' drive of East Midlands, Manchester, Leeds Bradford and Durham Tees Valley airports. These give a wide range of connections to Europe and beyond. The regular train service from Hull to Manchester Airport now takes less than three hours.

In addition, eight direct rail services run each day between Hull and London taking as little as 2 hours 40

minutes each way. There is an hourly service on the north Trans Pennine line to Leeds (and on to Manchester and its airport) and a twice-hourly service to Doncaster and Sheffield (with connections to the East Coast Main Line and into the Midlands).

On the roads, the A63 Trunk Road connects Hull directly into the national motorway system and the A1079 connects Hull to York and the North East. The Humber Bridge links into the A15 and the M180 to the south.

Of course, it is not all perfect and some working in logistics argue that some of the smaller road links could be upgraded to ease further the movement of goods, debates that continue on a regular basis. One of the initiatives in Hull that has been welcomed is the proposed upgrade of Castle Street (A63), which will remove one of the main bottlenecks of cargo travelling to and from the ports.

But given that the infrastructure is pretty good, what are you looking for in a logistics company if you want to export and import or move loads round the UK?

Well, a company with all of the below is well worth hiring.

A good way with customers - logistics can be fraught, and delays caused by everything from road accidents to bad weather can cause all sorts of anxiety for clients. A good logistics company makes sure its staff handle everything calmly and courteously to put the customer's mind at rest. And that they are adept at finding solutions when things are going wrong!

Accountability - Freight is not an exact science, so many things can come into play once a load is on its way, and a good logistics company will make sure that they keep the client informed of progress.

Technology - A good logistics company will make use of the best in new technology, including online tracking systems which allow them to know exactly where a product is at any given time.

Available - successful logistics companies make sure that, even if their teams are out on the road, the client can get hold of someone to find out the latest about their product's progress.

Additionally, reliability in a transport company is one of the most important requirements; customers need to have confidence that their consignments will be collected on time and delivered to the destination on schedule.

In addition to the firms that carry the large loads, there are also specialist delivery firms handling the likes of important letters and parcels.

That has become a growth area as the postal service sees itself opened up to fierce competition. And with Internet shopping growing rapidly in popularity, the presence of efficient companies that can span the world will become ever more important.



“The number of logistics firms in the Hull and Humber region has grown over recent years and to survive and thrive they need the transport infrastructure to be as good as it can be.”



Focus of People Power is the Key to Hull Trains' Success

When Will Dunnett came to work for Hull Trains in 2012, it was only meant to be on a short-term contract as a consultant.

Three and a half years later, he is the managing director overseeing an exciting period of growth for the company, which is part of First Group plc and this year celebrates its fifteenth anniversary.

Will was initially brought in to rejuvenate the company's sales, marketing and commercial operations, something that he had done successfully in a number of other travel businesses.

So effective was the review he implemented that First Group appointed him to the top job in 2013, the latest challenge in a career that has seen him work for more than twenty three years in the travel and transport sector.

He said: "Initially, I only worked two days a week for the company. The need was to refocus a business that had lost its connection with its customers a little.

"There was not a real problem but the growth in passenger numbers had stalled and it needed rejuvenating again."

There was already plenty to build on at Hull Trains, which was established in the year 2000 as an 'open access' company which means that, unlike franchises such as the East Coast Mainline, it has to apply for track access. The company also has to raise all its own finance without any public sector support.

Initially starting out with just three daily services, today Hull Trains employs 108 local people and operates 90 services a week between Hull and London Kings Cross with an extension recently introduced for Beverley.

Under Will's tenure, the business has witnessed unprecedented growth and profit and last year more than 860,000 passengers travelled with Hull Trains, year-on-year growth of almost 8%.

Those passenger numbers were achieved alongside customer satisfaction scores that are leading the industry. The business is frequently rated as first for passenger satisfaction in industry and consumer league tables and has one of the lowest delays per kilometre results of any long-distance rail operator.

Will said: "The focus for us has been to listen to our customers and respond to what they say. Our team is fantastic but three and a half years ago it was apparent that we could do more to give our

customers what they wanted and become more consistent in the way we dealt with them.

"It is all about making it as easy as possible to purchase from us and travel on our trains. This is particularly relevant as being an open access operator means that we can be more innovative or perhaps quicker to market with an idea.

"However, we do not get hooked up on the word innovation. To us, it can be something simple and all our employees are encouraged to come up with ideas.

"For example, they might simply notice that one of our services is regularly getting busier and customers would benefit from extra staffing – now that is innovative! The beauty of being a company like this is that we can be light on our feet. We can have an idea in the morning and it can be acted on by afternoon.

"The new connection into Beverley is perhaps a more thought-through and significant innovation providing the first ever direct service from the town to London King's Cross. The idea actually came out of people attending Driffield Show who said there was a need to extend our services, which we did and it has been a success."

To achieve its growth, Hull Trains has worked hard on one of the other problems that irritates travellers – reliability.

Under Will's leadership, Hull Trains has invested £5million in its fleet and taken maintenance in-house which has helped further to improve reliability. Hull Trains' Cancellations and Significantly Late figures are now some of the lowest in the long-distance rail sector.

The business has also topped the league in independent satisfaction surveys, including 96% in the 2014 passenger focus survey, which was 10% higher than the average score of long distance operators. It also topped the league for satisfaction,

service and punctuality in the 2015 Which? survey.

Hull Trains has introduced other initiatives, including new connection tickets and print-at-home tickets, and the UK's first on-board information screens fed by live real-time train running information.

The system uses National Rail Enquiries information to predict arrival and departure times and passengers are also shown information via display screens, including Underground status updates and the weather at their destination.

Will said: "It is all about people. We have the best people in the rail industry and they listen to our passengers to understand their preferences for how and when they want to receive information.

"The project will mean that passengers with Hull Trains will be fully informed about all aspects of their journey both prior to departure, on-board the train and also on arrival at their station for planning onward journeys.

"These kind of initiatives are important because we have so many competitors. We need to attract the people who still prefer to drive from our region to York or Doncaster to catch a mainline train or those who drive to London.

"I think we can change their preference about the way they travel. When I joined the company, most of the passengers were business travellers. In the past two years we have reconnected with them and built our leisure travellers business as well, with new ticket types and methods of purchase.

"Hull Trains has always been a good, local business. I think more recently we have done a fantastic job in improving every aspect of the customer facing side of our business, underpinned by our great people. As we mark our fifteenth anniversary, I am confident that there are a lot more opportunities to keep the city proud of the company that bears its name."

"It is all about people. We have the best people in the rail industry and they listen to our passengers to understand their preferences for how and when they want to receive information."



Will Dunnett
Managing Director of First Hull Trains



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Founded in 1919 W H Bowker was one of the pioneers of the first trailer movements from the UK to Europe in the early 1960s in response to industry's needs for a fast reliable service to and from the Continent.

The company opened its Hull depot on Victoria Dock in 1973, in order to provide services for its East Coast based customers and utilise the ferry links to Zeebrugge in Belgium and Rotterdam in the Netherlands.

Bowker has since grown and developed to become one of the regions largest and most successful logistics companies, operating a 15,000 pallet modern food grade storage and distribution facility from their six acre site, conveniently located opposite the King George and Alexander Dock port entrance in Hull.

The company currently operates a modern fleet of 150 vehicles and 350 trailers and provides flexible, comprehensive and reliable distribution and collection services from one pallet up to full loads, throughout the UK and Europe.

One of the company's key objectives is to minimise the impact of their operation on the environment and this is achieved by recycling

initiatives and by continually seeking to achieve reductions in the consumption of fuel. Consequently, we are committed to a continuing substantial investment in purchasing the latest environmentally friendly, low emissions Euro 6 Volvo trucks.

Bowker employ the latest satellite technology to track and monitor their fleet. This sophisticated system not only allows us to coordinate our vehicle movements with greater efficiency, but also enables intelligent route planning and the ability to divert vehicles to avoid delays, saving valuable time and fuel.

Drivers are fully trained and the vehicles are equipped for the transport of both non-hazardous general cargo and hazardous cargoes.

The company has recently been approved by HM Customs as an Authorised Economic Operator (AEO). This is an internationally recognised quality mark awarded to Bowker after demonstrating that our role in the supply chain is safe, secure and that our systems and procedures are compliant and that we operate to the required high standards.

Additionally, the company has also recently achieved certification of approval from the British Retail Consortium (BRC) for the quality and safety procedures involved in the storage and distribution of pre-packaged ambient food products, pharma ingredients and packaging.

In April the company was recognised by its customers and peers by receiving both the Responsible Care Award and the Logistics Award. This reflects the companies consistent investment in employee training and development, regular

internal audits and in having developed a culture of continuous improvement in health, safety, security and environmental management.

Bowker has a long-established reputation for reliability, high service levels and innovation. The company is often at the forefront of new technology, being one of the first operators in the UK to run on full air suspension and the first to operate the wagon and trailer drawbar concept. The company was also heavily involved in the testing and on-going development of the Dynafleet telematics vehicle information system.

The company benefits from its own in-house IT Dept., with systems developed to control all its transport and warehousing activities and to produce regular management reports and data.

Today Bowker continue to invest heavily in their employees, equipment and infrastructure to support its expanding operations in the Hull region and throughout the UK and is proud to have been voted 'One of the Top 20 Greatest British Hauliers of all Time' by the readers of one of the leading transport publications.

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Founded in 1919 W H Bowker today operates over 150 vehicles and 350 trailers on UK nationwide and European distribution services.

Established in 1973 the Hull Depot has grown to become one of the region's main transport and warehousing operations, offering a comprehensive level of logistic services.

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Warehousing: Imperative to Supply Chain Fluidity

We live in a global economy where supply chain coordination between manufacturer and consumer has never been better.



John Coull

Huge time pressures are being placed on the warehousing industry, how is Waltham Logistics responding to this?

As supply chains become leaner to increase fluidity and become more cost efficient, warehousing has become a key contributor to manufacturers' business objectives. Manufacturers are seeking to become ever more agile in meeting market demands within decreasing time frames. To reduce pressure on our customers' production economies, we run a warehouse that can quickly and effectively adapt to their needs. We assist in increasing our customers' production lead times by ensuring their raw materials are delivered rapidly and accurately to their factory sites. Warehousing has radically changed from being a bottle neck in the supply chain to becoming adept in balancing out the variations between supply and demand.

How does Waltham Logistics meet manufacturers' needs for increased lead times?

With all our customers we operate a Just In Time (JIT) service. Our background in the chilled food industry, which is absolutely dependent on an understanding of the critical time issues relating to production and delivery of goods, means it is second nature to respond to requests within the shortest possible time frame and to be adaptable to our customers' needs. Alongside our scheduled bulk delivery and collection services, we frequently meet demands for smaller emergency deliveries from our warehouse to local customers. We take, on average, 37 minutes to pick, dispatch and deliver these urgent consignments to our clients' factories in Grimsby.



How does Waltham Logistics contribute to the efficiency of the supply chain?

When I arrived in Grimsby I spent 14 years in logistics within the temperature controlled sector. One of the bugbears of the industry was the time wasted at storage facilities. Our current focus is on optimising time efficiency within the supply chain which means we give as much attention to the goods coming into storage, by providing rapid turnaround times for UK and European hauliers, as we do for goods being dispatched.

What are the benefits of outsourcing warehousing?

One of the great benefits of outsourcing warehousing is that it allows manufacturers to focus on their core competencies. The other obvious benefits to rapidly expanding small and medium enterprise (SME) manufacturers is to free up factory floor space currently used for storage in order to maximise production, and to ease the congestion of vehicles on site. Outsourcing warehousing addresses both of these issues.

Innovation is a buzz word in the industry, what do you see as the greatest catalyst and conversely the greatest obstacle to innovation?

People, people, people – on both accounts. We understand the concept that location, location, location within the property market determines the value of the asset - within logistics it is people, people, people. Visionary, creative people are foundational to innovation. Each team member at Waltham Logistics understands the importance of rapidly responding to our customers' interests.

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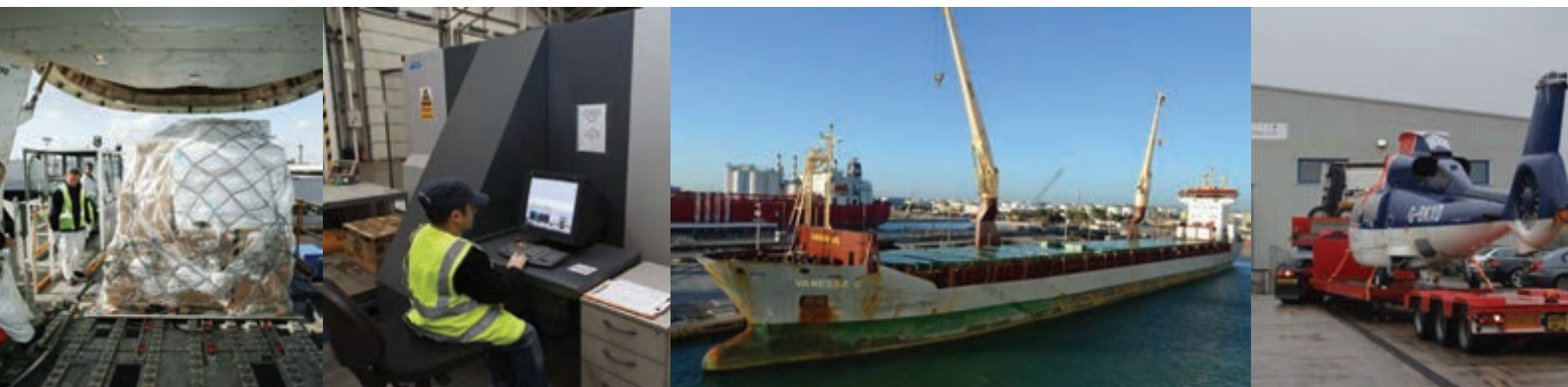




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The Tschudi Group focuses on the three main commercial competences - shipping, logistics and offshore services, owning a fleet of offshore vessels. Further, the Group offers competitive door-to-door logistic solutions and operates three container lines between northern European ports in the Baltic and North Sea.

With significant assets and activity in Northern Norway including port and cargo handling facilities, aggregates production, logistics, transshipment services and real estate, the Group is a significant factor in project development and local investments in the Northern and Arctic regions.



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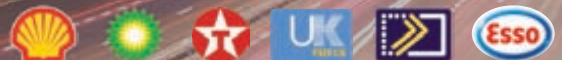
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Park and Ride Proves a Big Success

Hull's Park and Ride scheme is going from strength to strength with more and more people using the service operated by Stagecoach East Midlands, which will also support efforts to promote City of Culture status for the area.

Stagecoach took over the service from the City Council last summer with passengers able to park for free in the secure car park at the Priory Park and Ride site.

Stagecoach East Midlands are running the buses with no subsidy between Priory Park and Hull City Centre, for nearly 12 hours a day from Monday to Saturday. The route includes Hull Royal Infirmary, KC Stadium, Hull College and major retail areas including Princes Quay, Whitefriargate, Old Town, Prospect Centre and St Stephens. The service will also gear up for special events such as Hull Fair, the Freedom Festival and match days at the KC Stadium.

Park & Ride Hull is increasingly being seen as a convenient way to avoid City Centre driving and parking charges, offering hassle-free journeys

in and out of Hull on the distinctively branded 'Park & Ride Hull' buses which are comfortable, modern, have low floor easy access and the latest environmentally-friendly engines.

The vehicles also benefit from CCTV, offering added passenger and driver security as well as complimentary Wi-Fi.

Stagecoach Operations Manager Paul Clark said: "Park and Ride has gone really well and at peak times it is packed. We run the service every ten minutes and I think people appreciate the way it gives them the chance to sit back and avoid the issues connected to driving into the City Centre.

"I think people appreciate the presence of Wi-Fi on board, which means that if they do not want to sit back and relax on the way in and out of the

city, they can catch up on their information while on the move."

Stagecoach East Midlands' Park and Ride service has also been hailed as a 'crucial' part of Hull's plans for the City of Culture in 2017.

Stagecoach East Midlands Managing Director Michelle Hargreaves said: "We are as excited about the City of Culture year as everyone else and are determined to play an important role in ensuring everyone who comes to Hull has a great experience."



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Marshall BMW Offering You the Opportunity to get out in the Fresh Air!



Now that the weather's warmer, Marshall BMW in Scunthorpe are launching a new brand experience opportunity for their Service customers. While your car is in their workshop they are offering customers the opportunity to get some fresh air and take a test ride on a BMW bicycle!

In September 2014 BMW UK asked the Retailer network to come up with ideas of how to improve the customer experience. Each winning idea was financially supported to bring it to life, the aim being to find innovative ideas that could, in time, have a positive impact for all BMW retailers. Marshall BMW in Scunthorpe were selected as a winner and have recently launched their innovation scheme, 'Cycle while you Service'.

Customers who book in for Service will now be offered the use of a BMW bike as an alternative to a sit and wait appointment or a loan car. The 4 bikes available on the scheme can be used to either cycle to work, on a specific route or just pop into town, with cycle locks and helmets provided free of charge. Local cycling clubs are busy planning some great routes and there will soon be a range of special offers available at local attractions that customers might like to visit on their ride. To find out more call Marshall Scunthorpe on **01724 281300**.

HullBID Awards Showcase Success Stories

The best of Hull city centre's business community came together in celebration as HullBID held its second annual awards at Hull Truck Theatre.

The awards ceremony came just a few weeks after a hugely successful Hull Fashion Week and an Edwardian Easter festival which attracted more than 10,000 people to the Museums Quarter.

HullBID followed up with a networking event entitled 'Inspiring Women' as part of Humber Business Week and on August 7 and 8 the BID will present the annual Yum Festival of Food and Drink.

Kathryn Shillito, HullBID City Centre Manager, told the audience at the Awards: "You live and breathe city life, you make it a creative place, a place to do business, a place to relax and enjoy, a place with direction, vision and purpose."

"HullBID is a key driver in changing perceptions of the city. We are able to do this because of the support we receive from you. We do our utmost to host high profile events and we make the city a clean place where crime is measurably reduced with the help of our radio system, our Support Officers and the CCTV system.

"We bring businesses together with groups for different sectors and with networking events and we are viewed by our peers as an extremely successful BID. We know this because other BIDs have come to us for information and ideas to help them set up their own BIDs."

The Awards were presented in partnership with the Hull Daily Mail. The Mail's Editor, Neil Hodgkinson, added: "Just being here shows what a strong business you must have. Everybody here keeps people in jobs and keeps the local economy moving. You are the lifeblood of this city and we love promoting the excellent work that you do."

For full details of the HullBID Awards and the Yum Festival visit www.hullbid.co.uk



Chamber Stalwart Passes Away

It is with great sadness that the Chamber has learnt of the death of Tim Richardson of Jos. Richardson & Son Ltd recently. Tim, a 'Lifetime Achievement Business Award Winner' was hugely respected both across the Humber but, most especially in Goole and Howden, as one of the business community's most admired leaders. Tim not only grew the family business, developed around Glews Garage on Rawcliffe Road in Goole, but who also made a major contribution to the local community.

Tim was also a stalwart of the Chamber serving on the Hull & Humber Chamber Board for five years as well as being the Goole Area Chairman. His pragmatic, down to earth wisdom and good humour will be sadly missed by all at the Chamber. Our condolences go to his wife Christine, Joseph his son (the current Chamber Goole Area Chair) and all his family.

World Number One Spot for Hull Business Coach – and Two More Awards!

Multi-award winning businesswoman Pam Featherstone is now the best performing coach in the world after reaching the top spot in the global rankings by ActionCOACH.

Over the past three years, the Hull based business coach has helped hundreds of businesses achieve their goals and has a string of awards to show for it.

In her first year as an ActionCOACH Pam won Best Clients Results for Yorkshire and Lincolnshire 2013. Last year she was named North UK Coach of the Year 2014 as well as EMEA Rookie Coach of the Year, after fighting off competition from the rest of Europe, Middle East and Africa (EMEA) before becoming the UK's top ActionCOACH in October 2014.

Earlier this year she was awarded North UK Coach of the Year 2015 (for the second year running) and she's also just picked up yet another two awards at the annual Business Excellence Awards in Portugal in April – Most Improved Coach of the Year EMEA 2015 (awarded for growing her business 387% in 12 months) and Coach of the Year EMEA 2015.

Pam said: "I am both honoured and humbled to have become the world number one coach and to receive two more awards. I really couldn't have done it without my fantastic clients who work so

hard growing their own businesses. The simple truth is that I just follow my own system. It's what I show my clients – and it works, so why wouldn't I use it in my own business?"

ActionCOACH founder Brad Sugars praised Pam by saying: "Everything Pam receives is well deserved. All business coaches should be looking at her methods as well as her great attitude towards clients. Despite her incredible success she retains her humility. I am always impressed not only by her numbers, but by her work ethic and drive to succeed."

James Vincent, Director of Coaching UK, said: "Achievement is a word that has to be used when you describe Pam. This accolade is no minor feat. She is the best of the best! Do not be deceived by her nice and pleasant manner! At the heart of it all is raw passion, hard work, focus, discipline, dedication, commitment and sacrifice. She will take you straight out of your comfort zone, and challenge you to start focusing on what matters most. Being able to do this, whilst also inspiring and motivating people to achieve their very best every single week, is so rare. One of the best decisions you could ever make would be to work with Pam. She will help transform you and your business, and bring you the life that you have always dreamed of."

Business is Looking Up for Octovision

One of East Yorkshire's first aerial media companies to specialise in the use of drones is quickly proving that everything really does look better from the air.

Established at the beginning of this year, Octovision Media is already scoring a variety of big, international contracts and its founder Chris Fenton is in demand for his high quality photographs and film, expertly captured on the firm's two high-tech drones.

Not your average household drones, these specialised models are capable of reaching heights and angles not ordinarily possible due to the logistical and economic restrictions of more conventional setups. The shots captured by drones provide huge potential for a surprisingly wide variety of businesses.

Chris has already been hired to provide valuable media on construction projects, property surveys, estate agents' home marketing, energy firms'

suitability studies as well as for the leisure industry, film and TV producers.

Chris said: "Drone technology is simply the best way of conducting aerial photography and film work. Other methods require scaffolding or the use of existing structures which severely limits the shots obtained and incurs massive health and safety and/or cost implications. Drones save time and money but they also produce better work because of their size and manoeuvrability.

"My clients realise the massive potential of using drones and I enjoy the creative exercise of exploring what can be achieved.

"Even in the most congested of areas I can fly within 50 metres of any object and provide amazing images, capturing details, experiences and events that otherwise would be left unseen - and certainly not preserved on film.

"The possibilities are endless and I love being on the cutting edge of an industry which will achieve massive growth and provide interesting opportunities for many lines of business."



What happens when the Sky's the limit...?

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What's Your Postcode? - the Question Your Customers Love to Answer.

If your business captures address details from customers – via a website, over the phone or in person – you're missing a couple of tricks if you don't start by asking "What's your Postcode?"

Using a Postcode to find an address is...

Fast: it saves time for your staff and customers by allowing them to jump straight from a Postcode to an individual address. In your business, that might mean even more productive staff or more customers completing your forms.

Accurate: there's no need to type-in the full address so there's no risk of typos. We all know some names – like Wressle or Hessle – don't

always lend themselves to being spelt correctly.

Poorly addressed mail can take longer to be delivered and may reflect badly on your business (if my address is incorrect, what else did they get wrong?)

The technology that provides this feature is available in several forms – as a simple widget which can be integrated into your website or software, or as a stand-alone app which runs on your desktop. It can even correct the existing addresses you have in your database.

UK-based firm Allies have specialised in addressing since 1987 and have over 1000 businesses using their cost-effective 'postcode to address' technology.

Their customers include small start-ups, FTSE plcs through to public sector organisations – plus even one of the world's best-known postal authorities.

To try out the feature for free, or to simply find out more, call **01508 494488** or visit **www.alliescomputing.com**

Hardest to Reach Homes and Businesses to Get Superfast Broadband

Quickline Communications has announced deployment of a government funded superfast wireless broadband network, in rural North Lincolnshire and North East Lincolnshire.

The company won a Pilot contract worth £2m and is now moving into deployment in this area with the largest project of its kind in the UK, working with a mixture of geo-types and population densities.

With feasibility studies now complete and state aid compliance approval obtained, Quickline has fulfilled all pre-deployment requirements and is registering businesses and residents via **www.superfastnorthernlincs.co.uk**.

Beginning in June, installations will include brand new wireless technology from Cambium. Developments in this equipment mean that connections no longer require a clear line of site, as traditional wireless systems had previously.

Digital Economy Minister Ed Vaizey said: "We are on track to take superfast broadband to 95 per cent of the UK by 2017, and are now looking at how to reach the final five per cent. We know it's likely to involve a range of technologies, and the important work being done by Quickline and the other pilot projects will play a crucial role in



Fernando Paquette from BDUK with Steve Jagger from Quickline

helping us address the challenges posed by some of the most remote areas of the UK."

Steve Jagger, Managing Director of Quickline Communications, based in East Yorkshire, says: "Installations are taking place across North Lincolnshire and North East Lincolnshire, where parts of the region had been subjected to the worst broadband connection speeds in the whole of the UK. We are now able to provide them with superfast broadband speeds of up to 30Mbps."

www.quickline.co.uk

Genesis Powers Up Business Mobility

If you think business mobility is all about accessing email off your phone you're not even close.

Today's truly mobile business systems are able to give you full access to your business engine from anywhere, at any time. Genesis Business Systems recognise this and it is one of the driving forces behind the next generation of ERP software it now supports.

Since 1986, Genesis has been delivering innovative and cost-effective software and IT systems to businesses in the North. It knows that having a truly integrated business management (or ERP system) was not going to deliver what its customers needed, unless it could be accessed on the go.

But Genesis wanted to offer more than just 'access'; it wanted to deliver an ERP solution that is specifically tailored for the mobile user giving full access to the business database in a way that makes sense to someone out in the field. Having mounted an extensive search to find the right solution - the answer materialised in the form

of Greentree Software UK, part of the global Greentree International community.

Greentree has been developing business software since the 1980s and serves more than 10,000 companies in the UK, USA, Australia and New Zealand. In November last year it launched Greentree4, a next-generation ERP software product which focuses on delivering full mobile access to its integrated business systems.

Greentree4Sales is the first of its next-generation role-based products and supports the sales process from customer look-ups to sending quotes, tracking orders and results. Its pre-configured workspace has been designed to ensure that the information a sales team needs is easily accessible and works in a way that makes sense to them. It provides the direct connection to your business engine and database that most sales teams on the road can only dream of.

And it is being a real business engine that originally sold Genesis on Greentree; it covers every aspect of your operation from every financial transaction, through to production, sales, distribution, HR, payroll, job costing and a whole lot more.

Genesis Business Systems can offer expert advice on the most advantageous networking, hardware

and software solutions for Northern businesses to capture this new technology. It also recognises that sometimes the only thing standing between you and business success can be a flat battery so the Genesis team has come up with a solution for that too, with its latest power-bank promotion.

Now is not a good time for businesses to be standing still. The expectation is that tools and software you use in your business life are just as mobile, flexible and easy-to-use as those in your personal life. Genesis Business Systems know they can be, and are happy to demonstrate how Greentree4's next generation technology can achieve that for you today.

Let us know the restrictions you have with your current business management / financial software and claim your free mobile power bank.

Visit www.powerupyourerp.co.uk now or call **01482 210999** to discover how Greentree4 could work for you.




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Welcome to Apollo

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I am Keith Norris founder and Managing Director of Apollo Recruitment, formerly based in Brigg, North Lincolnshire the company established in 1995 and has matured across a broad range of business sectors; although I consider the industrial sector our core proficiency.

In 2012, due to business growth and to serve our clients better, we moved to larger premises in Scunthorpe.

With over 80 years' combined experience in providing recruitment and temporary labour services primarily across the South Bank, our long-term development strategy now focusses on the North Bank. We recognise current regeneration is delivering great opportunities to businesses in support of key investors such as Associated British Ports, Siemens and associated organizations within renewable energy projects both on and off-shore.

We take pride in operating a progressive recruitment organisation; investing in people to ensure we're prepared for the challenges associated with ever-changing employment legislation and the aggressive commercial climate faced by our clients. We can offer you a professional 'end-to-end' recruitment service (temp and perm placement), delivering tangible benefits for your organisation.

There is little room within modern business and commerce for the traditional 'labour agency' their inherent values of opportunism and exploitation are socially unacceptable, potentially divisive and unproductive.

Our focus is service; we believe that understanding our client's objectives, core values and culture are key to the delivery of excellence in recruitment. In addition to core recruitment and selection techniques we have developed our scope of service to incorporate Health and Safety assessments and awareness training; and consider cultural fit to fast-track integration into the client organisation.

Apollo are the modern face of recruitment; as previously stated in Business Intelligence; we believe the right job can transform a person's life, and the right person can transform a business.

We would like to meet you; and invite Members of Hull & Humber Chamber of Commerce, readers

of Business Intelligence and other local enterprise to our Recruitment Event which is going to be held at the Village Hotel later this year. Meet the team and discuss your specific requirements, share your experience or misgivings. We are here to listen, refreshments available. Interested organizations and individuals should contact me directly, details below.

As Members of Hull Chamber of Commerce we will honour our previously stated offer of an introductory discounted rate to all Chamber Members.

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Marshall Grimsby and Marshall Scunthorpe are credit brokers.

*Initial rental £3,899. Price shown is for a 36 month Personal Contract Hire agreement for a BMW 118i M Sport 5-door Sports Hatch, with a contract mileage of 30,000 miles and excess mileage charge of 7.70p per mile. Applies to new vehicles ordered between 1 April and 30 June 2015 and registered by 30 September 2015 (subject to availability). Retail customers only. At the end of your agreement you must return the vehicle. Excess mileage, vehicle condition and other charges may be payable. Hire available subject to status to UK residents aged 18 or over. Guarantees and indemnities may be required. Terms and conditions apply. Offer may be varied, withdrawn or extended at any time. Hire provided by BMW Financial Services (GB) Limited, Bartley Way, Hook, Hampshire RG27 9UF. Astle Limited, trading as Marshall Grimsby and Marshall Scunthorpe, commonly introduce customers to BMW Financial Services, for which we may receive payment if you enter into an agreement with them. This introduction does not amount to independent financial advice. BMW EfficientDynamics reduces BMW emissions without compromising performance developments and is standard across the model range. †Test drive subject to applicant status and availability.



The New BMW 1 Series at Marshall.

The new BMW 1 Series Sports Hatch comes with a completely refreshed design, combined with high levels of performance and efficiency that, even on paper, leave its competitors behind. A unique combination of sportiness and elegance defines the new model, with every angle of its exterior hinting at a driving experience that is pure BMW. Inside, a wealth of innovations will delight those lucky enough to get a front row seat, and pamper those in the back.

The new BMW 1 Series has predictive gear shift technology which uses satellite navigation to read the road ahead and automatically shift between gears, ensuring the smoothest drive possible. Complete with DAB digital radio, front Sports seats and M Sport suspension as standard, as well as a 6.5" colour screen and iDrive Controller, Comfort Go and Bluetooth and USB connectivity, it's the epitome of BMW style and engineering.

Cutting an even more sporty appearance, the bumpers, front and rear, have been redesigned along with new-look headlights, rear LED lights and kidney grille. A refined model range and new, more efficient engines giving class-leading fuel economy and emissions.

The new BMW 1 Series comes with an extensive range of safety features. Should the unexpected happen, BMW Emergency Call automatically phones for assistance, so wherever you are, you'll

be in safe hands. Switching between dipped and main beam headlights so you don't have to, optional High-Beam Assistant lets you enjoy the road at night without dazzling other drivers. With BMW ConnectedDrive and Spotify, you can now immerse yourself in your chosen music on every journey. The perfect song for every situation, every road and every mood.

Choose from the 3-door or 5-door, petrol or diesel, then sit back and enjoy the ride. With our range of offers, it's now even easier than ever to experience Pure BMW. Call **01724 281300** (Scunthorpe) or **01472 276666** (Grimsby) to find out more or to arrange a test drive*.

*Test drive is subject to applicant status and availability.



Chamber Expo 2015 – A Networking Success

The nineteenth annual Chamber Expo was held at the Airco Arena on 2nd and 3rd June. There were 102 exhibition stands, utilised by 100 different companies to showcase their products and services. Over 1000 business people attended over the two days, with many saying it was the best Expo yet.

The aim of the event is to attract as many business people as possible, to maintain the event as the 'biggest business event in the Humber region every year'. The Expo is open to all businesses, so that Chamber Members can maximise the networking opportunities.

The exhibitors included a wide variety of companies, by nature of business, both large and



small. The larger organisations included such firms as KC, KPMG, HSBC, Cofely, Napoleons Casinos and Restaurants, EYMS and Biffa Waste handling stands.

The Opening Ceremony was performed by Martin Green, CEO of Hull: City of Culture 2017. Martin then spoke at the Expo Lunch across at the KC Stadium, where, in an inspirational and very positive speech, he outlined his exciting vision for 2017. This was attended by one hundred and twenty guests.

Three sessions of the very popular Chamber Speed Networking were also held as part of the Expo, in the Arena main hall. Nearly 300 people attended, each meeting many business people with whom they would otherwise not have made contact. This again proved to a fun way of gaining contacts and business – which is what the Expo as a whole is all about.

The Chamber is very grateful for the support of the Main Event Sponsor of Chamber Expo 2015, Hull-based SoluTech Systems Ltd, a Sharp and Lexmark accredited dealer. For the last 14 years, SoluTech has been installing and supporting high quality photocopiers and printers, backed by local engineers offering unrivalled levels of customer service.

SoluTech can help businesses to control more easily all their office documentation (print, copy, scan and storage) and associated costs. The company works with customers to gain a comprehensive understanding of their needs



before recommending a cost-effective machine that helps improve productivity and efficiency.

A break-out/rest area was kindly provided by Strata holding/Officio Furniture, situated at the networking area at one end of the Arena. The company supported the event by supplying excellent quality and comfortable furniture, to enable delegates to catch up with their emails and have meetings.

XPS Solutions and Wineonline.co.uk also supported the Expo by joining together to provide the wine for a relaxing additional extra networking session immediately after the first day of the Expo, which went down very well.



CHAMBER 2015
EXPO
2ND & 3RD JUNE



The Chamber would like to thank the above companies for their contribution towards making the Expo a success.

Chamber Expo 2015 was again part of the Humber Business Week, which features over 60 very different events across the region. The week is a fantastic festival of business, the like of which is not seen anywhere else in the UK.

Overall, the Expo was a great success, with many standholders saying they will definitely be there next year. To enquire about Chamber Expo 2016, please contact Bruce Massie on **01482 324976** or email to **b.massie@hull-humber-chamber.co.uk**



New Waterfront Home for Law Firm

Chamber Member, shipping, transport, international trade and insurance law firm, Myton Law has moved into Riverside House on Hull's historic Victoria Pier following a £650K restoration.

In recognition of Riverside House's long maritime history dating back to 1824 and Myton Law's involvement in this sector, the Admiral of the Humber, Lord Mayor Councillor Mary Glew, officially opened the offices in April.

Myton director Scott Yates said, "We wanted to stay in the city centre. We're proud to be flying the flag for Hull when serving regional, national and international clients."

Empty for ten years, the building required extensive work. Myton director John Habbergham said, "We wanted to be part of the regeneration plans for this area and are pleased, through the sympathetic restoration of this building, to have made a positive contribution to Hull's riverfront."

Now, with more space to expand, Myton Law plans to grow its shipping, transport, international law and insurance strengths.

The firm also plans to expand further its corporate law services. Myton appointed James Westwood from national firm Bond Dickinson last year.

Sue Hales, a paralegal experienced in commercial vessel transactional work involving finance, ship sales and purchase and ship registrations, also joined last year.

Chamber Strengthens Links with Second Caribbean Chapter

Businesses in the Humber region are backing the area to cement its position as a key link between the UK and the Caribbean after confirmation of a second British Caribbean Chamber of Commerce chapter in Saint Lucia.

Hull and Humber Chamber is accountable for both British Caribbean Chamber chapters, the first of which was set up in Port of Spain, Trinidad, in 2001.

Pauline Wade, Director of International Trade at Hull and Humber, said: "We opened a second chapter in response to a request from the Foreign and Commonwealth Office and because of interest among businesses in the Caribbean.

"The move will bring two-way benefits, paving the way for British businesses to sell into a market which is often overlooked but which has many advantages, and providing opportunities for companies in the Caribbean to trade with the UK and the rest of Europe."

Businesses in Yorkshire and Humber which have seized opportunities with the help of the British Caribbean Chamber include Ramsden International of Grimsby and Selby-based GF Foods (York) Ltd.

Good Travel Management Ltd and AA Global Language Services Ltd, both official international trade partners of Hull and Humber Chamber, see the new chapter as a significant opportunity.

Kevin Harrison, Managing Director of Good Travel Management Ltd, said: "We are delighted

to see strengthening links with the Caribbean and the development of international trade between the Humber region and UK in general.

"This generates business for the supply chains associated with this trade, particularly the food industries which are so vital in this area. We look forward to supporting the partnership with trade missions and business travel."

Kirk Akdemir, CEO of AA Global Language Services Ltd, added: "Business and government contacts in the Caribbean have made it clear that the new chapter is in place to develop commercial partnerships in the UK and further afield.

"They see the Chamber network as a platform to help their businesses operate throughout Europe and we are ready to provide language and translation assistance."

Prominent members of the new chapter include Ernst & Young, Hotel Chocolat and multinational engineering business Halcrow.

Philip S Buckley, Hotel Chocolat's Executive Estates Director and Country Head in Saint Lucia, said: "Hotel Chocolat fully support the British Caribbean Chamber of Commerce chapter in St Lucia. This organisation should be seen as a 'portal' to another world of business and trade opportunities for Saint Lucian businesses."

Debbie Worrell, Political Officer at the British High Commission in Saint Lucia, added that the new chapter will support British companies throughout the Organisation of Eastern Caribbean States (OECS).



Enterprising Pupils Get a Taste for Success with Unique Cook Book Launch at St Stephen's

Seven budding entrepreneurs from Hull Collegiate School have successfully launched a unique new cook book that showcases the cultural diversity of Hull and the East Riding. The book was launched at St Stephen's Shopping Centre in Hull.

As part of the Young Enterprise scheme which teaches young people how to run a business, the year 10 pupils formed Food4Thought with the aim of changing the way people think about food. They hit on the idea of creating a unique book that combines a restaurant guide and cook book and then developed the concept by enrolling some of the finest local restaurants, including 1884 Dock Street Kitchen and Michelin starred Pipe & Glass, and gaining support for the project from leading local figures.

Food4Thought's Kieran Batsone explained: "How many times have you been sitting at home wondering where to go out to eat or what to cook at home? We know that feeling and so we all agreed that it would be easier if there was one easy-to-use guide. Our book gives inspiration for those going out as well as the ability to cook up restaurant dishes like a professional chef at home. In doing so, it highlights the amazing cultural diversity we have in our great region."

The youngsters created the content for the book by asking leading local restaurants to provide a recipe for a dish in their style along with a short description of the restaurant itself and high quality photos. In return for inclusion, the restaurants were asked to pay a small fee to cover the cost of designing and printing the book.

Martin Green, Chief Executive of Hull 2017 was so impressed with the concept of promoting the region's cultural diversity in such a unique way that

he wrote the book's foreword. St Stephen's, which has a long history of encouraging young enterprise and nurturing local talent, also supported Food4Thought by providing a prime retail spot in the shopping centre for the launch. The youngsters sold 33 copies on launch day alone.

Jim Harris, Centre Manager at St Stephen's said: "With a great idea and bags full of energy and determination, these youngsters are an inspiration and deserve not only our support but admiration too. We were delighted to help them launch the book to the public by providing the space and resources of our Centre which attracts thousands of people every day."

The team's success has already been recognised. In the Young Enterprise North Humber Area Finals Food4Thought won four awards; Best Financial management, Best Communication and Teamwork, Best Managing Director and Overall Runner-up. However they are already looking to the future as Kieran explains "We are really grateful to St Stephen's for their support in launching our book. This gave us a great start and once we have sold all of the books we have printed we will have made over £1500 profit. In future we plan to build on this success by creating a bigger, better book and capitalising on the widespread use of online technology by producing an e-book and an app."

"But this is not just about profit for Food4Thought. By using local designers and printers we have spent over £850 supporting other local businesses and actively boosting the economy."

The book costs £5.99 and be bought by contacting Food4Thought on Twitter via **@HCSFood4thought**

From the Wolds to the Waves - Brewery Celebrates Cruise Ship Listing

As the cruise ship Britannia continues on her maiden season in Europe, closer to home an East Yorkshire brewery is toasting her success.

Wold Newton-based Wold Top Brewery has secured a contract to supply its Blonde, continental style beer, Wold Gold, for the Great British Beer Menu on P&O Cruises newest cruise ship.

In addition to representing Yorkshire in The Great British Beer Menu in Brodie's pub, which comprises 70 different bottled beers, ales and ciders from 56 UK counties, including pilsners, ales, stouts, ciders, gluten-free beer and speciality beers, Wold Gold also features on the 'beer flight' tasting menu alongside Acorn Brewery's Yorkshire Pride and Timothy Taylor's Landlord.

Brewery Director Gill Mellor is delighted with the listing and said: "This is our first listing on a cruise ship and we're thrilled that it is such a prestigious vessel. It's a great honour to be the only East Yorkshire brewery on board."

Britannia, P&O Cruises newest ship, is the largest cruise ship designed for the British holiday market and can carry over 3,600 passengers on holidays throughout Europe and the Caribbean.

Accountancy Firm's Latest Appointment Strengthens Specialist VAT Team

Hull & Humber Chamber of Commerce Member, Streets Chartered Accountants, a top 40 accountancy practice, is delighted to announce the appointment of a new VAT Director, Phil Jeffrey.

Phil started out as a VAT inspector at HM Customs and Excise, where he trained as a specialist accountancy officer with The Institute of Chartered Accountants of Scotland (ICAS) and, prior to joining Streets, Phil was a VAT Partner at Baker Tilly.

Commenting on his appointment with Streets Chartered Accountants, Phil Jeffrey, said: "I am delighted to be joining Streets in an exciting phase of their progression as the leading firm of Chartered Accountants in the East Midlands. I am looking forward to providing proactive support for our client base and also bringing in new business."

Since qualifying as a Chartered Tax Adviser, Phil has developed specialisms in the not-for-profit, education and land and property sectors. An increasing amount of his time will be spent with clients, practice-wide, on their property investments in their Small Self Administered Schemes (SASS) and Self Invested Personal Pensions (SIPP).

Commenting on the importance of Phil's appointment to the firm, Chairman and Managing

Partner, Paul Tutin, said: "We are delighted to have recruited Phil as a VAT Director with the firm, which is our second senior VAT appointment so far this year. Phil's role further strengthens our VAT team addressing the increasing demand for specialist VAT advice amongst our client base.

"VAT is often overlooked and so, as a proactive practice, we need to ensure that our clients have access to comprehensive VAT advice and support."

Phil has been a specialist in this area for more than 30 years, with his work focusing on VAT consultancy with a niche in the not-for-profit and property sectors. His work includes VAT planning for charities and Non Profit-Making Organisations, VAT health checks focussing on eliminating risks, property planning, penalty elimination and mitigation and VAT partial exemption/non-business reviews. Phil works with businesses of all sizes from sole proprietors to multinationals, as well as charities and the education sector.

For more information on the services that we offer and how we could help you please visit our website www.streetsweb.co.uk or email info@streetsweb.co.uk.

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East Yorkshire Top Table Federation of Master Builders (Yorkshire & Trent)

The Federation of Master Builders (FMB) provides a source of knowledge, professional advice and support for building firms right across the UK. Recent changes to the committee saw Nick Hammond, Managing Director of Brick Baron Ltd in Beverley in East Yorkshire, voted in as President for the Yorkshire & Trent region, and Nick Miller from James Legal Solicitors, based in Hull, is the new Vice President.

The FMB offers practical advice and support to the general public on choosing and working with the right builders and has a vision to ensure that construction companies are uniquely placed in the market to deliver the highest quality and best value to clients. By doing this the FMB has been transformed into a professional trade association.

Mr Hammond also sits on the FMB's Home Builders Group, a small group of house builders and National House Building Council board members who lobby government and shadow ministers regarding issues affecting the SME house building sector. Nick Hammond says:

"I am delighted to be voted in as President. It is vital that we drive standards upwards within the building trade and I want to be involved in that

process from the ground-up."

"The Federation of Master Builders promotes standards of excellence and helps its members continually to improve levels of business performance and customer service. Our members are carefully vetted before joining and we adhere to a strict code of practice. Only those builders and specialists who can prove their skills and good business standing are accepted as members."

As Vice President, Nick Miller brings a wide ranging business knowledge together with legal expertise and prides himself on a no-nonsense, practical approach to dealing with his clients' legal issues. He says:

"James Legal has been a member of the FMB for some time now and I have seen the recent resurgence of the Federation in the region. I am more than happy to lend my time and support to the organisation which delivers many benefits to its members, the region, the industry and business in general."

For more information please visit www.fmb.org.uk or call Nick Hammond from Brick Baron on **01482 679870**.



Jo Wright (centre) with Bridge McFarland colleagues Lee Whiting and Nicola Barrass, both Partners and employment law specialists.

Leading Law Firm Strengthens Employment Team

Chamber Patron Bridge McFarland Solicitors has strengthened its employment department further with the recruitment of Jo Wright, a Chartered Legal Executive.

Jo has joined the firm's Hull office and will work across the practice, which also has offices throughout Lincolnshire.

Originally from Kent, Jo has worked in Hull and East Yorkshire for 10 years, the last nine at Andrew Jackson Solicitors.

She brings a wealth of employment law expertise including advising on unfair dismissal, tribunal claims and discrimination. Jo is a specialist in business immigration and also has vast experience in drafting and advising on employment documentation such as contracts and staff handbooks.

She said: "I am extremely excited to be joining Bridge McFarland at a time when the firm is enjoying rapid growth and ready to take on the challenges that such expansion may bring. The firm has a good reputation and a fantastic support network.

"I am surrounded by notable lawyers who have helped Bridge McFarland secure listings in Legal 500 and Chambers. I will be looking to build on the firm's client database and working to attract new clients. I will also continue my immigration work, which will also support Bridge McFarland's sports law team."

Lee Whiting, a Partner and employment law specialist at Bridge McFarland, said: "Having worked with Jo for many years at a previous firm I have seen first-hand the great service that she delivers. Clients have always found Jo to be responsive, cost-effective and great to deal with."

Beverley Law Firm Celebrates 10th Anniversary in the Town

Wilkin Chapman LLP solicitors is celebrating its 10th Anniversary in Beverley. The law firm, which merged with Cooper and Wright in April 2005, became known as Cooper Wilkin Chapman, and has now rebranded to Wilkin Chapman LLP.

Cooper and Wright's history within Beverley spans back 135 years. Since the merger, the solicitors' practice has expanded and strengthened its team of Beverley-based legal experts. In 2013 the law firm merged with Carrick Read Solicitors, insolvency practitioners who were based in Hull and who, as a result of the merger, relocated within the offices at the Hall, Lairgate. Today the Beverley office provides a comprehensive range of services to both business and private clients.

Whilst celebrating its 10th anniversary, the law firm considered this as the perfect opportunity to rename the practice to Wilkin Chapman LLP. Wilkin Chapman LLP is one of the largest law firms in East Yorkshire and Lincolnshire with nine offices in the region employing in excess of 360 staff, of which 50 are partners. It was also ranked 111th in the top 200 UK Law firms in 2014.

The Beverley office is headed by Wilkin Chapman's senior partner, Mark Carlton. Speaking about the anniversary, Mark said: "We are very proud to be celebrating the 10th anniversary of Wilkin Chapman's arrival within Beverley, but even more so, to be celebrating over 135 years in total within the town. We are very grateful for the loyal support of our clients and colleagues whom we have worked with and supported over this time.



"As we work very closely within the community we wanted to take this opportunity to give something back. Therefore, staff are organising a series of fundraising events throughout the year to support a number of very worthy local charities."

To coincide with the 10th anniversary, the firm also welcomes a new chief executive at the helm. Des Mannion joins the firm from chartered accountants, Grant Thornton.

Des said, "This is a very exciting time for me to be joining one of the region's largest law firms, and to be celebrating this milestone anniversary in Beverley is wonderful. I hope to be able to meet with many of our clients and close working partners during the year where we can all personally thank them for their loyal custom and continuous support."





Saville Names New Sales & Marketing Director

Technology specialist Saville Audio Visual has announced a natural successor for sales and marketing director Ed Everard, who has recently retired after forty years in the business. With almost thirty years' experience across many aspects of the business, Andy Dyson has played a particularly influential role in Saville's award winning success over the past fifteen years.

Andy joined the company in 1988 as a warehouseman, before moving into the Hire Division firstly as a Technician, then Conference Manager. After spells at the York, Hull, Coventry and Edinburgh offices, he later became Regional Manager for the north east and Scotland.

He was appointed to the main Saville board as Commercial Director in 2012, following several years as Divisional Manager for systems manufacturing, installations, videoconferencing and digital signage. There he was instrumental in the restructuring of the company's sales and technical divisions into a single business unit, increasing efficiency and boosting turnover and profit performance.

Now as Sales and Marketing Director, he takes on responsibility for the company's high profile national sales and marketing operations, which he sees as a new challenge. He said: "I am delighted to take on responsibility for the company's marketing, developing an area we are already very proud of. Whilst maintaining the industry-leading 'Communicate' annual publication, I intend to focus on further development of our e-marketing including our website and social media presence. I am also looking forward to working with our Conference & Live Events team to capitalise on the investment we've made in new technology, in particular in high resolution LED display products."

With major clients throughout the UK corporate, education and health sectors, plus government departments and military customers, Saville has recently reported record turnover figures for 2014, exceeding £40 million for the first time in the company's history.



Expansion at Barry Fenton Insurance

Ian Jacques has joined Scunthorpe based Insurance Brokers, Barry Fenton Insurance. Barry Fenton has been serving the insurance needs of the local community in Scunthorpe since 1972.

Ian brings with him over 35 years' experience in the insurance industry and has worked in the Humber, Lincolnshire and Yorkshire region for the past six years following his relocation from the North East. His specialisms include transport and logistics, construction, manufacturing, management liability and he has a wealth of experience in the commercial insurance sector.

Following acquisition by NMJ Insurance in 2011, Barry Fenton has continued to expand and is well placed to service clients in the Humberside and North Lincolnshire region. As an independent insurance broker, the company has wide-ranging experience gained with businesses of all types and has access to all of the leading insurers, as well as Lloyds of London. In addition to providing insurance products, through its partners Barry Fenton can also provide advice and support on Health and Safety, Risk Management and HR matters.

Whilst many insurance broking businesses have disappeared in recent years as insurance products have been progressively sold via call centres and now online, Barry Fenton believes there remains a real need to provide quality products at competitive prices to the local community, backed by excellent service from experienced people who understand insurance.

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Business Coaching

AFOS Limited

Lisa Featherstone
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Medical & Food Machinery

Applied Generation Technologies Limited

Andrew Threlfall
KIRKELLA
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Sales Agent & Consultant Engineering Company

Barry Fenton Insurance

Ian Jacques
SCUNTHORPE
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BayWa r.e. UK Ltd

Jamie Grant
EDINBURGH
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Renewable Energy

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Daniel Reeves
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Mark Jackson
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Accountants and Business Advisors

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Adrian Joyce
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Cafe and Soft Play Area

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David Hebden
YORK
07557 560212
Charity

Name
Julie Kaiser

Company
Baker Tilly

Job Title
Partner



I am a Partner for Baker Tilly, heading up the Accounting and Business Advisory department in Hull at The Humber Quays on Hull Marina, as well as being a wife and mum.

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

Shop Assistant, working on the tills at a local supermarket for £23 p/w.

What do you always carry with you to work?

A banana, you never know if you will have to skip lunch.

What is the biggest challenge facing your business?

As the Humber economy grows our business has to adapt to those demands. The biggest of all challenges is to keep ahead of the game, have a keen eye for changes in accounting and tax legislation, and to continue to provide the best advice and service to our rising number of clients.

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

I would make HS3 a priority above all else, as rail electrification, connecting Hull to Leeds and Manchester, will create a communication corridor that will ensure the long term prospects of the region for several generations.

What can you see from your office window?

I'm very fortunate to work where I do, from one window I see the

splendour of Hull Marina and from the other I can see the comings and goings of shipping on the Humber Estuary.

If you could do another job what would it be?

I would be a professional squash player.

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

A determination to do the best job I can, to treat everyone fairly and have an attention to detail.

What was your biggest mistake in business?

Tricky question, I'll tell you when I make it.

What advice would you give to aspiring entrepreneurs?

Get a good business plan, and most importantly seek out a good accountancy firm to advise you from day one.

Who do you admire most in business?

Clients who have an idea for a successful business and are determined enough to make it a reality for the benefit of themselves and those whom they ultimately employ. After all it's what makes the world go round.

Chamber Events Diary 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
Venue TBC

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



Rollits Partner Sets Sail on CatZero

Neil Franklin, a Partner at Hull law firm Rollits who specialises in commercial property law during the day, put his law books to one side to undertake a trip to Bruges on the racing yacht CatZero.

Novice sailor Neil joined a team of volunteers on the 72ft round-the-world racing yacht in Hull to sail non-stop to Blankenberge Marina in Belgium. Following an overnight stay in Bruges, the team completed the return leg.

CatZero is a not-for-profit organisation which has expert staff delivering projects for young people. It is an award winning registered charity designed to meet the holistic needs of young people and their families.

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