

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

October/November 2015

Issue 28



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BUSINESS INTELLIGENCE

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Front Cover Image - Studio Image

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Humberside Police is launching its Cyber Security 'Has It Clicked?' campaign, designed to help businesses and individuals learn how to protect themselves from online criminals.

The 2014 Information Security Breaches Survey found that 81 per cent of large companies had reported some form of security breach, costing each an average of £600,000 to £1.5m.

Understanding the capabilities behind such attacks, the vulnerabilities they exploit, and how, is key to ensuring your organisation can defend itself against them.

Attacks can come from:

- Cyber criminals looking to make money how through fraud or selling information
- Industrial competitors looking for an economic advantage
- Hackers who enjoy the challenge of interfering with computer systems
- Hacktivists who have political or ideological motives for disrupting businesses

Det Insp Rich Osgerby said: "The prevalence of these attacks on your firm will depend on the opportunities available to the attacker through vulnerabilities in your system.

"For example, a weak password to an online account takes very little technical ability to exploit it.

Attackers with a little more technical knowledge can use tools that are readily available on the internet and others may develop bespoke tools."

There are a number of effective and affordable ways of reducing the risk to your business, including:

- Establishing network perimeter defences such as firewalls to detect and block downloads and access to malicious domains.
- Installing malware protection to detect and respond to known attack code.
- Ensuring your software is kept up to date.
- Preventing unknown software being able to run or install itself.
- Ensuring an appropriate password policy is in place.
- Carrying out security monitoring to identify suspicious activity.

For more information, keep checking www.humberside.police.uk, follow @humberbeat on Twitter or like the Humberside Police Facebook page.



Pictured on the debating panel are (from left) Diana Johnson, Ian Kelly, Chamber President Steve Eastwood, Ed Cox and Martin Vickers.

Chamber Host Question Time-Style Debate

The Hull & Humber Chamber of Commerce and the Institute of Public Policy Research North held a Question Time-style panel debate on Devolution, The Northern Powerhouse and City Regions.

On the panel was Ed Cox, the director of the Institute for Public Policy Research (IPPR) North, a dedicated think tank for the north of England which has been a key player in the 'Greater Manchester' City Region debate with the Chancellor George Osborne.

He was joined on the panel by two of the Humber's leading MPs, Diana Johnson representing North Hull, Cleethorpes' Martin Vickers and the Chamber's Chief Executive Dr Ian Kelly, while Chamber President Steve Eastwood kept proceedings in order.

The Northern Powerhouse Debate was free to take part in, and held on September 18, in the Allam Lecture Theatre at Hull Business School, Hull University, Hull.

The Chamber's popular Speed Networking and Members' Networking Lunch took place before and after the debate respectively, with Ed Cox being the guest speaker at the lunch discussing the Northern Powerhouse and the Government's comprehensive Spending Review.

Ed Cox set the scene with a summary of developments so far. Diana Johnson told the audience that there was a lack of engagement with the public in Yorkshire and the Humber, and said she thought we needed a much bigger debate, more accountability and to take the public with them.

Dr Kelly agreed with her sentiments, which he said was exactly why we were having the debate so we could get the issues out into the public domain. "From the business perspective, councils have to look at their local priorities and the contribution the Chamber wants to make is at an economic and strategic level. Much of the business community is focused on the Humber which operates as an economic unit with diverse industries such as gas, petro-chemicals, shipping and manufacturing. The Humber operates well as an economic unit and devolution only matters if it generates jobs, wealth and prosperity."

The Chamber would like to thank joint sponsors Spire Hull & East Riding Hospital and Caprica Healthcare. Their support helped the Chamber to provide a first class event for the Members who attended.



Mike Pickering – New Chamber Membership Development Executive

The Chamber has recruited Mike Pickering as a full-time Membership Development Executive. Mike's remit is to recruit new Members for the Chamber, from throughout the Humber region.

Mike started his new job on 14th September and brings with him 12 years' Sales experience as part of a total of 20 years' total commercial experience.

Mike is a valuable addition to the Chamber team. More Chamber Members will mean busier Chamber events, increased opportunities for all Members and a healthier organisation in general.

You'll see Mike at the Chamber events and his contact details are:

Telephone: **01482 324976**

Email: **m.pickering@hull-humber-chamber.co.uk**

Root2 Recruit – Lincolnshire’s First Online Fixed Price Recruitment Agency



David Norton, Director of Root 2 Recruit explains why Root2’s ‘Gone Digital’

“In this world of ever developing technology where everyone expects results and information at the touch of a button, it was time for the recruitment process to have an overhaul. In my experience of over 20 years the actual recruitment process hasn’t really changed that much. Using a Recruitment Agency is sometimes perceived as being expensive and often very time consuming chasing progress of vacancies and candidate applications. Clients and candidates can often feel uninformed and aren’t always sure of the latest details. Recruiting oneself is an alternative option but again can prove expensive and time consuming and many employers do not have the expertise to deal with this. With the development of state of the art technology and more and more people wanting, and indeed, expecting online services it was high time for a change.

Our online Recruitment Division ‘Root2 Recruit’ launched on 1st September with the objective of making the complete recruitment process an easier and much more affordable option

compared to traditional routes. We have done away with % based fees and instead, charge an affordable fixed fee for each assignment regardless of salary or number of candidates clients can employ from each campaign. Root2’s cutting edge software supports the process and with Customer Service at the forefront of our delivery we have expanded our team to help with the extra demand for our services.

We have consulted with HR managers and employers to create a system which will deliver what they want. For example employers feel strongly that the candidate experience is a good one so they are kept informed at every stage. We have branded adverts and are representing the client brand so it’s important that we do what we say we will do. Our advertisements receive maximum exposure and with our search facilities and databases we also attract passive candidates - statistics show that 51% of people who are in work are open to moving if the right opportunity comes along.

The client has a dedicated Account Manager and access to their own online dashboard where they can track the progress of each of their current vacancies and communicate with their client manager. All candidates are kept up to date throughout their application so that they know

exactly where they stand at every stage whether successful or not. We manage each assignment on behalf of the client from initial meeting to offer and salary negotiation. We can even organize personality and job profiling as part of the service. The complete package is managed digitally and incredibly easy to use. It really is as simple as logging into your dashboard and initiating interviews and feedback through this platform.

Root2 has ambitious growth plans and we have selected the best local team to ensure our expansion runs smoothly. We have taken on 3 new members of staff and have launched, initially in Lincolnshire with further national expansion planned.

In short, Root2 Recruit delivers a comprehensive online service saving employers time & money using innovative systems without compromising on quality.”

For more information please call **01507 617772** or visit **www.root2recruit.co.uk**





Regus Opens its First Centre in Hull

Regus, the global workspace provider, has announced that it will open a new centre in Hull in November.

This latest opening takes Regus' number of UK centres to over 320 and is further evidence of the company's UK network expansion, as demand for flexible working continues to increase.

The site is located in Hull's city centre, which is undergoing significant regeneration. It is also close to the train station which has direct trains to and from London, and is expected to be particularly popular with firms looking to establish themselves in an up and coming area.

A range of flexible working options will be available for businesses and professionals including two meeting rooms bookable by the

hour, modernised offices and a drop-in business lounge. The refurbished centre will house over 200 workstations and benefit from high-speed internet.

One of Regus' unique Thinkpods will also be accessible. A Thinkpod provides a quiet thinking and working space within the collaborative business lounge environment and is designed to maximise productivity. The stylish pod houses a laptop and chair and can be used for any length of time from one hour to a whole day.

Richard Morris, UK CEO, Regus, said: "We are seeing consistent growth of interest in flexible working options which provide a more cost effective alternative to fixed offices.

"The city of Hull is undergoing immense regeneration and is a prime spot for businesses looking for a well-connected, 'up and coming' location, so it's only right that it features in our UK expansion plans."

Visit www.regus.co.uk for more information.



Going in the Right Direction

DSL Global Freight started life as Derwent Shipping & Logistics Ltd, to provide specialist transportation and logistics for abnormal loads both in the UK and Worldwide.

The Company soon extended its services to include general freight forwarding and project forwarding in response to customer requirements. The increasing demand for multi-modal freight options moulded the business into the Company that you see today, a reliable one-stop-shop for all business transport needs, whether by air, sea or road.

The business has moved into new and larger premises in Market Weighton providing DSL Global Freight the room to continue its plans for expansion. It is able to utilise the local ports of Hull, Immingham and Killingholme especially for its regular cargo to Scandinavia and Northern Europe.

To offer the best prices and a first-class customer service the Company has established working relationships with trusted partners and shipping companies around the world, many of whom have been with DSL Global Freight from its inception. The Directors continue to build on the comprehensive network of suppliers in order to offer full global coverage and a wide range of freight options.

Its range of services now include full or part shipping container loads, extensive European haulage routes with both express and economy services as well as continuing with its abnormal load and project forwarding services.

If you would be interested in a quotation for European or global import or export services please ring Gary or Julian on **01430 873530**.

New Partnership Gives Learners at the Academy Grimsby a Taste of Career in Care

Students at The Academy Grimsby (TAG) have been given an insight into working in the healthcare sector thanks to a partnership with a local care provider.

TAG has teamed up with the Care Plus Group to offer students the opportunity to learn more about roles in the care sector and carry out work experience placements. It's part of TAG's focused training pathway, aimed at greatly enhancing young people's career prospects.

Following its launch in September 2014, TAG offers a route to Further and Higher Education or employment for young people aged 14-16 years in North East Lincolnshire. This exciting new venture invites young people interested in gaining skills and qualifications in the Engineering and Care sectors to receive specialised training alongside traditional GCSE qualifications.

Headteacher Paul Thundercliffe said: "The Care Plus Group is a big employer in the town and we are delighted with the impact they've had. We held our first work experience sessions in late June and they were a huge success. Our students were able to sample a real care setting and we received positive feedback. We are hoping we can develop our partnerships with the Care Plus Group for the next academic year."

Student Demi Meek, 15, who was one of the 14 students that took part, said:

"The work experience was held over a week and, in that time, we took part in group classroom sessions with staff from the Care Plus Group, as well as visiting care homes in the area. We got a real insight into what a career in care would be like. We met residents, gave them tasks to help with their memory and served them dinner. I found the placement really useful and it has inspired me to do some voluntary work in the care sector over the summer."

Lance Gardner, CEO of the Care Plus Group, said: "Caring, leisure and other services are



the fastest growing sector of work – expected to represent 23% of the job market by 2022. An ageing population means jobs in the health and social care sector can only increase in number, so it's great that TAG is dedicated to creating this pathway for people as young as 14. As a social business that provides adult health and social care services to people across North East Lincolnshire, the Care Plus Group is delighted to support TAG and work in partnership to offer work experience to its learners."

From September The Academy Grimsby has been increasing its provision as they introduce a new pathway, Creative, Digital & Games, covering

careers in everything from games design and production to video, film, photography, design and journalism.

The Academy Grimsby is located on Westward Ho in Grimsby and offers a small, personalised learning environment with work-based facilities and the latest equipment, including clinical skills rooms and engineering workshops and labs. It sees learners work with specialist teachers on gaining Level 2 qualifications in Care or Engineering alongside National Curriculum GCSE qualifications including Maths, English, Science and Citizenship.

"I found the placement really useful and it has inspired me to do some voluntary work in the care sector over the summer."

SMEs in Confident Mood to Invest and Drive Economic Growth

There is a growing hunger among Yorkshire and Humber companies to invest as confidence in the regional economy continues to rise.

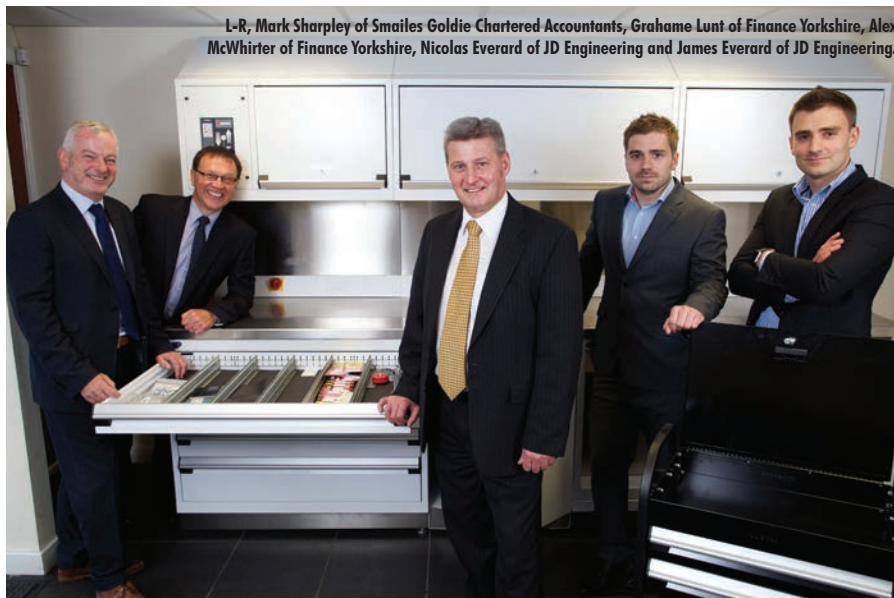
SMEs are seeking investment to develop their services, design and manufacture new products and take advantage of new markets, whether at home or overseas. These expansion plans are generating jobs and economic prosperity for the region.

Funding is available to help these businesses to accelerate their growth plans. Finance Yorkshire has already invested over £95 million in successful companies that have the drive and determination to perform even better.

Through its Seedcorn, Business Loan and Equity-Linked funding, Finance Yorkshire is making a real difference by enabling businesses to reach the next level – a move to bigger premises; the purchase of new machinery or equipment; investment in stock and product development.

Finance Yorkshire’s investments to date have created and safeguarded 10,196 jobs across Yorkshire and the Humber, increased turnover by £309 million and generated private sector leverage of £179 million.

These figures demonstrate Finance Yorkshire’s investment pedigree and how it supports SMEs to achieve sustainable growth for the greater benefit of the regional economy.



L-R, Mark Sharpley of Smailes Goldie Chartered Accountants, Grahame Lunt of Finance Yorkshire, Alex McWhirter of Finance Yorkshire, Nicolas Everard of JD Engineering and James Everard of JD Engineering.

Family-run garage equipment company JD Engineering is a case in point. Finance Yorkshire has invested more than £200,000 in this growing, Hull-based company from its business loan fund, primarily to support the additional working capital required to fund its expansion.

JD Engineering trades as JD Garage Equipment and has secured major contracts from some of the UK’s biggest car dealerships. It works with international manufacturers to source the latest equipment while an in-house computer-aided design team designs garage layouts.

Finance Yorkshire’s investment has enabled the business – run by James and Nicolas Everard – to almost double turnover from £2.3m to £4.2m in the last two years and this figure is set to top £5.5m in 2015.

The funding has also enabled the company to bulk-buy high quality, imported equipment and invest in stockholding.

Director James Everard said: “The speed at which we have grown presents its own challenges but we have been able to employ additional engineers to ensure that we are well represented in the areas that our customers need us.”

Alex McWhirter, Chief Executive of Finance Yorkshire, said: “Our Business Loans exist precisely to benefit companies such as JD Engineering which needed access to finance to buy stock and meet increased demand.

“With the support of our stakeholders, Finance Yorkshire is well positioned to continue investing in the region’s SMEs, enabling more businesses to expand and create jobs.”

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.



Alex McWhirter, Chief Executive of Finance Yorkshire



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

Women Given Taste of Career in Engineering With Grimsby Institute



Women from across Grimsby have been given an insight into the world of engineering as part of a taster day held by the Grimsby Institute.

Eight women, who are currently unemployed and seeking work, were invited to CATCH, in Stallingborough, by James Danby, Head of Engineering (Commercial) at the Grimsby Institute Group. It was here they were given a tour of the site, operated some of the key equipment used by engineers and were given the opportunity to try welding.

James said: "Females make up around two per cent of apprentice intake for engineering, so we are trying to encourage more women to consider a career in this sector. It's also about changing misconceptions about engineering and promoting the fact it's not all greasy and heavy work – there is a need for technical roles too. In addition, there will be thousands of job opportunities with the significant investment in the Humber region in the coming years. We need to make sure the local workforce is fit and ready and we can give women the skills to succeed in this field."

The event followed a presentation held in June by the Jobcentre Plus North East Lincolnshire, aimed at positioning engineering as a career path for women.

Organised to mark National Women In Engineering Day, the presentation attracted around 40 women and included a panel of seven

inspirational females from the engineering sector, ranging from trainees and apprentices to those in senior management positions.

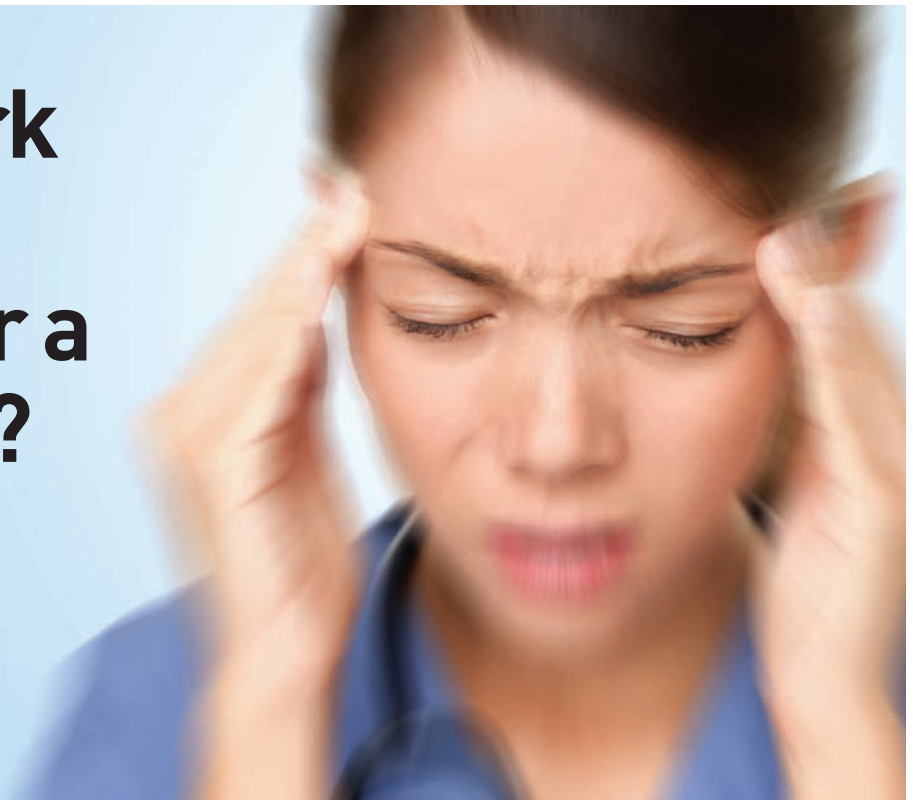
Lorraine Alexander, Employer and Partnership Manager at Jobcentre Plus North East Lincolnshire, said: "There are so many jobs available in engineering and it's an expanding sector in our region. We also have many training providers based at CATCH, which is a great facility, so it was just about exposing the women to engineering and the opportunities available to them.

"Many left the panel event feeling inspired and were looking forward to getting to know more at the Grimsby Institute taster day. The women felt as though there were plenty of routes into the industry for them and were interested to learn more."

For more information, visit www.yourplaceorours.co.uk

Fit for Work Service – A Cure or a Headache?

**Teresa Thomas,
Partner and Head of Employment Law**



Sickness absences cost UK employers an estimated £9 billion a year and is one of the biggest employment issues that companies consistently face.

One Government initiative to combat this headache is the newly introduced Fit for Work (FFW) Service. The service is now available in Lincolnshire and East Yorkshire, however most employers are still unaware of what it can offer. Teresa Thomas, Partner and Head of Employment at Wilkin Chapman, guides us through the essentials.

The aim of this free scheme is to keep employees with health problems at work or in the event of a sickness absence, to get them back to work as soon as possible. This is achieved in two ways. Firstly, expert occupational health (OH) advice is available via telephone and online through detailed practical guidance notes, online chat facility and via email to help employers manage and deal with sickness absences and common problems. This is likely to be beneficial for SMEs who do not have the benefit of OH support. Secondly, employees can now be referred by their employer or GP to an OH professional for a detailed assessment if they have been off sick

or they are likely to be off sick for four weeks. The majority of assessments will be carried out via telephone within two days of a referral being made and only the minority of cases will be dealt with via a face to face appointment, which could be up to 90 minutes travel time by public transport. Following the assessment, a return to work plan will be produced and sent to the employer with recommendations they can implement to facilitate a return to work.

Two issues are that the report will only be available with the employees consent and only one referral can be made within any 12 month period for an individual, which will not help frequent absences. Furthermore, once the employer receives a report, they are under no obligation to implement any recommendations. Care should always be taken to ensure that the requirement to make reasonable adjustments is satisfied where an employee has a disability. This does call into question the overall benefit of the service and it could lead to stalemate, particularly if the employee refuses to provide their consent to be referred or for the report to be shared.

With the service being within its infancy, there appear to be advantages and disadvantages that may indicate this is not a cure for all businesses. We do recommend that you update contracts of employment and sickness policies to reflect the new Fit for Work service so that employees are fully aware of the procedure you will follow as an employer. Our employment specialists at Wilkin Chapman have the knowledge and expertise to

guide you through any sickness absence and can help you update your contracts and policies to make the most of this new service.



For further information, please contact Teresa Thomas at Wilkin Chapman on **01472 262626**, email **thomas@wilkinchapman.co.uk** or visit **www.wilkinchapman.co.uk**

wilkin chapman llp
solicitors

Iain Elliott (left) with Nic Dakin at HETA's Foxhills training centre in Scunthorpe.



HETA Campaign to Attract Women Into Engineering

A leading training provider has embarked on a campaign to boost British industry by attracting more women into engineering careers.

Humberside Engineering Training Association (HETA) is targeting schools, students, employees and parents with the initiative, which will feature open days, engineering taster events, marketing activities and dedicated 'Girls Into Engineering' days.

The venture has the backing of Nic Dakin MP, Chair of the All-Party Parliamentary Group on Skills and Employment, whose Scunthorpe constituency covers HETA's Foxhills training centre.

Iain Elliott, HETA's Chief Executive, said the organisation has trained 22 female engineers since 2010 at its three sites – Foxhills, CATCH at Stallingborough and Copenhagen Road in Hull.

But Iain said more needs to be done: "Between 2012 and 2014 the number of women entering engineering increased by more than 100 per cent but the starting level was very low.

"The UK produces 36,000 fewer engineers than are required by British industry. The evidence suggests that girls outnumber boys in STEM subject choices and also outperform boys in STEM qualifications.

"But many girls are not choosing physics beyond the age of 16, they are losing the opportunity to choose engineering from the age of 18 and only nine per cent of women progress to work in STEM subjects."

During the first week of September all three of HETA's sites hosted open days. Generic taster days began in October and will continue every month until July. 'Girls into Engineering' days will be held in November and February and there will also be an 'inspirational women's week' during which STEM ambassadors will visit schools to talk to students in assemblies.

Nic Dakin said: "I am very keen to support women into engineering. I welcome HETA's campaign and I look forward to supporting them and helping them to maximise the opportunities to reach as many people as possible."

Chipmunks Childrens Charity

Chipmunks was formed in Withernsea in 2013. We have eight local trustees. Our Acting Chairperson is Dr G Heaton MB ChB (Senior Partner at South Holderness Medical Practice in Withernsea).

Our postal address is The Shores Centre, 29 - 31 Seaside Road, Withernsea, East Yorkshire, HU19 2DL. All correspondence should be addressed to The Shores Centre for the attention of Team Chipmunks Trustees. Chipmunks Childrens Charity is an unincorporated charitable organisation at the present time. Our Constitution and Governing Document follows the standard template provided by The Charity Commission of England and Wales. We are in the process of looking at becoming a Charitable Incorporated Organisation, (CIO).

Chipmunks Childrens Charity has achieved recognition as a charitable company by H.M.R.C. with our own registration number. We have embraced multimedia and have a LinkedIn account together our website.



By giving the gifts of love and laughter to children, Chipmunks can improve the lives of underprivileged children and those who have suffered emotional and or physical trauma. We aim initially to focus our efforts on local families with children that reside in the East Riding of Yorkshire. Chipmunks can help to provide 'love and laughter to children' in the following ways: by raising funds in order to give children the opportunity for a holiday, days out, receive Christmas gifts or perhaps the opportunity to have much needed sports equipment provided

in order for a child to reach a particular sporting goal in life. All of these things most people take for granted. This list is not exhaustive and merely shows some ways that Chipmunks can help local families with children who are finding it difficult to manage.

For further information contact **info.chipmunkscharity@gmail.com**

or telephone **01964 604344**

www.chipmunkscharity.co.uk

Further Growth for Law Firm's Property Team

Regional law firm Andrew Jackson announces that it has recruited licensed conveyancer Katie Wilson to its growing property department.

Katie brings a wealth of specialist experience to Andrew Jackson having worked in residential conveyancing for almost 20 years. She deals with all aspects of freehold and leasehold sales, purchases, re-mortgages and transfer of equity through to post completion stage.

Partner and head of property at Andrew

Jackson, Paul Barker, said: - "I am delighted that Katie has joined our growing team. Our focus on providing an efficient and value-for-money service to our clients means that we continue to be very busy across all areas of residential property work.

"Katie has quickly proven herself to be a very knowledgeable lawyer who focuses on achieving her clients' objectives and her appointment will enable us to sustain our growth in the residential conveyancing sector."



Accountability and Business Leadership



Let go or get dragged. One of our basic instincts as human beings is to survive. That is why our brain has the tendency to focus and drag our attention to the negative.

You can't control what happens but you can control how you react!

Have you ever gotten a compliment, brushed it off and forgot about it by the end of the day? Now have you ever gotten disapproval or a criticising comment and it ruined your day, your week? Researchers have found that negative memories are less prone to decay over time because of the brain's tendency to store the negative data. Emotions directly influence how we process information and therefore how we react and behave.

There is a way to avoid that sinking feeling if you experience failure. You can be completely in charge of your emotions and master handling stress without it affecting your performance.

Call 07450888016

pam@ibusinesscoach.co.uk



Call Pam to discuss some helpful strategies and one to one individually tailored advice to help improve your everyday performance and professional outlook to business challenges.



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Henry Samman Fund Helps Chris Prepare for International Career

THE Chamber's Henry Samman Fund has been supporting student Chris Hardley's education in Hispanic Studies and Politics in Chile, while simultaneously honing his Spanish and Portuguese language skills.

In his report on his 15 months in South America, Chris thanked the Hull & Humber Chamber for its support, without which, he says, he would not have been able to manage as he only earns £45 per week through his internship with the British Chilean Chamber of Commerce.

Following his success at the Chamber, Chris was offered a temporary position as the Newton Fund Co-ordinator with the British Embassy in Santiago to cover maternity leave. The Fund is a UK-Chile research collaboration. "These opportunities are very much aligned with my career goals in international trade, policy, exports, defence policy and foreign diplomacy" he said.

Chris says he led meetings with high level governmental advisers and translated for visiting delegations. He even translated a conversation between an ex-minister of the Chilean Government and Her Majesty's Ambassador, which were all linguistically challenging.

His time abroad has allowed him to immerse himself in Chilean and Latin culture by living and working with locals and also with other nationalities such as Brazilians, Argentinians, or Uruguayans. This has enabled him to understand South American societies, systems, customs, laws, how they do business, and how things get done in the region, which can be very different to how things get done in the UK or EU. He has also learned how to manage workloads, deal with clients and how to network, which he believes is something that cannot be learned in the lecture hall and will give him a head start when he graduates.

Chris says the incredible contacts he's made in the UK, Chile and elsewhere, has really set him up for his future career. During the first six months of his placement with the Chamber, he worked as an assistant in the membership finances department, dealing with everything from monthly accounting, maintaining membership databases, brokering exclusive discounts for members, preparing documents for the board of directors, and formulating a strategic membership growth plan, based on the economic synergies between Chile and the UK, as drawn from export and import data.

He also organised a weekly English Conversation Club for business executives which was rated the second best Chamber service in their annual survey. He also worked with the Overseas Business Network Initiative between the British Chambers of Commerce, UK Trade & Investment (UKTI) and the Foreign & Commonwealth Office (FCO) as part of David Cameron's push towards £1-trillion in UK exports by 2020.



Pictured at Exponor 2015 are Chris Hardley (centre) with the Director and Sales Manager of Don Valley Engineering (a Yorkshire firm based in Doncaster), the Director of Best-Chem Ltd (Birmingham based), and the Director of MCM, a Chilean mining equipment company. Exponor is a huge mining and related industry exhibition which takes place every two years in the northern Chilean city of Antofagasta.



Dong Energy's Philip Ford (centre) with Chamber President Steve Eastwood (left) and Chief Executive Ian Kelly.

Chamber Hears of Dong's Commitment to 'Global Hub for Renewables' on Humber

The Humber is becoming a global hub for renewable energy, Philip Ford from Dong Energy's London headquarters told Chamber business leaders.

Following its nationwide announcement of the signing of a memorandum of understanding with Able UK, Dong is now set to establish an operations centre at Able's £400-million renewables operation in North Killingholme.

One of the world's largest offshore wind farm developers, Dong's Stakeholder Co-ordinator Mr Ford explained the company's name stands for Danish Oil and Natural Gas, before outlining its vision for renewables for the Humber and the UK in the coming years.

The Westernmost Rough wind farm development was recently inaugurated from Dong Energy's purpose-built £3.7-million base on the Humber. The wind farm uses the largest turbines commercially available, each with 75m blades, and has the capacity to supply more than 150,000 homes. Mr Ford said 90 per cent of the operation and maintenance staff are local people and Dong has worked closely with fishermen in the area to minimise the effect the wind farm has on their industry and there is now a good working relationship.

In addition to the Humber development, Dong Energy is building more wind farms. Off East Yorkshire, Hornsea Project One will be the biggest development near the English coast and will eventually be able to power around 800,000 homes. It is expected to be online by 2021, while another major wind farm will be built at Race Bank, off the North Norfolk coast.

With 20 years' experience in offshore activities, Mr Ford said Dong Energy produces a third of the global capacity for offshore wind. It has been active in the UK since 2001 and now has 600 employees and 10 operational wind farms in the UK, the result of a £5.5-billion investment to date.

Mr Ford explained that Dong has three strategic targets in the UK, health and safety, to increase capacity – the company has a 6.5GW target for 2020, increasing from its current 3GW, and, thirdly, to reduce the cost of electricity through standardisation, industrialisation and aligning the entire supply chain to deliver reductions in cost through economies of scale, something they are working with the Atkins Group and other partners to achieve.

Reinforcing the pan-Humber nature of this emerging industry, Mr Ford said Siemens in Hull will be supplying some of the wind turbines to Dong as the Humber becomes a global hub for renewable energy.

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Luke Pykett, Marketing Manager says that initially Greentree's browser-based app capability is focused on those key mobile business roles of field sales and service. "Realistically, we are all at the start of the mobile journey," explains Luke, "but what is important is that you actually get started. If we are to believe the predictions in the future it will be the only way we do business but as mobile ERP is already here – now is the time to switch it on and Genesis can show you how to do it".



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Kathryn Shillito (left) at the Yum! Festival with the Lord Mayor of Hull, Councillor Anita Harrison and Martin Green, Chief Executive of the City of Culture Company.



HullBID Events Attract the Crowds

Huge crowds and a record number of city centre businesses turned out to celebrate local produce and culinary expertise at this year's HullBID Yum! Festival of Food and Drink.

The occasion also continued to set new standards for BID's programme of free networking events, with city centre business people welcomed into the M&S store on Whitefriargate by Manager Terry Lees.

Kathryn Shillito, HullBID City Centre Manager, said the level of support was encouraging and underlines the value of BID and its work to the city centre economy.

Kathryn said: "The number of visitors to Hull city centre over the two days of Yum was up by more than 30,000 on last year and we also attracted a record number of stalls, with more from city centre businesses than ever before."

The Lord Mayor of Hull, Councillor Anita Harrison, officially opened the festival. Stallholders ranged from the old established EB Johnston Ltd, who have been operating in the city centre for 28 years, to Cocoa Chocolatier and Patisserie, which opened in Trinity Market during the last year. Local independent businesses, including Sugar 'n' Spice cakes, sold their wares alongside national retailers including M&S.

Kathryn said: "The involvement of M&S was particularly welcome as we are partnering with them, Santander and Boots on the Healthy High Streets initiative, which was launched by Business in the Community to increase footfall and reduce the number of empty shops.

"The networking event attracted a full house at

M&S to hear Terry talk about the company's plans for Hull and the general trends in city centre and online retail.

"Since then we've had a successful networking lunch at Trinity House and we're planning two special events in the coming months at Princes Quay Shopping Centre and The Deep."

"We attracted a record number of stalls, with more from city centre businesses than ever before."



Glyn Britton

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I have set up and overseen the 'Investor in People' programme, including all the systems and 'Key Performance Indicators' and have implemented a variety of training methods for promoting best practice procedures and Health & Safety.

I am looking for new challenges and opportunities and am open to any employers who may be able to utilise my skills, knowledge and experience.

For an informal chat please telephone **07949103988** or email **glynbritton@hotmail.co.uk**



Goldings Expertise Helps CIPP Tackle Auto Enrolment

The body which represents people throughout the UK who work in payroll and pensions has recruited Chamber Member Golding Computer Services to help with an online tool aimed at preparing for auto enrolment.

The Chartered Institute of Payroll Professionals (CIPP) launched the new courses in September, ahead of a New Year trigger which will see auto enrolment adopted by more than half a million small and micro businesses during 2016.

Goldings, based in George Street, Hull, supplied content for the new qualifications and assisted with their development. The company is also working with Sage, the accounting and payroll software giant, and NEST, the pension provider created by the Government to offer auto enrolment pension schemes for employers.

Goldings, an International Association of Book-keepers gold partner and winner of the Sage

Circle of Excellence award, is using its distance learning expertise to provide the CIPP's 'Automatic Enrolment Specialist Course' and the companion 'Automatic Enrolment Technical Specialist Course'.

An additional, and unique, aspect of the training and support offered by Goldings to employers, advisors and payroll service providers throughout the UK is a managed 'in the cloud' payroll and accounts service.

On successful completion of either of the CIPP courses the advisors and accountants will receive a certificate to reassure employers who are looking for help and support with their auto enrolment duties.

Vic Golding, Managing Director of Goldings, said: "All the necessary training in the use of Sage and Nest is provided to advisors, service providers and employers, leading to a smooth and trouble free auto enrolment installation and ongoing payroll and accounts experience."



For details of the CIPP courses and Goldings' new 'in the cloud' Sage One software service, contact Di Garbera at Golding Computer Services on Hull **01482 328706**, email **di@gcs-limited.com** or visit **www.gcs-limited.com**

The Consumer Rights Act 2015 - in Three Minutes

by James Westwood, Company and Commercial Lawyer, Myton Law

October sees important changes to consumer law in the UK in the shape of the Consumer Rights Act 2015 (the 'CRA'). It has been hailed as the biggest overhaul of English consumer law in a generation.

The standards required of businesses in supplying goods and services to consumers are unaffected, but the CRA introduces new legal remedies for consumers and new controls on limiting liability which all businesses which supply consumers need to take account of. This article focuses on some of the headline changes.

30 day 'short term right to reject' faulty goods: pre CRA, a consumer had a 'reasonable time' to reject goods which do not conform to contract on delivery and claim a refund. This window is now fixed at 30 days (subject to an exception for perishable goods). After this the supplier must, ordinarily, be given the opportunity to repair or replace before the customer can reject and claim a refund.

Single chance to repair or replace goods: a trader supplying faulty goods now has only one opportunity to repair or replace them before the consumer's right to reject, or to require a price reduction, arises, (assuming repair or replacement is practical). Previously there was no such limit – a trader simply had to do so within a 'reasonable time' and 'without significant inconvenience' to the buyer. The customer may however waive this new restriction.

Goods must match model seen: goods supplied must now match any model seen by a consumer prior to purchase (unless differences are made known to the consumer in advance). For example, a television purchased in store must match the display model seen by the customer.

Services – right to repeat performance: a consumer may now require a trader to perform, or part perform, the services again where they are not of the required standard (unless repeat performance is impossible). Although the concept of repeat performance is nothing new, until now it has not been available as a legal right.

Services – limitation of liability: a trader is no longer able to exclude all liability for failing to exercise reasonable skill and care in performing services. Any exclusion for death or personal injury has long since been unlawful but not in respect of other forms of loss or damage (although in reality it has been difficult to enforce). It is also now unlawful for a trader to limit their liability to below the price paid for services provided. Previously, there was no express minimum level for any such limitation, it simply had to be reasonable. Pegging liability to the price paid will not necessarily be enforceable however - any such clause will still have to pass a test of fairness.

Services - information provided by trader binding: anything communicated to a consumer about the trader or the services is now automatically treated as a term of the contract if it is taken into account by the consumer. Previously a consumer had to prove that such statements form part of the contract so it will now be that bit easier for consumers to hold suppliers to such statements.

Digital content: the CRA introduces for the first time a specific set of laws for the supply of digital content (which includes TV and film, books, apps and software). It lays down quality provisions broadly similar to those for the supply of goods but the remedies vary in certain respects.



James Westwood

Any attempt to exclude or restrict any of the remedies provided to a consumer by the CRA, whether for goods or services, will be unenforceable.

The above outlines some of the key changes introduced but by no means covers all of them. Guidance on the Act is widely available, however if you require specific advice please contact James Westwood on **01482 485020** or via email **james.westwood@mytonlaw.co.uk**

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Nippon Gohsei Launches New Apprenticeship Scheme

Nippon Gohsei has launched a new apprenticeship scheme to help train its workforce of tomorrow.

The Hull-based chemicals business has taken on its first-ever maintenance apprentices, building on the job creation successes of its operations apprenticeship scheme.

Following an in-depth selection process and working in conjunction with Humberside Engineering Training Association (HETA), Sam Brett, of Cottingham, and Thomas Spencer, of Dunswell, both 16, will start their training in September.

They were chosen from a shortlist of 16 selected from 70 applicants, following an awareness day with HETA at the KC Stadium in Hull.

"The calibre of shortlisted candidates was excellent, and that of the applicants in general very high," said Stephen Harrison, maintenance engineer at Nippon Gohsei, who is supervising the new intakes.

"Clearly, there is an appetite from young people in the region to work in the sector and grasp what is a fantastic opportunity to progress careers in a successful, multinational business.

"For us, it gives us access to enthusiastic young people who will become the skilled technicians we need to ensure the smooth running of our business."

The new maintenance apprenticeships, covering mechanical and instrument roles, include 15 months with HETA and Hull College and 18 months training with Nippon Gohsei. In all, including their time as apprentices, the new starters can expect to receive a total of five years training.

Sam, who went to Cottingham High School, said he'd always had an interest in technology and jumped at the chance of working at Nippon Gohsei.

"All the way through school and growing up I've liked fixing things and seeing how they work, taking them apart and putting them back together again," he said.

Engineering is high up the list of things to do for Tom, who's ridden and maintained his own Quad bikes since he was 12.



New apprentices Thomas Spencer (left) and Sam Brett (right), with Nippon Gohsei's maintenance engineer Stephen Harrison

"I wanted to do the apprenticeships as I would learn, earn and get experience at the same time," said Tom, who opted for an apprenticeship over sixth form.

"I generally find it more interesting to do something rather than listen to someone."

The launch of the latest apprenticeship scheme piggybacks off Nippon Gohsei's successful operations apprenticeship scheme, which has seen the addition of at least one apprentice each year into the business since it was launched in 2008.

Nine of the company's 36 operators and shift team leaders have come up through the apprenticeship programme, creating full-time roles in manufacturing positions.

Gary Hyde, Nippon Gohsei's manufacturing support manager, who helped set up the scheme seven years ago with HCF Catch and Hull College, said: "Having maintenance apprenticeships is a new departure for us, but the existing scheme has been so successful in providing us with skilled, reliable full-time operators it seemed the logical next step.

"Before we joined forces with other local Companies for this project there weren't any schemes specific to our industry in the region."

There is currently one apprentice on the operations side, Joshua Thompson, with Liam Watson and Harvey Rayworth having recently completed their apprenticeships and now full-time employees.

The next, new operations apprentice, Luke Whybrow, will be joining the scheme in September.

Nippon Gohsei produces Soarnol, the trade name for ethylene vinyl alcohol (EVOH), which is commonly used as a barrier layer in food packaging and a host of other applications.

It is the UK's only producer of Soarnol and one of only two worldwide and started manufacturing the product at Saltend Chemicals Park in 2004.

It employs 120 people, the majority at Saltend, the remainder at Marfleet Environmental Technology Park facility.



New Lounge Opens at the Deep Business Centre

Tenants at The Deep Business Centre are able to enjoy a few home comforts after the conversion of a mezzanine area into a stylish lounge.

Freya Cross, Business and Corporate Manager at The Deep, said the new facility will provide somewhere for the 200 people who work in the building to take a break from PCs and phones – and it could also generate business opportunities.

Freya said: “We have continually reviewed our services and facilities for businesses since we opened 15 years ago and the lounge is the latest addition.

“Every office has windows and its own door. Not all business centres offer that. People also like the location, which is scenic and separate from the city centre but close enough for tenants and their staff to be able to walk there in minutes.

“There are kitchen areas and we have a very pleasant outdoor picnic area but what we have lacked is an indoor break-out space.”

The mezzanine area occupied more than 600 square feet of space which was not being

used and which picked up all the noise from people passing through the busy reception. BSB Architecture, a tenant in the Business Centre, were commissioned to design a lounge which overlooks reception through a glass wall and which offers a meeting room and two offices.

Freya said: “It enables people to go somewhere comfortable, have a coffee and relax. We spend a lot of our time at work and we don’t always want to be at our desks.

“It also gives our tenants a place where they can get to know each other and that can present business opportunities. BSB Architecture have worked with a number of their fellow tenants and they have done a great job with this project.”



Iron in the Fire For United Stadium Move

Scunthorpe United are ploughing forward on all fronts, including the venture to a new stadium in twelve months' time, with all aspects of the club working towards the new home.

The new stadium will have an abundance of commercial opportunities, which still includes exclusive naming rights for the new stadium; as well as the naming of each stands.

The journey, however, starts now. Our proposal wants to see you on board in an ever-growing business before then, establishing our partnership prior to the move, giving you priority access to new commercial opportunities that arise within the new arena.

The era of Glanford Park isn't over though – with another season still to be played at the stadium. We still have many commercial opportunities which can prove to be an invaluable gateway to our partnership in the coming years, such as match sponsorship, stadium sponsorship, player sponsorship and other hospitality packages – with our vision clear for the dawn of the new era.

Whether your business is big or small, we will always have a package available to suit your needs – from player kit sponsorship, right through to the naming rights of the stadium; we will have something to suit your need and get you the relevant brand awareness your business deserves.

Our Head of Commercial, Martin Ellis, will be on hand to receive any enquiries about the current and upcoming opportunities within Scunthorpe United. Contact martin.ellis@scunthorpe-united.co.uk or call **01724 747678** for further details.

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StrawberryToo new recruits,
Will Kirk and Beth Fell

StrawberryToo Announce Their Next Generation of Recruits

Hull-based design and digital agency, StrawberryToo, has welcomed Will Kirk and Beth Fell to its team.

They will be joining the agency alongside current team member, Jessica Clark, who will continue to progress at StrawberryToo for the next 12 months as she completes her apprenticeship. Jade Woodfield will also remain at the agency in her role as Creative Director.

StrawberryToo started its recruitment process in spring 2015 to find its marketing stars for the next 12 months.

More than 200 budding creatives applied for the roles and the StrawberryToo team was impressed

with Hull's young local talent including designers, illustrators and videographers'.

As a recent Graphic Design graduate of Northumbria University, Will Kirk has returned to his home village of Burton Constable and will take over the role of Graduate Graphic Designer.

Beth Fell will be joining StrawberryToo as a Graduate Marketing Executive during her placement year, before returning to Hull University to finish her degree in Business and Marketing.

Strawberry, established in 1993, is based on Strawberry Street in Hull and offers a wide range of marketing and design services, including website design and development, graphic design, branding and digital marketing.

Reliability is the Word as Customers Seek Quality



These are exciting times to be involved in the coffee industry and Hull and Humber company StaintonWard is relishing the challenges that changing customer trends are presenting.

Coffee has always been popular but driving the current trend is the increasing demand for specialist brands from more knowledgeable customers, something which is opening up new opportunities for the company.

StaintonWard, which employs seven people, supplies vending machines, snack machines and water coolers to customers including hotels, coffee shops, restaurants, factories and offices across Hull, East Yorkshire and North and North East Lincolnshire.

Company founders and directors Andy and Kate

Lawrence, who have combined experience of more than 30 years in industries across the UK, base their approach to the business on a belief that inconsistent quality levels and an inability to deal with unreliable drinks and snacks equipment are the Achilles heel of the refreshment industry.

To ensure that their business avoids such pitfalls, they have developed a unique in-house training and development system which means that people employed by StaintonWard are trained to work on all equipment.

That means that the company's products are



Andy Lawrence escaping from the hustle and bustle of work!

reliable, even to the extent that problems can be predicted and rectified before they occur.

Andy and Kate see coffee as one of their major growth areas as takeaway drinks become ever more popular in towns and cities and among their range of vending dispensers are espresso machines.

Driving the change is a dramatic increase in artisan coffee shops whose customers have a greater focus that ever before on flavour and quality plus the fact that more coffee roasters, large and small, are producing their own specialist blends to meet the demand.

In addition to the changes in coffee, there has been a growth in the health sector, with more demand for green and specialist teas, smoothies, juice bars, Paleo food, gluten/nut free products and nutritionally-targeted foods, plus an increased interest in the wide range of products marketed under the Fairtrade brand.

Other big changes include a move towards larger cups and the adoption in many places of cashless systems, operated by cards or chip-and-pin systems.

Andy said: "The whole sector is undergoing some major changes which means that snack and food refreshments is now a very competitive market place, with a demanding audience and a much more widely spread product range than ever before.

"The out-of-home food and drinks market is a growing one and one that is increasingly focused on quality.

"Over the past ten to fifteen years, we have seen some of the big high street names moving towards more specialised drinks, including loose leaved teas and whole bean coffees and that is being replicated in the workplace.

"Previously, the demand was for vending machines that simplified the process but, although the new generation of machines remain simple to use, there is a move towards machines that can provide the same loose leaf teas and whole bean coffees that people see on the high street."

Andy believes that, in such an environment, machines that guarantee quality and reliability are crucial if demanding customers are to receive the drinks and snacks that they expect.

He said: "Quality is the word these days when it comes to drinks but most businesses can relate to the problems caused by inconsistent quality of drinks from machines.

"We believe that recognition of a potential problem is an essential step to preventing it. Having a system to deal with any problem is critical and sufficient training and development for relevant staff is the only way to minimise the risk of it happening, which is why we have developed our training programme.

"Our operating staff go through a thorough induction training programme on both the equipment they will be working on and the more subtle aspects of the role such as customer care, security and personal presentation.

"They are trained to communicate any issues that they cannot deal with and inform the customer of those issues where appropriate.

"Regular audits are carried out on machines, and to ensure that our

operating staff get the best possible back up and support, we ensure they get accompanied field visits on a regular basis. As a result you get the best possible chance of high quality, consistent service."

The company is part of the Government's Growth Accelerator programme to support SMEs in the next step of their development and Andy said: "We are definitely seeing the benefits of our approach to business and are currently undergoing a period of growth."

You can contact the company through Andy Lawrence or Kay Skelton on **01482 442121**, or email on sales@staintonward.co.uk.

Wilberforce Freedom Fairtrade Coffee branded Tower system for self service coffee



Two clients in training at a recent barista training course

Company Stays True to its Guiding Principles

The word 'unique' is often used to describe businesses but sometimes the company in question does not necessarily justify the term. Hull-based food company Cranswick very much does.

Having been started by a group of farmers in the 1970s, it has grown into a business employing 8,000 people and which this year hit a turnover of £1bn for the first time.

At its helm is CEO Adam Couch, who joined the business in 1991 from university and assumed the top job in 2012.

He said: "The reason that we have been such a success is that, although we have always sought to grow the business and broaden our offer, we have stayed true to the beliefs that characterised the people that created the company in the 1970s.

"For us, it has always been about offering a reliable service to our customers. That is the cornerstone of how we operate."

The founders who enshrined those principles in Cranswick's make-up were East Yorkshire pig farmers, known for nurturing the best pigs in the country using a know-how passed down through generations.

Originally formed to produce pig feed, in time the company purchased its own abattoirs and went on to assume responsibility for more and more of the food process, from animals in the field to the end-product on shop shelves.

Today, the company is the second largest pork producer in the UK, carries out 25 per cent of all the country's pork processing, handles 40,000 pigs a week at its Hull and Norfolk sites and exports 1000 tons per week of its product.

Adam said: "Our development over the years has been down to a mixture of organic growth and strategic acquisition.

"However, we have stayed loyal to our principles and we are not one of those companies who acquires businesses that we do not know in sectors in which we do not operate.

"We take great care in our acquisitions and an acquisition can take years to come to fruition. They take place with companies with whom we have worked and with whom we have developed a strong relationship and which are well run.

"We like it if the owners can keep running the business once we have taken it over. What we offer is the opportunity to scale up what they do well and help them realise the potential of their business."

Another key aspect of our business is innovation

and Adam said: "Everyone throughout the business is encouraged to come up with new ideas to broaden our offer. Innovation is in our DNA.

"Other product categories into which we are moving include the poultry market, demonstrated in our recent acquisition of Benson Park." Cranswick acquired Hull-based Benson Park Limited, a leading producer of British cooked poultry which supplies ingredients to customers in the food-to-go sector, which Cranswick sees as a major growth market. True to form, Benson's key managers were invited to stay on after the acquisition in October last year.

The company has expanded into sandwiches as well. Such growth over the past five decades means that Cranswick is now one of the largest food producers in Britain with products spanning retail shelves and restaurant menus and, although it is primarily known for the premium end of the market, it operates across all sectors, both domestically and internationally.

The international market is one that interests Adam, who said: "One of the strategies we have targeted is to increase our export revenue over the next few years.

"We are particularly looking at the near Continent in areas such as the Benelux countries and will be keeping an eye on opportunities further afield."

On the back of commercial success has come critical recognition with many awards down the years.

Earlier this year, for example, Woodall's by Cranswick, part of the group, won three Great Taste Awards, awarded by the Guild of Fine Food. Woodall's has used traditional curing and smoking methods to produce British Charcuterie for eight generations and three air dried hams each scooped awards.

Also, at the first annual SuperMeat & Fish Christmas Awards, Morrisons were joint winner with Tesco in the Best Christmas Pork/Gammon product category for the Cranswick-produced Signature Morello Cherry Gammon Joint.

For Adam, such recognition confirms the wisdom of the company's founding philosophies.

He said: "We have always retained our commitment to agriculture and we remain loyal to our principles of flavour, authentic production and, above all, to the provision of quality food that consumers trust."

"Everyone throughout the business is encouraged to come up with new ideas to broaden our offer. Innovation is in our DNA."

Adam Couch
Chief Executive Officer, Cranswick





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Great British Taste

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Innovative Natural Snacks Served Up Nationwide

Established in Hull during July 2001, Humdinger Foods was created with one goal in mind; to deliver a range of natural snacks with a difference.

Nowadays, the demand for innovative snacks has exceeded expectations and as a result Humdinger has developed and grown, expanding its portfolio of products and building a reputation for quality and product innovation, to become one of the UK's leading producers of natural snacks.

The company's range of successful brands includes the Fruit Factory and Humzingers; healthier snacking ranges created with children's needs and health conscious parents in mind.

The Fruit Factory range includes family favourites Fruit Strings, Fruit Hearts and Fruit Stars, and most recently, Sport's Mix-Ups. Perfect for picnics, playtimes and days out, the Fruit Factory range



contains no artificial colours or flavourings and now includes character collector cards with games, jokes and puzzles to keep families entertained. Children can head to The Fruit Factory website to see the characters come to life in the new 'Fruity Club' interactive zone.

Sporting a fresh new look following a relaunch, Humzingers offer 100% fruit goodness and a 'no junk' nutritional offering. Sold in variety packs, the fruit sticks range is perfectly portion sized, free from added sugar and contains no artificial colours or flavours. Packed full of fibre, each fruit stick is equivalent on average to 85g of fresh fruit, counting as one portion of their five-a-day.



Humdinger also manufactures a core range of value-added snacks which include dried fruit and nuts. The company supplies British private label as well as premium snack solutions for many famous food brands such as Branston, Guinness, Marmite and Peperami.



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Top Quality Salmon from the Faroe Islands

ACCORDING to legend, in around 870 AD a Danish fisherman came ashore somewhere on the south bank of the River Humber.

His name was Grim; he was probably lost and frightened, but this young Viking would give his name to the fishing port we now call Grimsby – ie. Grim’s village. (‘by’ being the Scandinavian term for village)

It was also the start of a relationship between Scandinavia and the Humber which has lasted for more than eleven hundred years.

More ferocious Viking warriors would follow later, but in large part it has been a relationship that has forged trade and cultural links of a like not seen in any other part of Britain.

Back in the 1960s when Grimsby was the largest fishing port in Europe, it was not uncommon to hear Danish, Icelandic and Faroese being spoken on the dockside and in local pubs and clubs.

Trawlers from these countries regularly brought supplies of fresh fish to the Humber. Hull, on the north bank enjoyed a similar experience.

You only had open the local Grimsby and Hull phone directories to find Scandinavia names like Jensen, Hanssen, Magnusson and Olgeirsson in abundance.

Whole Scandinavian communities built up in the Humber and they had their own churches and shops.

Many married local girls and decided to settle in the area. This migration increased rapidly when the Germans invaded Europe in 1940. More than 100 Danish seine net vessels fled to Grimsby so the crews could avoid capture.

British troops occupied Iceland and the Faroe Islands to prevent the fjords being turned into enemy submarine bases.

But the links between the Humber and Scandinavia have largely been forged by trade and commerce.

Fish and timber were the common denominators. The exchange of fish stretches back to the middle ages, but it was in the 19th century that the timber trade began to take off.

Norway and Sweden (then a single country) was the largest producer of timber of northern Europe. Victorian Britain was at the height of a great industrial expansion and needed all the timber it could get.

Hull and Grimsby, strategically positioned in the centre of the country, became two of the largest timber importing centres in the country in the late 1800s.

Indeed many trawler owners started out as timber merchants before they later went into the fishing industry.

As the 20th century progressed fishing links began to increase. Norwegian seafood companies like Frio-Nor and Faroe Seafood set up bases on the Humber while Icelandic and Faroese trawlers continued to bring fresh fish.

After the war Denmark began to send Scandinavian food, including bacon, butter and cheese to a hungry Britain – all through Grimsby. The regular service between Denmark and the Humber became known as the butter boat.

It was not long before Scandinavian names on the Humber became as familiar as English ones. The Swedish Chamber of Commerce even had its own branch on the Humber.

There were even Norwegian summer fjord cruises from Grimsby and Hull between the wars.

In the 1960s Sweden’s Tor Line opened up new passenger ferry links to Gothenburg, and helped pioneer the development of roll-on, roll-off cargo services.

Denmark’s DFDS and Norway’s Nor-Cargo were two other shipping companies which forged important trade links.

Iceland and the Faroe islands were still minor players in the 1960s and 1970s because their industries were largely based on deep sea trawling, but their ships were a regular sight on the Humber. Their turn would come later.

It is fair to say that while personal relationships between the Humber ports and these two countries were always friendly, political relations in the

1960s and 1970s became increasingly strained as disputes over fishing limits regularly flared up.

Then the United Nations changes all that when its Law of the Sea conference gave maritime nations the right to declare a 200 mile coastal limit (or a median limit if two countries were close to each other).

It was a development that would change Grimsby and Hull forever, but not always for the better. It would also lead to a new phase in the bonds between the Humber and some parts of Scandinavia would enter a new phase.

That Danish fisherman called Grim certainly started something all those years ago.

...To be continued

A permanent reminder of the close ties between Hull and Scandinavia is the Danish Seamen’s Church in Osborne Street, Hull.

The Danes have had a place of worship in the city for many decades but St Nicolaj Church is a relatively modern building and doubles as a seamen’s mission. It is a haven for Danish seafarers who frequently visit the port, Danish people living in the area and people from further afield in Scandinavia.

The 17th May is celebrated for Norwegians, Christmas Service is held for Icelandic people. The Sunday Services are held in Danish and in accordance with the Danish Lutheran Folk Church while a Christmas Service is held for Icelanders and there is a special service during the month of May for Norwegians.

The Pastor, Torben Elmbæk Jørgensen, says it is very difficult for the Seafarers today to get leave from the ship to go ashore, so he often travels to the ships to visit as many as possible.

Since 2012 the Pastor has visited ships all over England on his own. Supported by a dedicated team of volunteers, he also has spiritual duties in London and Newcastle-on-Tyne.



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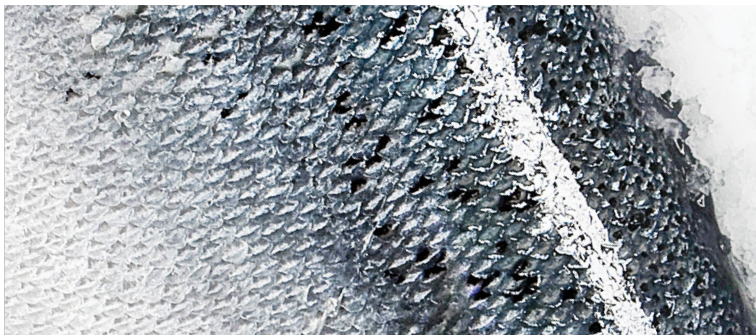
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Marta Stones Financial Management

As an Associate Partner Practice of St. James's Place Wealth Management, I provide financial planning and wealth management advice to individuals and businesses in East Yorkshire and surrounding areas.

Since 2008, I have enjoyed a successful career within the financial services industry and as a result, I was invited to join the prestigious and well-trusted St. James's Place Wealth Management in 2014.

Having a strong legal background combined with seven years' experience in retail banking as well as a modern outlook on current affairs, I am well equipped to provide you, your family and your company with a bespoke service, tailored to your own circumstances.

My emphasis is to take away your financial planning worries and to create a long-term relationship with you as my client. I will work

closely with you, building a relationship based on trust and an in-depth understanding of your personal finances and I will provide you with trusted advice as your financial aspirations and needs evolve over the years.

My particular areas of expertise are:

- Investment Planning
- Pensions and retirement planning
- Protecting you, your family and your company against financial risk
- Tax efficiency and use of allowances

As well as my own experience and knowledge, I also have access to a range of specialists, either within the Partnership or from a carefully selected number of industry experts or providers, to ensure that the best solution can be found for your circumstances.

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Email me **marta.stones@sjpp.co.uk**

Visit me on **www.martastonesfm.co.uk**

Finance Made Clearer

CTF Training delivers short training courses in finance for delegates from both financial and non financial backgrounds at a variety of locations throughout East Yorkshire and North Lincolnshire.

Our programme of one day courses, delivered in partnership with the Association of Accounting Technicians (AAT), are perfect for small and medium sized business owners who want to understand their financial performance to aid future growth. The courses are also for managers in larger organisations who find themselves responsible for financial processes and budgetary targets without a background of financial experience. This covers areas such as Finance for Non Financial Managers, Budgeting for Small Businesses and Managing Cash Flow. All course material, AAT certificates and lunch are included in the fee of £159 per delegate.

For those wanting to delve deeper into finance we offer a two day Practical Book keeping course addressing the principles of double entry book keeping and recording transactions into accounting records. This is ideal for anyone in business wanting to maintain their own accounting records or those wanting to get a head start before committing to a career path in finance.

If your training needs are more bespoke we also deliver in house courses specific to your requirements.

We are a small firm dedicated to providing quality training in a professional, supportive and enjoyable environment. All our courses are delivered by Claire Taylor FCA, a fellow member of the Institute of Chartered Accountants in England and Wales (ICAEW), who has over 14 years experience teaching financial courses for accountancy qualifications. So you can be confident you are in safe hands.

Visit our website **www.ctf-training.co.uk** for more details or call us on **01482 242333**.



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The Valuation Office Agency is currently working on the next business rates revaluation which will come into effect on 1st April 2017.

It will re-assess all business properties based on rental values as at 1st April 2015.

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Entrepreneurial Skills and their Relationship to Small Business Performance

The importance of entrepreneurship skills has been the focus of research by academics at Hull University Business School.

Commissioned by the Department for Business, Innovation and Skills, the study examined the skills associated with entrepreneurial success and the different ways development of these skills can be promoted within small businesses.

The review confirmed that it is possible to identify a set of 'entrepreneurship skills' which are distinct from – although closely related to – accepted definitions of management and leadership skills.

Among other things, successful entrepreneurs are competent at identifying or creating new opportunities and have the skills to capitalise on these opportunities, meaning that innovation is crucial to the success of SMEs.

Emphasising the need for development of these entrepreneurial skills to boost the economy,

Professor Steve Johnson – one of the report's authors – highlighted the economic significance of SMEs.



'There are 21 million SMEs registered in the EU – that is 99 per cent of all enterprises, producing over half the European GDP,' said Professor Johnson.

'In the UK, there are 4.5m SMEs (out of a total of 4.9 businesses). The fact that 84 pence in every £1 spent with SMEs stays in the UK local/regional economy speaks for itself.

'But we need to become more innovative and to do that we have to ensure the right conditions to stimulate innovation are in place. This includes recognising the importance of ensuring that entrepreneurs retain rights to the intellectual property they create through their inventiveness and hard work.'

Entrepreneurship skills: literature and policy review - BIS research paper number 236 Visit www.gov.uk

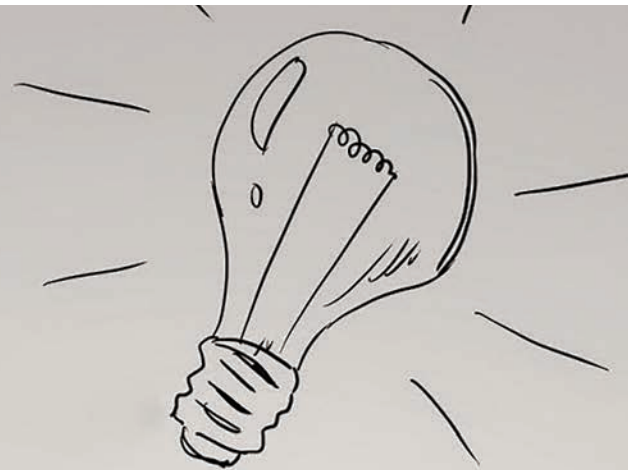
RESEARCH: Hull University Business School



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A Specialised Service for Innovative Engineers

Aitken2 Ltd, based in North Ferriby, assist SME Engineers and Manufacturers investing in R&D by helping them claim extra tax allowances on the money they spend developing new products or processes using the government backed Research & Development Tax Credit Scheme.



Andy Shores, MD of Rubitec, with Glenn Aitken

The R&D Tax Credit scheme was introduced by the government back in 2000 but many people have only become aware of it over the last couple of years, with even fewer companies who are eligible believing that they could claim. This issue can only be rectified if they are given the correct advice and guidance from specialist advisors who know the rules inside out.

Recently published figures from HMRC show that companies in the Yorkshire and Humber region accounted for just 4.9% of the total amount claimed through the R&D Tax credit the scheme in the UK, which places us ninth in the list of the twelve regions in the UK.

It is clear that with the strong engineering and manufacturing base our region has that this proportion should be much greater.

Our team of experienced and knowledgeable accountants and engineers have successfully reclaimed and received relief of over £1 million of Corporation Tax for our clients in 2015 alone, with that figure expected to rise significantly by the end of the year.

Glenn Aitken, Managing Director of Aitken2, is a Chartered Accountant and holds a Bachelor of Technology degree in production engineering and management. He has acquired nearly 40 years' experience working with and for engineering companies.

Our approach is designed to make the claim process simple, efficient and highly effective for our clients. We handle the claims from start to finish and, due to the fact that we are locally based unlike many of our competitors, we are able to assist with any questions or queries they may have quickly and comprehensively.

Rubitec Engineering Ltd, a precision engineers based in Hull, specialise in developing bespoke, high quality machined parts for its varied customer base.

The current trend for large manufacturing companies to streamline their core production by contracting out their one-off and particularly challenging projects to engineering firms such as Rubitec has given these smaller, more niche manufacturers a strong claim for R&D tax credits.

The company has completed two historical R&D claims in 2015 with our guidance and have successfully received two sizeable repayments for the years ended 2013 and 2014 respectively.

During 2015 Rubitec moved premises to enable them to meet increasing demand for their products, the repayments provided by the claims helped to sustain their cash flow during a notoriously stressful and expensive time.

If you feel that your company could benefit in a similar way from this scheme please get in touch to arrange a free, no obligation, eligibility assessment meeting.

To arrange a meeting or for more information on R&D Tax credits contact us on **01482 631528** or email **info@aitken2.co.uk**

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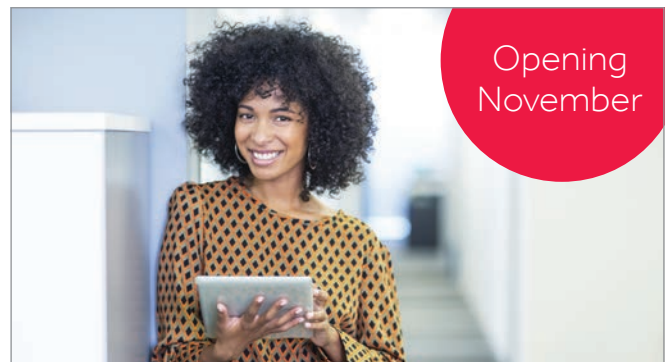
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After listening to, and taking on board, a PA Life Magazine survey from a few years ago, here at Good Travel Management we wanted to make things as easy and stress free for you as can be.

We're fully aware, and appreciative, of how relentlessly busy your days can be. The fact that 30% of your time is spent booking travel, which essentially means that you spend up to and beyond 11 hours (that's 1.5 days) a week doing this, resulted in us having one main objective: saving you time.

Most of you have probably encountered problems when trying to book business travel arrangements, whether it be airlines or rail tickets, and then finding suitable accommodation nearby. It's usually a case of comparing by flicking back and forth through endless tabs, or webpages, and refreshing them repeatedly to ensure it's 'all still there'. Well, we thought we'd just provide you, our customers and consultants, with one online page which collates the availability of fares and rates for multiple suppliers and sources all in the same place; saving you plenty of energy and time and ensuring that you secure the best value option at speed. For instance, we can check 400,000 hotel properties with eight suppliers in just one search and provide all of the results in one screen.

Then, of course, there's always an issue or last minute alteration isn't there? This in itself can usually be enough to cause a fist clench or generate a frown, however, we're on with solving

those little stresses for you too. Firstly, we ensure all of our consultants are trained in the art of proactive thinking; they're willing to push it that little bit further so the travellers and bookers don't have to. Next, they try to anticipate every potential problem, query or question which may occur, and not only find a smart solution, but ready themselves with one. Essentially, this saves correspondence time for us all, rather than managing multiple emails and plentiful phone calls.

What's more is that we do recognise that travel plans do change and can change right up until the last minute. Unfortunately, it happens. Therefore, we've invested and injected a lot of our energy and resources in to new technology that can cope with it. New technology that's smart enough and sharp enough to allow us, for example, to change an air ticket (something that has previously struck fear in to the heart of many of us, in the past) in just five minutes or five simple keyboard entries.

When Good Travel Management become your Travel Management Company, in what could be viewed as a role reversal, we become your PA, your Executive Assistant for travel and your sole solution to saving time.



AA Global Ensures Smooth Ride for Toyota Event

World leading motor corporation Toyota selected Chamber International Trade Department partner AA Global Language Services Limited to bring together delegates at its annual quality conference.

Top executives from Toyota's head office in Tokyo attended the conference near Istanbul, Turkey, and were joined by teams from across the group's European network for a showcase of the latest improvements in quality.

AA Global, which operates from offices in Hull and Worcester, was recruited, once again, to provide simultaneous translation and interpreting services in eight different languages and ensure effective communication inside and outside the conference hall.

Kirk Akdemir, Chief Executive of AA Global, said: "We have worked with Toyota on a number of occasions in the past and we were delighted and honoured to be asked to provide our services for such an important event.

"As a celebration of the quality standards which exist throughout Toyota's global network the event attracted some of the company's most senior people. The Toyota teams which were presenting their work had to be at the top of their game – and so did we."

The conference took place within Toyota's main site in Turkey, a complex which has its own conference centre and hotel. The fact that everything was self-contained presented specific challenges for AA Global and added up to a 24/7 project.



Inovision Social Media, a new Member of the Hull & Humber Chamber of Commerce, are a social media management and marketing business based in Beverley.

They manage social media accounts on behalf of other businesses, train staff on how to use social media themselves and provide social media event management. Their social media workshops are bespoke and can be face-to-face or online, and with their management packages you can be as hands on as you like. Their event management services help promote your event and provide a live social media feed display on the day.

Inovision pride themselves on being creative and adapting social media strategies for individual businesses, instead of adopting a 'one size fits all' approach. They have worked with companies in a variety of different industries, specialising in start-up companies.

As it is Inovision's third birthday this year, they are celebrating by offering new customers two months FREE when they sign up to a six month social media package before the end of November. The social media package can include setting up and optimising your social media accounts, creating content for and managing your social media accounts, reviewing your social media presence and face-to-face and online training.

Find out more about Inovision Social Media at www.inovisionltd.co.uk or get in touch at info@inovisionltd.co.uk or on **01172 050 233**.



Communicating with Confidence

Strong communication skills are vital for success in many areas of life – including both business and personal related endeavours.

By leveraging our communication skills we not only increase our self-confidence but fast track our businesses and careers to a whole new level.

Speakers and effective communicators put themselves out there, they are assuming a leadership-like role and so therefore naturally more opportunities come about because of this. Multiply this exposure over many years and it's easy to see how this can generate big results.

Let's just think about a given month, a year, a series of years...how many opportunities come to pass to speak publically or to present on a given topic? Many! However, with the #1 fear in many surveys being Public Speaking...it's no wonder why many of us shy away from these opportunities.

I work with executives, entrepreneurs and driven individuals to bring out their very own style and develop their skills using various strategies and my very own experience. I've developed this experience over many years, from going to Public Speaking Organisations, (toastmasters International), having extensive camera work experience, acting on stage plus years' worth of coaching experience.

We work on the fundamentals which create both a competent and a confident communicator and then build upon this foundation to ensure that their message is both clear and accessible to the audience.

Knowing a topic well is great, but what matters most to the audience is what you can communicate to THEM.

For more information on Communication Coaching and Group Workshops – contact Luke via email luke@lukethornton.tv or call **07809895826**.

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‘Manshop’ Part of Hull’s Heritage for over 65 Years

Founded in 1946, Leonard Silver Menswear has developed from its roots in bespoke tailoring and hand-made ready to wear clothing to its modern-day status encompassing prestigious designer labels with a prominent fashion culture.

Serving over three generations, Leonard Silver has always maintained its position at the forefront of an ever-changing market in the fashion industry moving with the times combining traditional values with current trends and is undoubtedly one of the most established menswear stores in the UK.

Leonard Silver showcases both top established designer brands and new names in the world of menswear, such as Armani Jeans, Florentino, Eton shirts, Barker Shoes, Emporio Armani, Armani Collezioni, Mabrun and Lacuzzo.

Over the decades, Leonard Silver has built an ever-expanding base of loyal customers from all over the country and now globally with its website www.leonardsilver.com They deliver to many places across the globe, including the UK, Europe, North America and other international locations, and pride themselves with personalized



Eric Silver and Lee Warriner

customer service – in store and online – which is bespoke to the individual needs of the customer.

Whether you prefer classic British tailoring or the sharp edge of Italian style, Leonard Silver Menswear has the look to suit you. The Hull and Beverley stores both have a private upstairs

suit studio, offering you a diverse range of suits from Armani to Gibson of London and Gerrard Connolly, plus a personally designed own-label range, ‘ready to wear’ or ‘made to measure’. You may choose from a huge and diverse range of styles, colours, designs and different fabrics to match your needs at all prices. Alterations are also no issue, with their own on-site tailor, making sure every suit that leaves the store fits the customer flawlessly.

Leonard Silver also offers a hire service for a traditional morning suit for that ‘big day’ or if you need to look sharp in a dinner suit, they have that, too!

Leonard Silver Menswear, ‘the complete man shop’ certainly rings true to its title.

LEONARD SILVER
The Complete Manshop

51 Savile Street Hull • 01482 223025
29 Market Place Beverley • 01482 861633
www.leonardsilver.com



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bhf.org.uk/collection**

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FIGHT FOR EVERY HEARTBEAT
bhf.org.uk



Independents Take Centre Stage

The latest UK Customer Satisfaction Index shows customers are being far more selective as to where they choose to spend their money. Whilst price and quality still matter, one factor is showing significant gain in the loyalty stakes; customer service.

Customers are turning away from the big chain stores and seeking a more intimate connection with their retailer. One thing is becoming increasingly apparent; treat your customer well, VERY well and they will stay loyal and become an advocate of your business and spread the word.

If your business is to grow, it's simply not enough to stand back and wait for the door to open. Is the customer the number one priority on your daily meeting agenda? If not, here are some tips to capture the wandering customers:

Be visible; is it time for a fresh image or new signage? How can you stand out in your community? Is your showroom or store immaculate, up to date and accessible?

Communicate with your customers; do you have a newsletter or a customer loyalty programme? Are you using social media to best advantage? Do your customers know you have a new line, bespoke services or products or staff with specialised training?

Be loyal; show you value their custom, make them feel special, invite them back.

Quality counts; if you offer coffee make sure it's good quality! Everything about your business should scream quality.

Train your team; and measure them regularly.

We help hundreds of businesses to retain and gain customers.

Source - Institute Of Customer Service, July 2015



Driving Great Service

I am delighted to introduce myself as the local representative for Shopper Anonymous. Our vision is to help businesses deliver a great customer experience every time.

The valuable customer insight services we provide offer real value to our clients and by joining the Chamber, I hope to spread the concept and reality of excellent customer service.

As Regional Director of Shopper Anonymous North Yorkshire, every day is very different. One day I may be delivering customer service or sales training. Another day I may be organising my team to carry out mystery shops, so I can provide valuable analysis to business owners and managers which enables them to focus their team on the customer.

I work with a large variety of sectors which means my daily agenda is always interesting. Customer insight is not just about retail and restaurants these days. I may be chatting with an accountant or solicitor in the morning, and then visiting an attraction, leisure centre or optician in the afternoon. If a customer experience exists, I can help.

In speaking to potential new clients I often hear the same frustrations as they spend increasing amounts of time dealing with sub-standard customer service delivered from their own team. The services we provide allow me to help businesses by sitting down with them to go through the feedback and set a strategic action plan. This means a real difference can be made to that business; a healthier profit, higher retention of customers and more 'raving fans' of your business.

If you would like to know more or are interested to see how I can help you email me at ian.sadler@shopperanonymous.co.uk, call me on **07891 631869**, or visit www.shopperanonymous.co.uk

The new
BMW 7 Series



The Ultimate
Driving Machine



THE NEW BMW 7 SERIES. DRIVING LUXURY.

ARRIVING 24 OCTOBER AT MARSHALL.

The new BMW 7 Series incorporates exquisitely crafted design, enhanced levels of comfort and an extensive range of pioneering technology, which have all led to it being hailed as the most innovative luxury car in its class.

Join us at our private launch event at Forest Pines Hotel on 22 October and immerse yourself in the cutting-edge technologies that truly assert this exceptional vehicle. Entry is by invitation only. To register your interest for this event contact Heather Robertson on 01472 276666 or email BMWenquiries@marshallweb.co.uk

For more information or to arrange a test drive*, please contact your local Marshall BMW Centre.

Marshall Grimsby

Grimsby Road, Laceby, Grimsby
North East Lincolnshire DN37 7DP
01472 276666 www.marshallgrimsbybmw.co.uk

Marshall Scunthorpe

Old Crosby, Scunthorpe
North Lincolnshire DN15 8PT
01724 281300 www.marshallscunthorpebmw.co.uk

Official fuel economy figures for the new BMW 7 Series Saloon range: Urban 29.1-51.4mpg (9.7-5.5l/100 km), Extra Urban 51.4-67.3mpg (5.5-4.2l/100 km), Combined 40.4-60.1mpg (7.0-4.7l/100km), CO₂ emissions 164-124g/km. Figures may vary depending on driving style and conditions. *Test drive subject to applicant status and availability.

Introducing The New BMW 7 Series. Driving Luxury.

Launching 24 October 2015, the new BMW 7 Series ushers in an entirely new level of technology and exquisite engineering that truly asserts it as the most innovative luxury car in its class. Powerful yet understated, dynamic yet elegant, moulded with the most luxurious materials, it's a completely new experience that's unmistakably BMW.

With the new BMW 7 Series, BMW has redefined what an exclusive, luxurious driving experience looks like in contemporary, pioneering form. Ground-breaking technologies in the areas of lightweight design, powertrains, chassis, operating systems, intelligent connectivity and interior ambience underline its mission to bring together

unbeatable driving pleasure and long-distance comfort in a luxury sedan. The handing over of the baton from one generation to the next at the top end of BMW's model line-up sees the brand presenting a raft of innovations unmatched by any of its rivals

The new BMW 7 Series is more than a flawlessly crafted possession. It is a flawlessly crafted experience - a window onto the future of luxury car design. This exciting new model introduces superior levels of comfort and an extensive range of pioneering technology which includes:



CORE. The revolutionary Carbon Core ensures optimal performance and economy, delivering up to 60.1 mpg (Combined) and lowest CO2 emissions of just 124g/km.



CONTROL. BMW Gesture Control and Touch Command provide power at your fingertips regardless of whether you're driving or being driven.



VISION. BMW Laserlight technology extends the headlights' high-beam range up to 600 metres, doubling the already impressive illumination range of the latest LED headlights.



KNOWLEDGE. The innovative Display Key illustrates vital information about your car and can possess the impressive power of Remote Control Parking*.



COMFORT. From luxurious Nappa leather massage seats to Ambient lighting, an unparalleled level of comfort is offered to both driver and passengers.



WELLBEING. Rear seat entertainment, Ambient lighting and the Bowers & Wilkins Diamond surround sound system are all controllable using BMW Touch Command.

*Expected availability from November 2015, only available with Advanced Parking package.

We will be hosting an exclusive preview event for the new BMW 7 Series at Forest Pines Hotel & Golf Resort on Thursday 22 October, in advance of its official launch on 24 October. For more details or to register your interest, please contact Heather Robertson on **01472 276666** or email **BMWenquiries@marshallweb.co.uk**.

We look forward to welcoming you.



Immigration Option Can Offer Benefits for Business

Chamber Patron Bridge McFarland is assisting businesses to unravel the red tape around business immigration.

Jo Wright, a Chartered Legal Executive with the firm, said immigration can be useful in many ways provided it is managed and handled carefully.

She said: "Immigration can help to address specific skill shortages, allowing migrant workers to impart knowledge to the domestic workforce and enabling a company to fill vacancies that cannot otherwise be filled."

Jo is a member of the Immigration Law Practitioners' Association, which works to promote and improve the advising and representation of immigrants and to provide information on domestic and European immigration.

She said: "The global nature of business means it is vital to attract and retain the right people. That means exploring business immigration in the knowledge that it can be a complex and an ever-changing area of law."

The visa system for immigrants from outside Europe is based on tiers and points. The majority

of the tiers require the migrant to be sponsored by an employer, who would need to have a sponsorship licence and be named on the sponsorship register. Visa applications are not accepted for low-skilled staff so employers should seek skilled and highly-skilled workers.

Sponsorship is not necessary for migrants who wish to invest in the UK or set up a business, provided they meet eligibility standards.

Individuals who can demonstrate that they can continue to bring something to the UK can apply for settlement but, for the majority of individuals, there is an expectation that they will return to their home countries when their visa expires.

Jo said: "There are different requirements for European nationals because of free movement rights. They need to comply with eligibility criteria, but once you cut through the red tape the benefits can be significant."



Jo Wright

Cash Running Out on Superfast Connection Voucher Scheme...

According to government figures more than 40,000 businesses across the UK have benefitted from the government backed Superfast Britain Connection Voucher Scheme. The national scheme is designed to connect as many businesses to superfast broadband as possible, and recognises the economic and trade benefits that come from having a better, more reliable internet connection.

Hull and the East Riding has been part of the scheme since April this year and has seen over 900 businesses; home workers and start-ups register interest in the scheme. Surprisingly, Hull has issued the second highest number of vouchers since the latest tranche of cities were added in April, with only Liverpool issuing more. Whilst this is excellent news for our already thriving digital economy and that of most industries across the city, the government recently issued a statement urging business to take advantage of the scheme while the money is still available.

2015/16 saw an additional £40m made available for the scheme to be allocated on a first come first served basis to eligible businesses but recent months has seen an unexpected surge in demand. As funds are not ring-fenced to individual cities, it is difficult to predict exactly when the funds will be exhausted.

Are you eligible to apply?

- Are you a business with less than 250 employees or volunteers, a homeworker or sole trader?
- Do you have a turnover of less than £41m?
- Have you received less than £200,000 in public grants in the last three years?

To apply for your voucher call **01482 337733** or visit **www.superfasthull.co.uk**.

Golf Day Secures Hole in One for Air Ambulance

Hull & Humber Chamber of Commerce Patron Streets Chartered Accountants, a top 40 accountancy practice, hosted their fourth annual Charity Golf Day on Friday 10th July, raising £5,290 for the Air Ambulance.

The total amount fundraised will be divided between the firm's three regional charities; East Anglian Air Ambulance, Lincolnshire and Nottinghamshire Air Ambulance and Yorkshire Air Ambulance.

The event received fantastic support with 28 teams taking part and more than 30 local businesses sponsoring the day. There were Stableford individual and team prizes as well as competitions such as Longest Drive, Nearest the Pin and Beat the Pro.

Bob Smailes, Regional Fundraising Manager at the Yorkshire Air Ambulance, said: "It is the third year that we have benefited from the Streets annual golf day and are extremely grateful for their continued support. Without such donations we would not be



able to continue our life saving service."

Commenting on the day, Streets Partner Andrew Manderfield, said: "The support received this year has been truly overwhelming and has helped us raise a staggering £5,290 for our three local Air Ambulance services.

"We have more than doubled the fundraising total since our inaugural golf day and we're still only in our fourth year! We're delighted to be able to support our local Air Ambulance Services, who are the true winners of the day.

"A very big thank you goes to all those people who sponsored, donated, gave their time and helped in some way, without whom the day would not be possible."

Streets' fifth Charity Golf Day is being held on Friday 1st July 2016 at Lincoln Golf Club, Torksey.

For more information on the services that we offer and how we could help you and your business please visit our website www.streetsweb.co.uk or email info@streetsweb.co.uk. You can also follow us on Twitter [@Streetsacc](https://twitter.com/Streetsacc)





Philip Adlem

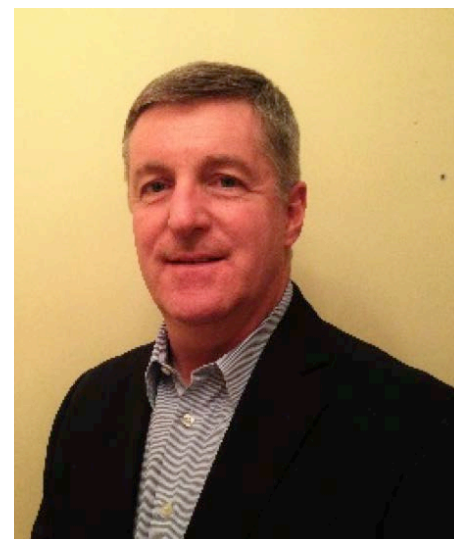
At the beginning of September 2015, Philip Adlem was appointed to the newly created position of Managing Director of Contrac Print Management.

Based in Beverley, Contrac have been established for over 40 years, serving both local, regional and national customers. Offering truly excellent customer service in the delivery of their print requirements...operational print (such as invoices, labels and corporate stationery), security print, marketing print (leaflets, brochures, prospectuses, banners and direct mail) as well as event and promotional products...Contrac has the additional facility of in-house storage, pick and

pack and distribution facilities to help clients free up space and concentrate on core activities.

Philip brings with him 30 years of experience in the print industry "All my sales and management roles in the print sector have been client-facing, with a strong belief in building trust in client relationships. Service providers must listen to the client, understand their requirements, deliver the highest quality products and customer service and offer innovative alternative solutions where appropriate. Our ambition is to grow the print management arm of Contrac over the next five years, but we will not lose our focus on delivering excellence on a daily basis for our clients."

Contrac provides a spectrum of business solutions covering Print Management, IT Products (servers, printers/copiers, laptops and consumables) and IT Services, including consultancy, hosting, cloud computing and helpdesk support.



Lone working on balance

If you're one of the estimated **6.8 million lone workers in the UK***, you'll face various opportunities and challenges, so it's important to find the right balance that works for you.

Creativity
There are more opportunities for creative expression when working outside the corporate environment.

Flexibility
Choosing which hours to work can be a massive plus when you want to fit work around other commitments or priorities.

Motivation
Going it alone means taking responsibility for all aspects of performance, which can really help boost motivation to succeed.

Work/Life balance
It can be difficult to know when to 'switch off' and take much needed time out from work.

Staying healthy
It can be a struggle to make time for exercise and cooking healthy meals when it's just you in charge.

Isolation
Personal and professional isolation can impact on motivation, performance and self-esteem.

* <http://www.peoplesafe.co.uk/lone-working/>

PP5472W07.15

To find out more about lone working, visit axapphealthcare.co.uk/lone-workers

AXA PPP HEALTHCARE
redefining healthcare

Chamber Energy Solutions - Change is on the Way

A change to the way your bill is calculated and an opportunity to control your costs

P272 was originally proposed in 2011 and, following several modifications, Ofgem approved it in October 2014.

What is P272?

P272 is an amendment to the Balancing and Settlement Code, the rules which define the balancing of electricity in the UK market. Linked to ongoing plans to upgrade the electricity market, the amendment mandates the requirement for Half Hourly (HH) settlement of meters in Profile Classes 05-08 by 1 April 2017. Meters in these Profile Classes operate under the Maximum Demand (MD) metering system which categorises users according to their peak demand as a proportion of overall demand. Switching to HH settlement means businesses will be charged based on their actual HH consumption rather than a pre-determined industry-wide forecast. To help with the switch, businesses must appoint a Meter Operator (MOP) and Data Collector (DC) to maintain and run meters and send new readings to suppliers.

Challenges

Both suppliers and consumers face challenges as a result of P272. Suppliers will incur higher costs to manage more frequent meter reads and the use of HH data will lead to more complex electricity bills for consumers. Those accustomed to simpler bills may find that extra charges are added, as all Non Commodity Costs could be itemised.

Be proactive and get a HH DC and MOP contract in place. Many businesses are unaware that they can choose their own preferred HH DC and MOP, but it is a highly competitive market. If you don't take action your energy supplier will appoint one for you and you might not end up with the most suitable contract for your business. For more information on P272 and how Chamber Energy Solutions can help you take control of the changes it brings call **0800 923 0210** or email **help@chamberenergysolutions.co.uk**.

www.chamberenergysolutions.co.uk

Chamber Energy Solutions is the preferred energy supplier for all Chamber Members.



The Challenges of Working Alone

What it's really like being a lone worker – by Dr Mark Winwood, Clinical Director for Psychological Health for AXA PPP healthcare.

Lone working is on the rise, with an estimated 6.8 million people in the UK working in this way. Despite this growing trend, there is very little discussion around the opportunities and challenges that come with working in this way.

The opportunities

The ability to work for yourself and in a way that suits you best is one of the biggest attractions of being a lone worker. Having the ability to choose what you want to work on can help freelancers to be more creative and stay motivated. This is empowering and creates a real sense of purpose which, in turn, supports mental wellbeing.

Another benefit is flexible working hours that suit you, rather than having to stick to specific company working hours. Although more businesses are more flexible when it comes to office hours, the majority still insist on a traditional 9-5 approach.

By working alone you can choose to work during your 'peak' hours, whenever they may be, therefore giving you the chance to be more productive. This freedom is a real benefit, as it allows for activities such as going to the gym and taking the time to cook fresh, healthy meals.

Is it all plain sailing?

For all the opportunities that come with working alone, there are unfortunately challenges that need to be considered. One problem is the issue of being 'always on'. Working alone, and often for

one's own business, can risk an irregular income, therefore people can be apprehensive of taking time off, potentially missing an opportunity. This is very different to more office-based workers who are usually prompted to take their full quota of holiday.

Not giving yourself a break can lead to burnout or an unhealthy lifestyle, so putting boundaries in place is key to overcoming this issue. Sticking to working hours, taking holidays and not working at weekends to 'get stuff done' is a must to safeguard your wellbeing.

Feelings of professional as well as personal isolation is a common issue for lone workers. Having no one to bounce ideas off can be frustrating and can negatively affect productivity and confidence in decision making. This issue can be addressed by making the most of networking opportunities to help build a professional network; or working in a rented co-working space could give the sounding board needed for ideas.

Lone workers have the ability to improve their mental and physical wellbeing due to the unique opportunities available to them. It takes discipline to put boundaries in place and to create healthy habits, but once that's been achieved, lone working can be incredibly empowering and rewarding.

To find out more about lone working visit axapphealthcare.co.uk/lone-workers or if you want to find out how AXA PPP healthcare can help support your business, give them a call on

0800 023 4021** and chat to one of their small business advisors.

* According to <http://www.peoplesafe.co.uk/lone-working/>

**Lines are open Monday to Friday, from 9:00am to 5:00pm. They may record and/or monitor calls for quality assurance, training and as a record of your conversation.



Name
Lynnsey Pilmer

Company
Tiger Events

Job Title
Head of Non-Match
day Sales and
Marketing at KC
Stadium

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

Working at a fish and chip restaurant in Scarborough. £3.50 per hour plus tips which was brilliant over the summer!!

What do you always carry with you to work?

A smile, sense of humour and lip-gloss!

What is the biggest challenge facing your business?

Conference and Events is a very competitive business so our main challenge is ensuring our quality of customer service does not fail. Thankfully, we have great customer retention at the stadium and our feedback is always high, but we constantly review and revise our offering to clients to ensure we are raising the bar and being the best.

What can you see from your office window?

Sadly, views at the stadium are a premium so no windows for our office!

If you could do another job what would it be?

Lumberjack...I love being amongst trees, and am obsessed with my brand new log burner so this would be my dream job.

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

Personable, efficient and creative.

What was your biggest mistake in business?

I try hard not to make mistakes in the first place. I like to think a thought out planned approach to business gets better outcomes.

What advice would you give to aspiring entrepreneurs?

Get experience. I have an amazing intern at the moment who is living and breathing events at the stadium. I did an English degree and whilst it shows on my CV, I would always advise my children to go vocational as the businesses in the Humber Region are second to none at developing willing individuals.

Who do you admire most in business?

My CEO at Coca-Cola, no matter how busy you are in life, never forget your family. He once said to me, "you will never remember the meeting you missed, but you will always remember if you missed a valuable family celebration to work." I always work to those values in this busy life.

Chamber Events Diary 2015

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
Sponsor: CR Parrott Consultants Ltd

Members' Speed Networking and Lunch
Friday 27 November 2015
The Lowther Hotel, Goole
Sponsor: Fuelmate Ltd

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

The Royal British Legion
FESTIVAL
OF
REMEMBRANCE

Hull City Hall
Friday 6th November 2015 @7.30pm
Featuring
150 Regiment RLC Band
Emmanuel Vass (Concert Pianist)
TS Iron Duke Sea Cadet Corps
Haltemprice School of Rock
Do-Re-Mi Singers
Massed Cadet Bands
Parade of Standards

Tickets £12 Concessions available
Hull City Hall Box Office 01482 300300
or at
www.hulcc.gov.uk/hullcityhall
Registered Charity Number 219279

We help you manage your waste and save you money

We work with customers to help them meet waste legislation requirements including pre-treatment regulations, whilst saving them money. Our extensive portfolio of cost effective services, plus a nationwide infrastructure of collection, recycling and treatment facilities delivers environmental peace of mind for our customers.

Businesses are now required to pre-treat their waste which means they need to divert as much waste from landfill as possible.

Our local recycling teams based in Hull and Scunthorpe provide expert advice on this and can help find the right solution that not only ensures you comply with legislation, but also reduces your costs.

Chamber members can benefit from a FREE, no obligation waste audit which will explore opportunities to save you money.

We provide an extensive range of services including:



Industrial and Commercial Waste Services



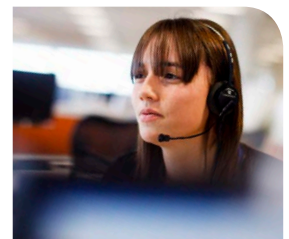
Food Recycling



Card and Paper Recycling



Glass Recycling



Waste Minimisation Advice

For more information or to arrange your free waste audit, call one of our local experts:

Please visit: www.veolia.co.uk
Call us on: **0845 6060 460**



ISO 9001



ISO 14001



ISO 18001

Resourcing the world



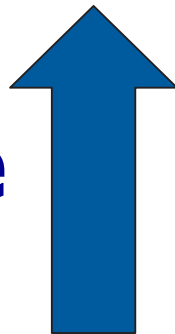


Have You Crossed The Line?

For successful people easy is never an option. We are faced with complex and challenging problems in our professional as well as personal lives and to be the best we need to find fitting and dazzling solutions.

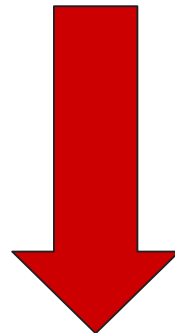
How do YOU solve problems and face daily challenges?

Ownership
Accountable
Responsible



- Focus
- Culture
- Agreement
- Organisation

- Stress
- Anxiety
- Guilt
- Annoyance



Blame
Excuses
Denial

What if we told you there is a way to avoid that sinking feeling if you experience failure? What if we told you, you can be completely in charge of your emotions and master handling stress without it affecting your performance?

Read the complete article
on Page 14

