

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

August 2011

Issue 03



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a pot of gold at the end,
some just have a cloud!”*



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L - R: John Fitzgerald (ABP Port Director Grimsby & Immingham), Andrew Percy MP, for Brigg and Goole, Ian Kelly (Chief Executive Hull & Humber Chamber of Commerce), Howard O'Neill (President of Chamber of Commerce) and Austin Mitchell MP for Great Grimsby

BUSINESSES DISCUSS TRADE ISSUES WITH MPS

Representatives of leading south bank Chamber Members recently met local MPs Austin Mitchell, Andrew Percy and Martin Vickers to talk through issues of concern to the business community.

The meeting was held over lunch at Chamber Members Winteringham Fields and was sponsored by Associated British Ports.

A variety of topics were covered, including the business community's unhappiness at the increase in Humber Bridge tolls to £3 for cars and more than £20 for lorries. It was felt this would do further harm to labour market mobility round the Humber

and diminish the opportunities for local supply development round the estuary.

The creation of a business pan Humber-led Local Enterprise Partnership was warmly applauded by all present and Andrew Percy, in particular, was praised for his work behind the scenes to help reach a positive conclusion.

During a round-table state of trade discussion, concerns were expressed about fragile business confidence, especially after the announcement of redundancies at TATA in Scunthorpe. However, optimism was evident in the medium and long term opportunities for renewables, especially for off shore wind turbines and their supply chains.

ISO SUCCESS FOR HULL ETHICAL PRODUCTS COMPANY

Ethical cleaning and laundry products company Bio-D has gained ISO 14001 certification for its environmental management systems.

It is the first time in its 23 year history that Bio-D Company Limited, which is in Sutton Fields, Hull, has been awarded the certification.

Managing Director Lloyd Atkin said: "Less than 1% of all UK businesses achieve ISO 14001, so it's great that a business of our size should be awarded it and I'd like to thank the team for making it possible."

Lloyd Atkin (left) receives the certificate from QMS Assessor Chris Tuffrey, who assessed the company's suitability for the certificate.



BID CAMPAIGN IS LAUNCHED

Hull Business Improvement District (BID) has launched its campaign to secure a second five-year term working with city centre businesses.

Chairman Victoria Jackson and Hull BID City Centre Manager Kathryn Shillito are leading the renewal ballot process and have already won pledges of support from large and small businesses.

Victoria, a city centre businesswoman for more than 25 years, said: "We've had a very positive response so far and we are trying to build on that.

"Some of the biggest businesses in the city centre say they will vote to continue the BID, as have a lot of the small independent businesses."

Voting papers for the second ballot will be sent out by the Electoral Reform Society (ERS) during August to businesses within the geographical district and covered by Hull BID's services. The businesses will have until Wednesday September 14 to cast their vote and the result will be announced by 5pm on Thursday 15 September.

John Cheetham, Partner at Cheetham Allen Chartered Accountants in Wright Street, said: "I am fully in favour of it. On one occasion we reported a

problem with graffiti at 10am and it had been cleared up by midday. The whole thing is good and the cost is not a problem. It is excellent value."

Jo Roos, of Segal's in Paragon Arcade, added: "When Hull BID was starting we were dead against it. We thought it was just another way of getting money out of us but the more I got involved with it the more I could see that it does what it says on the tin."

Other support has come in from the retail sector, hotels and restaurants and professional businesses including solicitors, accountants and financial advisers. Hull BID is also being backed by Hull Bondholders and Hull College.

And former BID Chairman Mike Killoran paid tribute to BID as he left the city after 17 years on stepping down as manager of the Princes Quay Shopping Centre.

"Hull BID and The Deep are the two great success stories," he said.

For further information, contact Kathryn Shillito on her direct line, 01482 611889, the Hull BID hotline, 01482 611802, or by email using kathryn@hullbid.co.uk or info@hullbid.co.uk More details can be found at www.hullbid.co.uk

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Health at Hand offers Members free access to a 24/7 telephone based health information service. Manned by practitioners and specialists, your employees and their families can speak to an expert day or night, giving them real peace of mind around most medical issues. And for employers who fall ill, the Personal Business Assistance plan provides extra support to ensure the business continues to run smoothly, even with the key decision maker out of action.

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STOP THE EXCESSIVE COST OF UTILITY CONTRACT ROLL-OVERS.

The new Chamber Utility Register scheme has been set up because many Members are missing the suppliers' termination dates for their electricity and gas supply, causing them expensive penalties.

A Chamber Utilities spokesman said "the problem is when companies have long contracts often circumstances change within the business and the person responsible is not there anymore."

This new register will document the termination date of the electricity and/or gas supply to conform well within the terms and conditions of the suppliers. A notice will be issued in plenty of time for the company registered to look around at the supplier market or ask the Chamber Utility Service to do it for them.

The pitfalls of missing the termination date are expensive. You are first put on 'out of contract' tariffs

– these can be up to 50% higher than your contract price. Secondly you are automatically in contract for a further year. Add to that the fact that supplier renewal notices are being issued close to the termination notice period and it does not allow you time to seek competitive prices, meaning you could be in the same cycle again.

Once registered you will be kept up to date with the best times to re-negotiate your supply and the service will offer advice on how to reduce consumption and other energy issues.

As with most Chamber services this Utility Registration comes as part of your Membership subscription and therefore is FREE of charge.

We recommend you sign up as soon as possible. Register On-line at www.chamberutilities.co.uk and click on Renewal Reminder.



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Theo Paphitis in one of the shops

COMPANY HELPS THEO PAPHITIS LAUNCH NEW CHAIN

Retailer Innes played an instrumental part in the interior design of Boux Avenue, a new chain of lingerie shops to launch in the UK.

The retailer of designer furniture teamed up with Boux Avenue to showcase the 'Fun Mother of Pearl' wall light by Verpan, displayed as a central part of the new brands interior.

David Innes, owner of Innes, said: "So far we have provided 20 Verner Paton lights for the six Boux Avenue outlets in Kent, Glasgow, Essex, Sheffield, Cardiff and Manchester.

"Famously, the light's designer, Verner Pantan, would use the world around him for inspiration and combine materials that would express a great experience in the small details. The 'Fun Mother of Pearl' Verpan light selected by Boux Avenue fits perfectly with the brands' interior and highlights the creativity of design and requirements for functionality."

The Boux Avenue brand is the brainchild of owner Theo Paphitis, recognised globally for his retail expertise and star role in the popular BBC Two TV series 'Dragons' Den.

He said: "Boux Avenue offers an amazing lingerie and nightwear shopping experience for women who are looking for something truly special. The Verpan lights look spectacular and create a central focus for each of the six stores."

TAX SEMINARS

Accountancy firm Baker Tilly is hosting seminars in November covering a wide range of topics relating to the operation of the HMRC's taxation teams, including the current penalty regime, amnesties, business record checks and disclosable schemes. Businesses and individuals can register their interest by calling Jackie Hall or Ian Hodgson on 01482 607200, or emailing jackie.hall@bakertilly.co.uk or ian.hodgson@bakertilly.co.uk

CAISTOR FIRM SECURES PRINT MANAGEMENT CONTRACT

Royal Warrant holders Systematic Print Management of Caistor have secured a nationwide print management contract with recycling and resource management company, SITA UK.

The contract will see Systematic deliver print to SITA UK sites throughout the UK, in a deal which could be worth more than £1 million in the next three years.

Managing Director Chris Robey said "Whilst we have been a preferred supplier to SITA UK for almost 10 years, this is the first time that we have formalised our agreement."

JIM DOYLE - JAD FINANCIAL MANAGEMENT SERVICES LIMITED

Jim Doyle established JADFMS in Beverley in 2008 with a view to building a portfolio of non-executive roles within the Humber and Yorkshire region, offering added value at little risk.

The international financial management experience he can bring to Chamber Members has been gained at board level since 1986 within many SME industrial sectors, including electronics, food, leisure and healthcare training.

His commercial experience outside the confines of a traditional finance and treasury function includes turnaround situations, purchasing, distribution, strategy, modelling, pricing, IT, commercial insurance and HR.

He is a Fellow of CIMA and BAHHA and has directed acquisition and divestment negotiations, due diligence exercises, balance sheet refinancing, and corporate relationships with several banks and their professional advisors. More information at www.jadfms.co.uk



Jonathan Rollison, left, with Steve Norton and the new CNC bed milling machine which forms part of the expansion

COMPANY MARKS TENTH ANNIVERSARY WITH INVESTMENT

Hull company Point Engineering marked its first 10 years in business with the announcement of a £285,000 expansion programme that includes new machinery and workshop facilities.

The company has also recruited more employees, won new contracts and undergone a re-brand to highlight its areas of expertise.

Point Engineering serves UK-based manufacturing, processing, distribution and energy companies, and has expanded into European and world markets to supply marine doors and fabrications to shipbuilders and repairers, as well as products for the commercial and leisure sectors.

In the past 12 months, it has successfully completed a variety of contracts, including specialist metal fabrication work for the enormous balloon used in the opening ceremony of the Commonwealth Games in India.

The company employs 32 people and Jonathan Rollison, its sales and finance director, said it was pressing ahead with the expansion of its 24,000 sq ft engineering workshop and office space at Lee Smith Street in east Hull, to 30,000 sq ft by the start of 2012.

He said: "The extensions are based on customer demand and will allow us significantly to extend our service capabilities. Our vision is to be recognised in the UK and Europe for our dedication in providing one point of contact for value engineered products and services."

PRAISE FOR SCHOOL

High praise was handed out to Goole High School when Secretary of State for Education Michael Gove visited the town.

Mr Gove was treated to a couple of songs from a recent production of *The Little Shop of Horrors*, which he described as 'absolutely brilliant' and, after a brief tour of the school and a question and answer session with students, he said he thought the school was 'fantastic'.

His visit tied in with the school's decision to apply for Academy status. Mr Gove said the status was about having confidence in the teaching profession.

"It is about politicians and the bureaucrats stepping back and leaving staff to make decisions for themselves, particularly important if you have such an ambitious school as Goole High School," he said.

MP Andrew Percy, who was instrumental in arranging the meeting, said: "I am delighted that Michael was finally able to visit Goole High and see how much progress has been made there in recent years."

Danuta Tomasz, headteacher, said of the Secretary of State: "He was genuinely interested in what we are trying to achieve in Goole and fully supportive of our ambitions. It was a visit that lifted everyone's spirits."



From left, Andrew Percy, Michael Grove and Danuta Tomasz

SOLAR SCHEME LAUNCHED

An energy company is to offer free solar power to hundreds of homes after securing funding to deliver a Government green energy scheme.

Solar Capital Limited received £2million for the first phase of the project, which will embrace hundreds of homes in the Humber region.

Rapid take-up will lead to the release of a further funding, allowing Solar Capital to extend the benefits.

The company's funding was secured by Ethos Corporate Finance, part of the Hull-based MWS Group.

The investment triggered a campaign to recruit homeowners to the Government's Feed-in Tariffs, which allows homeowners with solar modules to use the energy generated to power their property. In addition, their existing energy supplier will pay them for the electricity produced, including that not used by the property.

Some local authorities have adopted the scheme for council houses but Solar Capital's offer is aimed at private householders.

Angus Fraser, a director of Solar Capital, said: "Our approach will bring benefits to homeowners, who can have the solar modules installed free of charge and who should see their electricity bills cut by up to half. It will also support the Yorkshire construction industry because we propose to use locally-based installation teams.

"We're based in Doncaster and we want to start the roll-out of our installation in the Humber area because that is gaining recognition as a centre of activity for the renewable energy industry."

RECRUITMENT AGENCY SET UP

Retrac Personnel, a new recruitment agency with the backing of a top 60 national recruitment firm, has opened for business in Grimsby.

Following the successful establishment of pilot scheme Galaxy Personnel in Norfolk, Retrac Personnel is the first Jark Joint Venture in the UK.

At its helm is Rob Carter, a recruitment specialist with 15 years' experience and understanding of the area's local businesses.

Retrac Personnel is an agency supplying staff to the public, industrial, construction, driving and commercial sectors in the north east, Lincolnshire, Yorkshire and the Humber.

Rob said: "Food and fish production, driving and office personnel are the areas we'll be focusing on to begin with, followed by a launch into the healthcare market towards the end of the year."

Retrac Personnel is not a franchise but the first in a series of national joint ventures, which aim to give recruitment entrepreneurs the practical and financial support they need to launch their own business.

Retrac Personnel is based at 4-6 Victoria Street, Grimsby. Call 01472 898888 or visit www.retracpersonnel.com



Rob Carter,

Nation's Number 1

National Passenger Survey sees First Hull Trains ranked 1st in the UK for customer satisfaction.

First Hull Trains, which runs 14 direct daily trains between Hull and London, is officially amongst the **very best in the country** when it comes to customer satisfaction, an independent survey has recently revealed.

The Spring 2011 National Passenger Survey (NPS) ranks the award-winning train operator joint first with Heathrow Express, **beating all other** long distance rail operators, when it comes to customer satisfaction – with 95% of passengers stating they were satisfied with the **overall service**.

The result represents a 2% improvement in **customer satisfaction** for First Hull Trains since last autumn and is the **highest level** that they have achieved at any time since the company, which is headquartered in Hull, first participated in the **independent survey**.

Out of 22 passenger train operating companies that took part in the survey, First Hull Trains has **topped the table** for the very first time and new

Managing Director Cath Bellamy is delighted.

The results from the survey rate the company's services against **strict criteria** measured by Passenger Focus, the independent consumer watchdog for **Britain's rail passengers**.

Cath Bellamy said: "We are absolutely thrilled that our customers have rated us so highly in this independent assessment of the services we offer. It is a tribute to the **hard work and dedication** of the wonderful team at First Hull Trains that people think so highly of us and the services we deliver. I would like to say a **big thank you** to my team for their hard work every day and to our customers for their **loyal support**."

"That being said, we are **not complacent** and we will continue to work really hard to do things even better. Despite this shining result, we know we don't get it right all the time. We remain **firmly committed** to doing the right thing for the people and communities we serve and providing a railway service that **everyone can feel proud of**. We are over the moon with this response and I would like to say a big thank you to everyone concerned."



See the difference

First Hull Trains passengers are already seeing the difference that ongoing investment and improvements are making to our on board services.

Now our customers will also be able to see a real difference to our online offering.

Work on our fresh, **new-look website** is now complete. It's brighter and livelier, **easier to navigate** and is packed with loads of really useful information about **First Hull Trains**. Essential information regarding train times and fares is just a **click away**, as is all the latest news and developments from the company. You can even pick up really **useful information** about our destinations including **accommodation** and attractions.

That's not all, we've made **buying your tickets online** a great deal easier with links to our **secure transactional servers** readily accessible wherever you may be on the website. There are **fun competitions** to enter and you can even enjoy reading the latest issue of our magazine, **Looking Forward** online.

The **improvements** to our website don't stop here. We are currently working on a **new online service** that will instantly bring all the very latest **travel news** that may affect rail travel to your fingertips - in real-time.

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APPROVAL FOR HUMBER LEP

A new Local Enterprise Partnership to drive growth across the Humber area has started its work after being given the green light by the Government.

The announcement was made on 8 June by Decentralisation Minister Greg Clark MP and Business Minister Mark Prisk MP, less than a week after they received the proposal and less than a fortnight after Mr Clark had visited the Chamber.

LEPs are partnerships between businesses and local authorities, which the Government wants to play a central role in determining local economic priorities and undertaking activities to drive economic growth and job creation. They are intended to replace in part some of the work done by the Regional Development Agencies, such as Yorkshire Forward, which are being abolished.

The Government's process for approving LEPs began last summer with a letter to business and council leaders asking for proposals. LEPs are supposed to be business-led and based on meaningful economic areas so, after consulting with Members, the Chamber argued from the start that a Humber LEP was essential for the area to have. However, the two north bank councils at that stage preferred a partnership with Scarborough rather than the south bank of the Humber.

The first 24 LEPs were announced in October – including for Leeds and Sheffield – but the Humber was left without a LEP after none of the three conflicting proposals submitted by the four councils were approved.

The need for the Humber to have a LEP became more urgent when the Government announced in the Budget a competition for ten Enterprise Zones that would only be open to LEPs. Enterprise Zones give businesses discounted business rates, a simplified planning process and potentially enhanced capital allowances – something that could prove crucial in attracting major renewable energy manufacturers and their supply chains to the Humber.

The Chamber led a delegation of business leaders to meet Minister Greg Clark MP in March. At the meeting Mr Clark asked the Chamber to form a local consensus around a single set of proposals prior to him visiting the area after the local elections in May.

After again consulting with Members the Chamber wrote a proposal that put business at the heart of the LEP, with a strong Board chaired by a business leader and with a business majority. The Chamber also offered to take on the role of secretariat, allowing business to set the agenda for the LEP.

The LEP proposal sets the LEP's focus on the priority pan-Humber growth sectors of ports and logistics,



Chamber President Howard O'Neill (left) with Rt Hon Greg Clark MP

chemicals and renewable energy, and gives the LEP responsibility for providing strategic leadership to encourage growth across these areas.

The proposal was endorsed by business and council leaders at meetings in the run up to Mr Clark's visit to the Chamber on 27 May. That allowed the Humber to present a united front to the Minister, with an agreed way forward, and make a pitch direct to Mr Clark for an Enterprise Zone – an advantage many areas would not get.

Days later the final proposal was submitted to Mr Clark and his counterpart at the Department of Business, Innovation and Skills, and the following week the Ministers announced that the LEP had been approved.

Mr Clark said: "I'm delighted to announce that we are approving the Humber Local Enterprise Partnership. This partnership has the ambition, ideas and business involvement to exploit the potential for growth across the Humber area.

"I have taken a close interest in this Local Enterprise Partnership and the potential it has to shape positively the future of the Humber local economy. Local business and civic leaders in the Humber area are now poised to realise major opportunities for economic development in renewable energy, ports, logistics and chemicals. They should now move swiftly to appoint their business-led board and make their plans for a growth a reality."

Mr Prisk added: "It's excellent news that we are able to approve the proposal for a Local Enterprise Partnership in the Humber, after months of negotiations between the interested parties.

"With the Regional Growth Fund and the Enterprise Zones both open for bids, now is the time for Local Enterprise Partnerships to seize the opportunities to bring significant investment to their areas. This

partnership will have the best interests of the area at its heart, and I want all local communities to benefit from the knowledge and expertise of the private sector and the opportunities that growth brings."

News of the announcement was welcomed by Chamber President Howard O'Neill. "The support from business for this has been outstanding, and with the backing of all four Humber local authorities and the University of Hull I am sure we can make our LEP one of the best in the country," he said.

"We are united behind a common purpose and we know what our priorities are, so that should make us a force to be reckoned with."

In the subsequent days an interim LEP Board was formed, comprising nine business leaders, the four council leaders and the Vice Chancellor of the University of Hull. The private sector representatives were drawn from those Mr Clark had invited to meet him, and include coverage of the key sectors, all company sizes and a fair geographical spread.

The first LEP Chair is John Clugston, Chairman of Scunthorpe-based Clugston Group, and its Vice Chair is Malcolm Joslin, Communications and External Affairs Manager for BP at Saltend. Other interim LEP Board members include Chamber President Howard O'Neill, Richard Adams (Tata Steel), Simon Clarke (Young's Seafood), Clive Hitchman (ConocoPhillips), Matt Jukes (ABP) and the local chairs of the Institute of Directors and Federation of Small Businesses.

John Clugston said: "We are grateful to the Ministers for giving us their backing. The LEP has a big job ahead of it and we want to start making a difference as quickly as possible. With the continued support of all partners I am sure we can make this LEP a success."

The first LEP Board meeting took place on 23 July at the Chamber, during which the content of the LEP's bid for an Enterprise Zone spanning both banks of the Humber was agreed.

With the most urgent item of business dealt with, an open recruitment process for the private sector places on the LEP Board will begin shortly and further details about the LEP's plans will be set out.

Members of the Chamber's Council, Area Councils and Shipping Committee, and attendees at the quarterly open meetings in Bridlington and Goole, will be consulted regularly on the LEP's activities.

For more information or to get involved, contact Richard Kendall on 01482 324976 or email r.kendall@hull-humber-chamber.co.uk

ENTERPRISE ZONE BID SUBMITTED

The Chamber is playing a central part in bidding to bring an Enterprise Zone to the Humber.

Enterprise Zones offer tax breaks and simplified planning for new investors, as well as support to roll out superfast broadband. The Government announced the locations of eleven new zones in the Budget and launched a competition for the remaining ten, which was open only to approved Local Enterprise Partnerships (LEPs).

Government guidance states that Enterprise Zones should generally be between 50 and 150 hectares. However, the Humber LEP from the start has wanted to focus its bid on manufacturing linked to renewable energy – something which by its nature is land-hungry but low-density.

The Chamber's Head of Policy & Communications, Richard Kendall, has been chairing the group responsible for preparing the bid on behalf of the Humber LEP. As part of this process the group has held discussions with the three Government departments involved – Communities, Business and HM Treasury – to help agree the detail of the Government's emerging policy in this area and lobby for the best outcome for the Humber.

The Humber LEP Board decided at its first meeting that the Enterprise Zone bid should focus on attracting Original Equipment Manufacturers related to renewable energy – the largest, top-tier companies such as Siemens. The Enterprise Zone would be the catalyst for attracting the OEMs' supply chains on to smaller sites nearby.

The three sites selected – Green Port Hull, Queen Elizabeth Dock in Hull, and the southern part of the Able UK site near Killingholme – would be capable of accommodating four OEMs by April 2015, the cut-off date for companies to begin occupancy and benefit from the financial incentives.

At 375 hectares this is larger than the 150 hectare suggested maximum, but because the sites will only accommodate four companies the LEP believes that the overall cost to Government will be small.

In addition to the incentives to the companies, if successful in its bid, the LEP will retain any increase in the money raised from the sites in business rates above the current levels. The LEP will reinvest this in skills and infrastructure, contributing to further economic growth in the area.

A total of 29 bids were submitted for Enterprise Zones, including one for Grimsby through the Greater Lincolnshire LEP which would complement the Humber one. The successful bids are due to be announced this summer.

CHAMBER MEMBERS STEP UP TO BACK LEP

Chamber Members have joined the Chamber in contributing money towards the LEP's first year running costs, allowing it to bid for funding from Government.

Unlike the Regional Development Agencies, LEPs do not automatically receive Government funding for their running costs and are instead supposed to rely on contributions from local businesses and councils.

Following pressure from the British Chambers of Commerce, the Department for Business Innovation and Skills (BIS) announced a £5m fund which LEPs without existing capacity could bid to, in order to fund some of their start-up costs.

In order to bid, LEPs had to demonstrate that local partners are also contributing funding and/or in-kind resources.

Eighteen companies stepped forward to put £2,500 each into the LEP, and were joined by the Chamber, the University of Hull and the four Humber local authorities who also each contributed £2,500 giving a total of £57,500.

Added to in-kind support from the Chamber, the councils and the private sector, this allowed the Chamber to write and submit a bid for over £170,000 on behalf of the LEP, which was approved by BIS.

The funding will help the LEP to make a quick start on its work with a small core team of staff to co-ordinate activity and money to spend on marketing the Humber and addressing business priorities.

ENCOURAGE THE UK'S SOLE TRADERS TO CREATE JOBS

A report released by the British Chambers of Commerce (BCC) called upon the government to encourage the UK's sole traders to take on their first employee by exempting them from burdensome employment legislation.

The report's findings are based on a new survey of more than 1,000 business owners, who identified new pension requirements, dismissal rules and sickness absence as the top three barriers to taking on their first staff member.

Nearly one in three businesspeople (32%) identified forthcoming pension requirements as the top barrier to taking on staff. The changes outlined in the Pensions Act 2008, which all businesses must begin complying with between 2012 and 2015, appear to be discouraging significant numbers of sole traders from considering taking on employees. Businesses will have to pay a 3% minimum pension contribution towards the retirement savings of staff. For many owner-managers, this will bring with it indirect costs in setting up pension schemes, and changes to payroll systems.

In addition, a quarter (27%) of sole traders identified the dismissal process as a significant or total barrier in taking on staff. This suggests that even before hiring their first employee, sole traders are concerned about the inability to sack employees if they aren't right for a job, or if there is a fall in demand for their goods or services. Implicitly linked to this, more than a quarter (27%) of sole traders found sickness absence as an obstacle to growing their business.

Commenting on the report, Adam Marshall, Director of Policy at the British Chambers of Commerce, said:

"In the UK, the proportion of enterprises with no employees has increased each year since 2004. There are currently over 3.6 million sole traders, and while not all of these business people want or have the potential to expand, some do. Businesses consistently state that employment regulation prevents them from taking on more staff. In an environment of high unemployment, and weak economic growth, the government has to look at how it can free up these business owners and allow them to grow their enterprises."



EXPORTING EXPERTISE

Many SMEs will be looking for new opportunities to grow and expand now we're out of recession. Exporting products or services internationally is one such opportunity. It can mean further success via new markets, more sales, better profits and a greater spread of customers. To get you started, Ronald Martin at HSBC Commercial Banking outlines some tips on becoming a successful exporter:



Ronald Martin, HSBC

It may sound obvious, but establishing your main reasons for exporting before you go about it will help you to make better decisions further down the line. For example you may want to boost turnover, look for new markets or maintain growth. An internationally competitive product, customers who expect you to be available abroad or an increasing number of international requests via your website can also be reasons to venture overseas.

Knowing if you're ready to start exporting right now is crucial and you need to be sure that

you have the resources and commitment to put towards it. Existing skills such as languages and familiarity with foreign currencies within your business can help you along your way - if these don't exist, you may want to look at turning to external experts or partners for support.

Identifying in advance the risks you might encounter while exporting will help you to avoid any big mistakes. Exporting adds new considerations which may impact on the time it takes to complete a sale or receive payment, including differences in regulation, language, currency and business practices. There are financial products available to help you manage these potential risks, such as invoice finance and foreign currency accounts.

How quickly you want to become an exporter can also influence the decisions and action you'll take. You may decide to start by picking up orders from foreign buyers and web traffic, licensing your intellectual property or franchising your business, allowing you to profit overseas without extensive direct involvement. Alternatively you may decide to take a more

proactive approach and actively promote your business abroad.

To support businesses looking to trade or discover new opportunities internationally, HSBC launched an initiative called Business Thinking in February. Thinking businesses that have applied across the Yorkshire and the Humber could be awarded a share in £108 million worth of funding, a financial reward of up to £120,000 each and be invited to take part in overseas Thought Exchange Trips for networking and business development, all courtesy of HSBC Commercial. Each regional finalist in Business Thinking gets the opportunity to attend a Thought Exchange trip.

This year's Business Thinking regional finalists will travel to one of five dynamic economies around the globe, offering an invaluable opportunity to learn about overseas business culture and the potential that economy has to offer to UK companies. A combination of round table discussions with business leaders and experts, visits to local businesses and networking ensures businesses gain real value from participating.

FIND OUT MORE ABOUT YOUR INTERNATIONAL TRADE CENTRE

ABOUT US

The International Trade Centre (ITC) exists to provide companies with a comprehensive package of international trade services and business opportunities throughout the world.

Our aim is to help companies:

- Network internationally
- Engage with customers in new markets
- Achieve error free exporting and prompt receipt of payments
- Improve customer service

We have recently secured our status as a British Chamber of Commerce (BCC) accredited 5* international trade service provider, offering our Members and customers an extensive range of products and services including:

- overseas trade visits
- a full export documentation service
- monthly international trade networking events
- a full range of training courses
- valuable international trade Helpdesk

MEET THE TEAM

Our experienced team comprises:



PAULINE WADE Director of International Trade

Pauline joined the Chamber in 1997 after moving to the region from London. A member of the Institute of Export, she was employed in the City of London for solicitors specialising

in international taxation and corporate law. With over 25 years' experience of international trade and considerable expertise in promoting international business opportunities across markets and sectors, Pauline has been invited to join the BCC's International Trade Group on which she shares her knowledge and expertise at a national level and is influential in the BCC's lobbying of Government on international trade issues.



LORRAINE HOLT Export Services Manager

Lorraine's role at the Chamber includes organising programmes of international trade events, including the Chamber's World Trade@1 export club, producing the ITC's monthly newsletter, advising companies on export and import

requirements for overseas markets and overall responsibility for the delivery of the Chamber's documentation service. Lorraine is on the BCC's Electronic Certification Group, which aims to develop electronic documentation systems best to meet the needs of the users and plays a key role in the development and provision of the Hull & Humber's Chamber's electronic documentation service, e-Cert. In her free time, Lorraine likes to keep fit and tries regularly to go to exercise classes. She also likes to go on bike rides and walks and likes the usual going out and socialising with friends.



COLIN PLANT Assistant Manager Export Services

Colin plays a key role in the Chamber's Documentation Service, helping companies with their export documentation requirements and arranging for any certification and

legalisations by the FCO and or respective embassies. Colin came to the Chamber from Reckitt & Colman where he gained valuable experience working in the company's export, import, marketing transport and warehousing departments. Colin devotes a lot of his free time to managing and coaching football for his local club and in 2004/05 won an award for his services to football. When he's not at work nor coaching, he is travelling the world with his wife, visiting their sons in America and UAE.



BOB GREEN Export Documentation Officer

Bob is responsible for the certification of documentation and assisting and advising exporters on export procedures. Bob has spent the majority of his working life in an export and

logistics environment working with both manufacturers and freight forwarders and enjoys being able to share his experience with companies that come to the Chamber for assistance - "the thing I like most about my job is it allows me to be supportive to exporters". When Bob isn't at work and not running around after his children, he likes to go jogging and swimming and he lets his wife take him on holidays abroad.



MARILYN WAUD Information and Administration Officer

Marilyn is based at the Chamber's Grimsby office and is key to the provision of the export certification service to companies based in North and North East Lincolnshire. She has

years of experience with export documentation and can help resolve any queries her customers have with certificates of origin and preference documents. Marilyn's job is incredibly varied, she is involved with the networking lunches and Membership events that take place on the South Bank. Marilyn doesn't get much free time since the arrival of her latest grandchild but when she does get a few moments to herself, she likes to relax with a good book.

To find out more about the international trade services we can offer, please view our website, www.hull-humber-chamber.co.uk/ international or contact the ITC team on 01482 324976 or email: itc@hull-humber-chamber.co.uk

INCOTERMS 2010

The International Chamber of Commerce (ICC) published its guide to Incoterms 2010 earlier this year and has said that the 216 page guide will serve as a practical resource for users of the Incoterms rules, which are applied by companies for business transactions worldwide. The latest edition of the rules came into effect in January 2011 and takes into account developments in global trade since the last revision in 2000. While contracts for the sale of goods incorporating earlier versions of the Incoterms rules are still viable, it is suggested that users refer to Incoterms 2010 for new transactions. The new version has been modified to ensure that the Incoterms rules clearly and accurately reflect present day trade practices.

The number of rules has been reduced from 13 to 11 and two new rules have been created: Delivered at Terminal (DAT) and Delivered at Place (DAP). These two new rules replace the Incoterms 2000 rules DAF, DES, DEQ and DDU. The Incoterms 2010 rules have also been updated to expand treatment of cargo security, as well as the increased use of electronic communications in business transactions.

For further advice or training on the new Incoterms, or if you would like to reserve a copy of the Incoterms 2010 book, please contact Lorraine Holt at l.holt@hull-humber-chamber.co.uk

TRAVEL INDUSTRY AWARDS

Chamber Member and International Trade Centre partner, Good Travel Management, has bagged a top award at a national ceremony held at London's Park Plaza Hotel.

Good Travel Management has offices in Hull, Grimsby and in the West Midlands and was presented with a Star Travel Agency award for its high quality service and growth during 2010, at the UNIGLOBE Travel Awards in June this year.

Julie Ornsby, Reservations Manager at Good Travel's Europarc office in Grimsby, also won an award for Operations Manager of the Year. Julie was "over the moon" by the result and said "the awards are contested by travel businesses across the UK and therefore the competition is very stiff. To win a national award is fantastic, I can't believe it. We have had a great year at Good Travel Management and this rally is the icing on the cake."

Qatar Airways also presented the company with an accolade for achieving the highest volume growth in flights to the Middle Eastern country.

Kevin Harrison, Associate Director of Good Travel Management, said "the award won was testament to the hard work of the team across all of our offices. They have all worked extremely hard over the last year to ensure that, despite the difficult trading conditions, we have continued to grow as a business. With their dedication, I'm confident 2011 will be just as successful."

The awards are organised by UNIGLOBE – the world's largest single brand travel franchise organisation – and all the nominees are picked from its extensive network of members.

FOOD BUSINESS CONTINUES TO GROW

A food wholesale business that began as two small delicatessen shops is on course to hit £6million turnover this year.

The announcement comes after the company secured investment from MWS Group, of Hull, and JSJ Partnership, of Melton.

Alpine Fine Foods, based in Hull, will continue its expansion throughout Yorkshire and beyond and add to its current workforce of 49 as a result of the deal.

Peter McAlpin and Darren Peacock launched Alpine in 2001 and it quickly outgrew successive premises on the way to its current home of 15,000 square feet of warehouse space and 10,000 square feet of yard on adjacent sites at Hull's Sutton Fields Industrial Estate.

With a fleet of 18 vans, the business supplies delis and other shops as well as cafe bars, restaurants, hotels, the education and healthcare sectors, golf

courses and staff canteens. The customer base that began in the Hull and Beverley area has extended to embrace most major towns and cities within 70 miles of Alpine's premises.

Darren said: "Our customers range from burger vans to Michelin-starred restaurants. It is a very competitive sector but we have developed an approach that is efficient and customer-friendly."

Neil Robinson, of MWS Group, said: "Their USP is service. They operate daily deliveries – twice-daily for some customers – and they have a very sophisticated customer management system. That will help the expansion plans so in time we'll be looking at a bigger product range, wider geographical area and job creation."



Left to right, Sean Maloney (MWS Group), Darren Peacock (Alpine Fine Foods), Neil Robinson (MWS Group), Peter McAlpin (Alpine Fine Foods).

RUBYHALL SOLUTIONS

For those in business, telecommunications are an integral part of allowing companies to work efficiently and can be invaluable in generating new sales and maintaining relationships with clients.

Rubyhall Solutions Ltd has become an integral part in keeping businesses communicating both internally with their workforce and externally with clients.

Sarah Horner, who runs the Scunthorpe company, says local businesses could be losing thousands of pounds a year because their mobile and landline phones are not on the most suitable network nor tariff. Working with all the UK networks, but with no bias towards any of them, Rubyhall Solutions are able to offer free impartial advice on products, tariffs and services available.

After a review of a company's typical phone usage and budget, Rubyhall Solutions can then analyse and make recommendations on how best to solve their telecom problems.

Blackberry smart phones are especially useful to small businesses and sole traders as this allows a link to the office when employees are out doing business, as e-mails are forwarded to the handset while out and about for a small monthly cost.

To find out more call Rubyhall Solutions Ltd on 0333 577 3007 or email: sales@rubyhallsolutions.co.uk www.rubyhalltelecoms.co.uk

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CHAMBER EXPO 2011

Chamber Expo 2011 was held on Tuesday 7th and Wednesday 8th June, at the Bonus Arena in Hull – the second year at this venue. All 100 stands were hired by a very wide range of companies, big and small, from many sectors of business, all intent on networking, boosting their client and contact bases and gaining business.

The opening ceremony was conducted by Assem Allam, owner of Hull City AFC, right in the heart of the area in which he wishes to create a £114m Sports Village.

Mr Allam cut the ribbon, watched by several hundred business people and announced the Expo to be open. He then went across West Park to the Circle Suite at the KC Stadium and gave a very absorbing and fascinating insight into his business background and his aims for the Sports Village to a sold-out audience of 140 at the Chamber Expo Lunch.

Three Speed Networking sessions were held in the Bonus Arena as part of the Expo, each one attended

by around 70 business people. The aim of the Expo is to attract as many people as possible into the event so as to maximise the very significant networking opportunities. Many companies gained business on the two days of the Expo.

As Steve Spruce from Salesbridge outlined “Just a quick note to say thanks for the opportunity to attend Chamber Expo 2011 - the interest I received in Salesbridge was astonishing. It is definitely one of the best ways to get your message across to other companies.”

Peter Thompson, from AXA PPP stated that “we do many events and the Expo was the best one we have ever done – a brilliant networking opportunity”.

The Main Sponsor for the event was St. John Ambulance, who have a first class training facility in Hull. Stand Sponsors were Graham & Rosen Solicitors; Venue Sponsor was Storetec (for your document storage needs); Mail News & Media were the Campaign Sponsors and theonepoint (IT, telecoms,

mobiles and media) were Communications Sponsor. The Chamber is extremely grateful to the Sponsors – the event was enhanced enormously by their support.

To book on for Chamber Expo 2012, or for more information, please contact Bruce Massie, Chamber Membership & Business Manager, on 01482 324976 or email b.massie@hull-humber-chamber.co.uk

01 L-R Town Crier Michael Wood, Lord Mayor Colin Inglis, Councillor Steven Bayes, Chamber President Howard O'Neill, Assem Allam and Chamber Chief Executive Ian Kelly.

02 L-R James Allan from St John Ambulance (Main Sponsor of the Expo) and Assem Allam.

03 Standholders and visitors enjoyed the networking experience.

04 F&T Vending staff dressed up to enhance their stand!

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GOLF DAY WINNERS

The Hull & Humber Chamber of Commerce held its President's Charity Golf Tournament, in association with Dove House Hospice Love You 2 Appeal, on Friday 24 June 2011 at The Hessele Golf Club, followed by an evening of entertainment at The Willerby Manor Hotel.

This year's President, Howard O'Neill, has decided to show support for the Dove House Hospice and help raise an extra £2m so Dove House can extend their facilities and support more local people when they need it most.

A tremendous £7,158 was raised on the day. Howard would like to thank everyone for their generosity and sincerely hopes you will support Dove House at next year's event. This has already been booked with Hessele Golf Club for Friday 22nd June so put it in your diary!



Photo of The Winning Team - C J Covers Ltd - The team are Ian Wood, Pete Wallis, P Swain & M Whittaker.

Congratulations to the winners C J Covers Ltd on a score of 91 points. In 2nd place was Napoleons on 86, in 3rd place was MKM on 82 and 4th place was taken by Hider Foods on 80.

MEMBERS' NETWORKING LUNCH AND SPEED NETWORKING



L-R Brigadier Bibby & Tim Durkin, Senior Partner from Myer Wolff

The Chamber hosted a successful Speed Networking and Luncheon event, attended by 90 Members, at Tickton Grange Hotel on Thursday 23rd June.

These are the Chamber's core events, with 10 held each year. The guests enjoyed a busy hour of Speed Networking, in which they each met 20 fellow Members. This was followed, after a half hour break for informal networking, by a two course lunch.

After guests introduced themselves to each other on the round tables, the guest speaker from the British Army, Brigadier Bibby, arose to address the Members. Brigadier Bibby is a veteran of the Afghanistan conflict, and received the CBE for his services in the war-torn country. He is now Commander of the 15 (North East) Brigade, which trains and administers more than 10,500 regular and Territorial Army soldiers.

Brigadier Bibby gave an enlightening, informative, and at times, humbling, outline of life for our soldiers in Afghanistan, together with his view of the politics of the war. He proved to be a very inspirational speaker.

The Members present each met at least 30 other guests and boosted their contact bases, which is the aim of these events. Chamber events are very social and informal, with much business done as a result of attending them. Please see the Chamber Events list (right) to diarise the forthcoming networking opportunities.

To book on Chamber events, or for more information, please contact Janice Harrison on 01482 324976, email j.harrison@hull-humber-chamber.co.uk (North Bank events), or Anne Tate on 01472 342981, email a.tate@hull-humber-chamber.co.uk (South Bank).

CHAMBER EVENTS DIARY 2011/2012

Chamber St Leger Race Day 2011
Thursday 8 September 2011
Doncaster Racecourse

Members' Speed Networking and Lunch
Friday 23 September 2011
Hallmark Hotel, North Ferriby
Sponsor: *Humberside International Airport*

Members' Speed Networking and Lunch
Friday 14 October 2011
Forest Pines Hotel & Golf Resort
Sponsor: *Travelines*

Chamber Bridlington & Wolds Business Awards
Friday 14 October 2011
The Spa, Bridlington

Joint Chamber Business & Networking Event, in association with Lincolnshire Chamber
Thursday 17 November 2011
Market Rasen Racecourse

Members' Speed Networking and Lunch
Friday 25 November 2011
The Vikings Hotel, Goole

Members' Speed Networking and Lunch
Friday 20 January 2012
Venue TBC
Sponsor: *Humberside International Airport*

Chamber Annual Dinner
Friday 27 January 2012
Ramada Hull Hotel, Willerby

AGM/Members' Speed Networking and Lunch
Friday 2 March 2012
KC Stadium, Hull

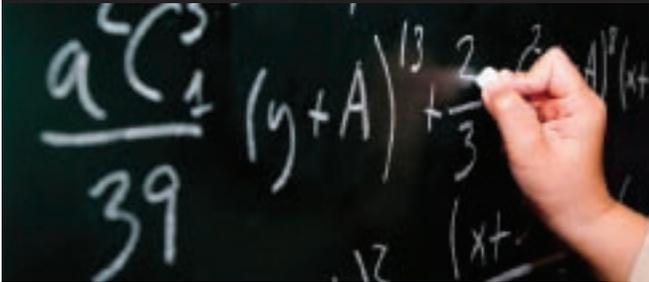
Chamber Expo 2012
Tuesday 12 June & Wednesday 13 June 2012
The Bonus Arena, Walton Street, Hull

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. Any staff of a Chamber Member can attend these.

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

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- Boundary Disputes** – demarcation of private boundaries, investigation and boundary advice.
- Engineering Surveying** – Setting out of roads, sewers, volumetric surveys and analysis, landfill as-built surveys and quarry stock checks.

Deformation Monitoring – the design, installation and measurement of structural and ground movement monitoring systems.

Hydrographical Surveying – surveys of inland water bodies such as rivers, drains and lakes / lagoons

Measured Building Surveys – CAD plans of building elevations and internal room layout for planning applications and redevelopment.

GPS Control – primary GPS survey control networks installed and measured to Ordnance Survey National Grid

Laser Scanning – 3D capture of detailed data which can be presented as a movie with real-time photographs.

CAD Drafting and Plotting – email your own plans through to be plotted at your required scale and size. CAD plans drawn for planning applications (extensions, loft conversions etc).



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THE CHAMBER BRIDLINGTON & WOLDS BUSINESS AWARDS 2011

The Royal Hall,
The Spa Bridlington
Friday 14th October 2011

This prestigious, glittering event, hosted by the Hull & Humber Chamber of Commerce, is now in its fifth year. As the leading business event in the area, it provides networking and innovation opportunities that add genuine value to our business community. This year's event is compered by BBC Journalist and Presenter Crispin Rolfe. The Venue Sponsor is Barclays Corporate.

As always, this innovative event will provide a champagne reception, first class entertainment, and showcase the finalists in each category, who will all be hoping to become the best business, and be entered into the business of the year competition, all announced on the night.

The Award Categories are -

- **Start Up Business of the Year**
Sponsor: The One Point
- **Small Business of the Year**
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- **Medium/Large Business of the Year**
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- **Social Enterprise of the Year**
Sponsor: West BS
- **Green Business of the Year**
Sponsor: Muntons plc
- **Training Business of the Year**
Sponsor: Yorkshire Coast College
- **International Business of the Year**
Sponsor: Deep Sea Electronics plc
- **Overall Business of the Year**
Sponsored by Lloyd Dowson



We're still accepting applications for The Chamber Bridlington & Wolds Business Awards 2011, the closing date for entries is the 9th September 2011, and the catchment area is East Yorkshire, Hull, The Wolds, Hunmanby and Filey.

To enter, attend or sponsor the event, please visit www.cbwbawards.co.uk

We urge as many Members to support this event as possible. Tickets are £44.00+ Vat. Available from Nexus Proficient Ltd on Tel No 01262 603777/07528 522592 or The Spa Bridlington Box Office on 01262 678258.



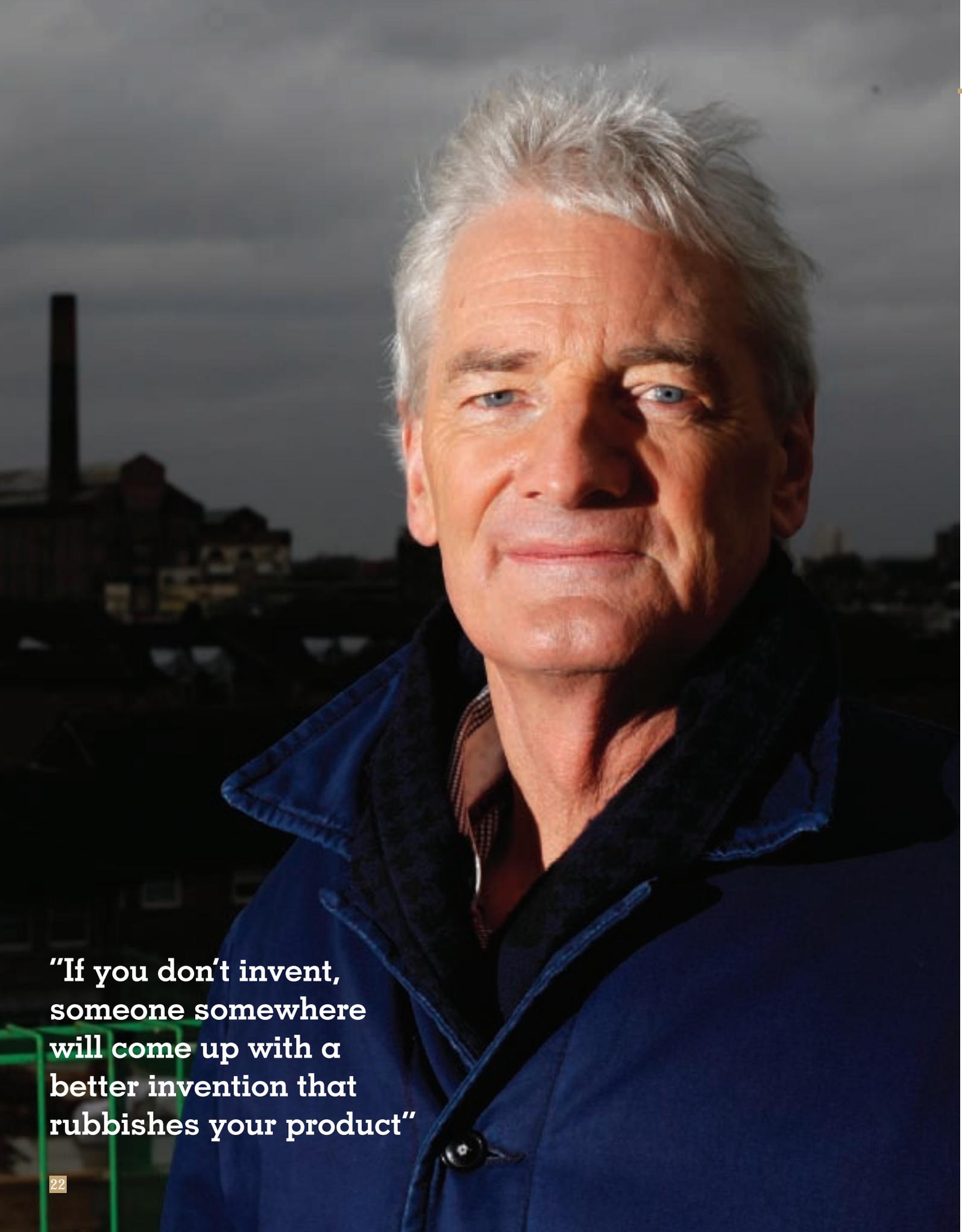
Chamber CEO Dr Ian Kelly with staff from event sponsors NELC Community Learning Services.

MEMBERS NETWORKING LUNCH

The May Members Networking Lunch was held at Grimsby Town Football Club, always a popular venue with Members.

Seventy Members enjoyed the lunch and 36 took part in the speed networking. The event was sponsored by NELC Community Learning Services and Wendy Langmaid addressed Members on its aim to support economic development and community regeneration through the provision of learning and training to local businesses and community.

For further information contact Wendy at cls@nelincs.gov.uk or tel: 01472 326263



**"If you don't invent,
someone somewhere
will come up with a
better invention that
rubbishes your product"**

THE SENSE OF INNOVATION THAT DRIVES JAMES DYSON

James Dyson is one of the best-known inventors in the world, driven on by a belief that everything can be done better.

In the late 1970s, he had the idea of using cyclonic separation to create a vacuum cleaner that would not lose suction as it picked up dirt. He had become frustrated with his Hoover Junior's diminishing performance: dust kept clogging the bag and it lost suction. The idea of the cyclones came from the spray-finishing room's air filter in his Ballbarrow factory, which was making a wheelbarrow with a new type of wheel.

Partly supported by his wife's salary as an art teacher, and after five years and many prototypes, James Dyson launched the 'G-Force' cleaner in 1983. However, no manufacturer nor distributor would launch his product in the UK as it would disrupt the valuable market for replacement cleaner-bags, so he launched it in Japan through catalogue sales.

After failing to sell his invention to the major manufacturers, Dyson was founded in 1993. The product now outsells those of some of the companies that rejected his idea, has become one of the most popular brands in the United Kingdom and is gaining popularity in many foreign countries as well. More inventions have followed. Business Intelligence caught up with him.

WHEN DID YOU KNOW YOU WISHED TO BE AN INVENTOR?

I got into design in an unconventional way. I never started out wishing to be an inventor. I studied only arts subjects at school and slipped into the Royal College of Art through the back door.

I fiddled with wood, got into plastic and drifted into product design. Soon enough I dreamt of being the next Brunel. Convinced that engineering was no more than a state of mind, I began making the products I was designing and moonlighting as a professional maker of things.

WHAT WAS YOUR FIRST INVENTION?

A high speed landing craft. Jeremy Fry, owner of Rotok, employed me as a designer after leaving the RCA. He taught me to do things my own way, regardless of how 'things should be done'.

With this root principle, I developed The Sea Truck, a 40-knot, high speed, air lubricated hull conceived as a military assault craft.

FROM WHERE DO YOU GET YOUR INSPIRATION?

For me, inspiration comes from frustration at something that doesn't work. Get out and look at things; when an idea comes grab it, write it down, and play with it until it works. Don't sit and expect ideas to come, otherwise you'll end up staring at the drawing board.

HOW IMPORTANT IS IT FOR COMPANIES TO KEEP INNOVATING AND WHAT IS THE RESULT IF THEY DO NOT?

In 2001, Mike Rutter, Hoover's boss, went on television to say that he wished he had bought my idea - so that Hoover could have put it on the shelf and left it there. Hoover failed to innovate; now I in 3 homes in the UK own a Dyson vacuum cleaner. Striking out and being bold is in our blood at Dyson. If you don't invent, someone somewhere will come up with a better invention that rubbishes your product.

DO YOU FEEL THAT BUSINESSES IN THE UK ARE INNOVATIVE AND BRAVE ENOUGH WHEN IT COMES TO NEW PRODUCTS?

We're risk adverse in Britain. I wish I had realised the power of commercialising an idea earlier and not wasted time with the large, slow multinationals who shun change. I was persistent and succeeded. To be successful you have to develop a product that works better and looks better than existing ones.



This type of investment is long term, high risk and not very British. In the longer view, it is not half so likely to prove hazardous to one's financial health as simply following the herd.

WE KNOW THAT YOU ARE PART OF THE NATIONAL MOVE TO ENCOURAGE INNOVATION, HOW DID THAT COME AROUND AND HOW DOES IT MANIFEST ITSELF?

The UK has an innate creativity, inventiveness and competitive spirit. The country's long term performance depends on our ability to generate new ideas and bring them to market.

Britain has a great reputation internationally; I want this to be maintained. From my perspective it is frustrating that we produce 22,000 engineering graduates for 37,000 positions. I'm trying to double the number of engineers at Dyson. It's proving difficult to find people with the right skills and gung-ho spirit.

I started Dyson with four graduates straight out of the Royal College of Art. Quick thinking, creative and fresh; they had new ways of being creative. That's why I support young inventors and designers through the James Dyson Foundation.

We've just launched the foundation in the United States and recently given a donation of £1 million to help UK engineering students struggling with debt. It is up to business, institutions and the Government to cooperate and provide a fertile bed for growth and inventiveness in Britain.

HOW GETTING YOUR HEAD IN THE CLOUD CAN HELP YOUR BUSINESS

Cloud computing. It is one of those phrases that seemed simply to appear one day and proceed to revolutionise the way we do business.

According to many industry experts, no business can afford to ignore the opportunities that cloud technology presents. Those that do, they say, will gain themselves a competitive edge. Those that do not, will find themselves lagging behind the opposition.

Much of the reluctance of companies to embrace 'the cloud' comes from an ignorance about what exactly it is.

The idea behind cloud computing is that the user can access services such as storage and word processing from the Internet, the cloud in question. It means that companies can use the cloud without having to worry about the systems behind it.

According to industry experts, cloud technology is easily accessible to businesses of all sizes, producing increased efficiencies, competitiveness and reduced IT costs.

The biggest drawback is lack of knowledge about the technology and among those attempting to increase awareness is The Cloud Industry Forum (CIF), which has recorded a high rate of adoption of the technology amongst UK organisations.

Chairman Andy Burton said: "It is as open to a single person or one-man-band firm as it is to an enterprise or government. The barrier to entry is so low because users pay for what they require for as long as they require to use it.

"Early adoption has been seen to have been driven by people needing to do something more quickly than on-premise implementation would enable or something they don't have the skills in house to implement. They are demonstrating that they can be agile in the adoption of new capability for their organisations. Typically, it's also much easier and cheaper than they imagined and because of the benefits they are looking to expand their use of it."

According to figures from the CIF, 48 per cent of UK organisations have tried a cloud service in some form. Of those, 94 per cent have already achieved satisfaction and 85 per cent plan to invest more this year. Only six per cent of the 450 firms asked said they won't adopt cloud over the next three years.

Despite concerns around data security and privacy

ENTERING THE CLOUD?

Five top tips for businesses considering the cloud.

- The one-size-fits-all solution doesn't apply, even with something as flexible as cloud. Choose the service that's right for you
- Do your due diligence on suppliers. Look for memberships/accreditations including the Cloud Industry Forum Self Certification www.cloudindustryforum.org
- Check the terms and conditions in the supply contract and service level agreement (SLA) to ensure your commercial and operational needs are met.
- Ask if they will provide out of hours support
- Understand how the service will integrate (if required) with your wider IT strategy.
- Check where the data is stored (UK, Europe, elsewhere?) and assess the implications on your business.

Source: UKFast, one of Europe's fastest-growing technical companies (as ranked by Deloitte).

in the cloud, many bosses are realising that cloud technology can help them solve common business problems quickly and affordably, according to the CIF.

That was certainly the message from a panel of business IT experts who gathered at a round table event held recently by hosting firm UKFast.

Simon Howitt, channel business unit director at Outsourcery and a panel member, said: "It's very difficult to see why or how any business would not benefit from a cloud strategy. How quickly they deploy it and what type of applications they use it for are other questions, but thinking of the broadest use of the cloud as a delivery mechanism, I struggle to see how it can't have an appeal to all businesses.

"The flexible nature of the on-demand service makes it invaluable to firms that experience seasonal fluctuations in trade, including many retailers.

"Business people don't wake up in the morning thinking they have to get into the cloud, they wake up with other business issues that need a solution and the cloud becomes a means to deliver that solution easily."

Ian Moyse, IT security expert and EMEA Channel Director at Webroot, said: "It flattens the availability to businesses because they can access applications that they couldn't before because, to use a particular vendor app, you might have required four servers and database storage and the implementation was too expensive. Now they can get a five-user pack of that application that previously only an organisation of 500 users and above could afford."

Andrew Corbett, of the UK IT Association added: "I think that presents SMEs with a whole load of different challenges. At a certain size you know and accept that you can't access stuff like that. Now, your competitors are looking at it and suddenly the question becomes, 'am I going to become a leader, a follower or a failure?' If you are ignoring it, your competitors certainly aren't."

Lawrence Jones, managing director of UKFast, said: "For some organisations a public cloud with some elements of shared resource is fine. For others, only a private cloud with wholly dedicated resources is appropriate for their requirements. In any case, business owners need to research the marketplace thoroughly.

"Don't be fooled by slick websites of firms you don't know nor trust. The incredible popularity of cloud technology means there will be cowboys taking advantage of businesses that don't know everything about this kind of technology so it's wise to adopt some caution."



L to R, clockwise from above are: Ian Moyse, Andrew Corbett, Lawrence Jones



“Business people don’t wake up in the morning thinking they have to get into the cloud, they wake up with other business issues that need a solution and the cloud becomes a means to deliver that solution easily.”



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HELPING COMPANIES ACCESS FINANCE

For many businesses, particularly smaller ones, gaining access to expert advice can be a problem. They know what they want to achieve but are not sure how to go about it.



Now, a new scheme backed by the banking industry is offering support on a range of issues faced by business, including how to obtain finance.

Under the mentoring scheme, British entrepreneurs will have access to knowledge and support from experienced business people.

The scheme is the result of co-operation between the Government and the private sector to improve access to, and stimulate the demand for, mentoring. Ministers and banking sector leaders realised that they needed to do more to guide businesses through often confusing processes.

Conscious that the difficulties could even deter businesses from seeking the help they needed, the UK's five largest high street banks agreed to support the new mentoring scheme.

The initiative will offer support on a range of issues faced by businesses, from finance to marketing to HR. Businesses can access the scheme through the website www.mentorsme.co.uk

The Government says it wants to encourage experienced business people to sign up to mentor new and growing

businesses as a way of sharing best practice.

Business and Enterprise Minister Mark Prisk said: "From my own experiences running a small business I know how valuable insight can be from people who have done it all before.

"Small business owners have repeatedly told us that the support they value most comes from other experienced business people. For the first time in the UK, there will be a single, cohesive network of mentoring provision.

"Small firms are the lifeblood of our economy and we are determined to give them every opportunity to succeed and secure the long-term growth we need."

The launch forms part of the Better Business Finance campaign, set up by the Business Finance Taskforce. Its aim is to make it easier for businesses to understand and access the world of financing.

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CAN YOU AFFORD AN INCREASE IN YOUR STAFF COSTS?

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The Government is proposing to bring in new laws from 2012 that will have a significant impact on every employer in the UK.

KEY FACTS

- The framework for these new laws is already in place in the shape of the Pensions Act 2008.
- Employers will, for the first time, be required automatically to enrol and pay contributions for any eligible employees into a pension scheme.
- Even if you have an existing workplace pension scheme, you may have to make changes so that it complies with the new laws.
- Employers can either use their own pension scheme to comply with these new laws or rely on a Government built scheme - the National Employment Savings Trust (NEST) scheme.
- Do you want to keep control of your employee benefits package or rely on someone else, who knows nothing about your business, to do it for you?

In March 2010 the UK government started providing further details about the planned NEST pension scheme, for workers with no pension cover: It was announced that there are plans to levy a two percent charge on contributions to pay for the start-up costs of the pension. This is for the repayment of a rumoured £600 million that the state is spending to set up the scheme. This is in addition to the 0.3 percent annual management fee, and could well turn out to be a barrier to attracting savers.

NEST is projected eventually to reach six million members after its launch in 2012, and it may get to as much as £150 billion in asset size by 2050. But this two percent charge may put a dent in those projections if savvy investors catch on to the fact that the government is looking to charge higher fees than a standard occupational pension scheme. Would you want to save above the eight percent minimum when you know how your contributions are going to get eaten away by fees?

As long as the two percent contribution charge is in place the potential returns of investors will be eroded. Will the pension scheme outperform a no load index tracker? If not then its tax advantages alone will struggle to make the pension stack up against direct investment by individuals. This is because the pension would be starting out at 98% of the index fund and the compounding effect of that missing 2% over a thirty year period is massive.

From 2012, unless you are already operating a company pension scheme that meets the required criteria, or you set one up, you will have to enrol each eligible employee into the NEST pension scheme.



On the face of it this could appear to be a good thing – a simpler way of meeting the new requirements rather than running, or setting up, a qualifying company pension scheme. However, it should be noted that the NEST scheme is unlikely to have as much appeal to moderate and high earners, or to those looking for a greater degree of choice and higher contribution levels. Keeping or setting up your own qualifying pension scheme could be a more effective benefit and retention tool for a broader range of staff.

WHAT HAPPENS NEXT?

It's up to you:

- You can wait until 2012 and let someone else, who knows nothing about your business, set up and run a pension scheme for your employees
- or
- You can set up your own scheme and retain complete control over your benefits package.

These changes are only just over a year away - don't leave it too late – contact us at Money Matters now to arrange a consultation. This will also provide you with a perfect opportunity to review your existing pension arrangements.

The information provided is based on our current understanding of the relevant legislation and regulations and may be subject to alteration as a result of changes in legislation or practice.

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EAST YORKSHIRE BUSINESS EXPO 2011



Paul Clarke.

Despite the recession and the state of the economy, businesses in and around East Yorkshire are once again showing that there is still business to be done, by showcasing their products and services at this years' East Yorkshire Business Expo.

The event, now in its fourth year, will take place on Wednesday 5th October at Brantingham Park, Elloughton (home of the Hull Ionions Rugby club).

The event has attracted business exhibitors from across the whole of the East Yorkshire region, from a wide variety of industry sectors.

Nic Gough, Managing Director of Dalton Spire Ltd, organisers of the event, says he is delighted at the response they have had from businesses that are eager to exhibit at this years' event. He said, "In these difficult times, it is encouraging to see so many positive businesses stepping forward to promote themselves to the region, not only to gain additional business, but also to forge new working partnerships with other companies".

"In these difficult times, it is encouraging to see so many positive businesses stepping forward to promote themselves to the region, not only to gain additional business, but also to forge new working partnerships with other companies"

In addition to businesses promoting themselves, Nic explained that they have organised a series of free workshops and seminars that will take place throughout the day. "This year we have tried to cover workshops and seminars that we feel will be of great value to our visitors. The 'Top Ten Tips for Business' seminar, to be delivered by Business Link, is proving very popular and booking up fast. We have a 'Using Social Media for Business' seminar supported by workshops on our mobile IT bus. A panel of local experts will be on hand to answer individual questions on finance, marketing, Law, accountancy and taxation, grant funding and VAT. We also have a free Speed Networking Session on the day, so please remember to bring plenty of business cards with you"

The event could not take place without the support of our sponsors, who this year include: The One Point, Jenko Ltd, Savilles Audio Visual, KCFM, Damb-Tech Ltd and Big Offers UK".

The event, which is open from 10am till 4pm, is free to attend as a visitor. To open the event, there will be a keynote speech by internationally renowned, inspirational speaker – Paul Clarke. Paul will deliver his 'Going to Southampton' which is a journey of self motivation, packed with fresh innovative business strategies, which includes the highly rated 'Daddy Line' and the true meaning of Possible, Belief, Want, Attitude, Total Courage, Visionary Thinking and Winning Mentality.

For further information regarding the event, please contact Dalton Spire Ltd on 01964 552470 or email: ask@daltonspire.co.uk. www.eastyorkshirebusinessexpo.com



GOSPORT MILLENNIUM BRIDGE

A Torn Construction Ltd are pleased to announce that they have recently been awarded the contract for maintenance of the Gosport Millennium Bridge, Gosport, Hampshire.

Part of Portsmouth Harbour Millennium Scheme, Forton Lake Lifting bridge was designed as a pedestrian and cycle bridge but can also carry a road train and emergency vehicles. Spanning the mouth of Forton Lake, the bridge connects the mouth of Forton Lake with the Town of Gosport

ATC are carrying out essential maintenance works to include assessing chain tension, inspections of the working moving parts, and maintenance of both gearbox and chains.

The bridge deck weighs approximately 28 tonnes and the counterweight weighs approximately 23 tonnes. Operated by two 3 kW motors the bridge is designed to physically rise in 5 minutes and lower in 5 minutes. This small power requirement is achieved by the use of a well-balanced counterweight and the slow operation time.

For more information contact Mandy Torn on 01652 649063



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Within just a couple of years the country started heading for this deep recession, however ATC are pleased to report that we have, and continue, to weather these sorry times extremely well.

Our ethos of working very closely with our clients, has helped to make budgets stretch further, and helped ATC to maintain extremely high levels of repeat business.

ATC is in the enviable position of working with an excellent client

base, which includes Total UK Ltd, Associated British Ports, Singleton Birch, DHL, Environment Agency, and Quarter-Hall.

Each year ATC has endeavoured to take on a new major client, and 2010 was no exception. June 2010 saw us landing on site at Lindsey Oil Refinery, Immingham where we were pleased to undertake the BioEthanol Plant project for Total UK Ltd. After successful completion of the project we are now working on further projects.

With contracts ranging from minor works to major projects over £1m, ATC has a team who are developing excellent relationships with our clients. Our staff are extremely important

to us, at all levels, from the Site Management to all of the Site Labour and the back room Admin team.

We have maintained excellent relationships with our suppliers and, especially in these difficult economic times, appreciate the importance of looking after our suppliers and sub-contract partners. We involve them at Tender stage and we consider them a part of our team. We work together for the success of the project and more importantly ... We pay on time!

With a strong order book for 2011, ATC is looking forward to a bright future which will hopefully become economically more stable.

Client Testimonial

"We were greatly impressed with the performance of ATC and their staff in the way they completed their own works but were also willing to be helpful and ensure that other works were not affected. They liaised effectively with members of the DHL Project Team, DHL's consultants, other contractors and provided a most useful team input.

"We have found them to be an enthusiastic and professional company that are committed to producing the best possible result, focusing on customer service and satisfaction, and as such I would not hesitate to recommend them to others"

Glyn Mabbott
Building Surveyor, DHL, Real Estate

STOP PRESS...

ATC Ltd are pleased to announce that they will be relocating in 2012. The Head Office will remain in Kirton in Lindsey, but will be moving to a new site, located in one of the industrial areas of the town.

Plans have been approved for a new two storey office building to accommodate the Head Office Administrative Team with a separate stores and yard area.

It is hoped that the new office development will enable ATC to continue to support clients and offer a first class service from tender stage to project completion.

CONTACT US

If you would like to have an informal chat about forthcoming projects or would like to receive an ATC Capability Folder then please contact us now on **01652 649063**.

Head Office is located at:

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THERMOPLANT OFFSHORE SERVICES LTD



Thermoplant Offshore Services Limited based off Hedon Road has been established since 1996.

With a highly skilled and flexible workforce, the company specialises in system and component manufacture for onshore and offshore petrochemical and other similar industries in the fields of HVAC (Heating, Ventilation & Air Conditioning) bespoke design, manufacture and on site installation, commissioning and servicing.

The company is run by Directors Kevin Atkinson and Tony Williams with more than 45 years' combined experience.

Tony said: "Whilst we have majored in, and are vastly experienced in, HVAC and Refrigeration Systems and Module Pressurisation Units, the technical expertise accumulated in using state of the art electrical and electronic control systems and remote diagnostic equipment makes us well placed to expand our horizons. We are actively looking for additional opportunities in areas such as wind power to build on our offshore expertise".

Thermoplant have held ISO9001 registration since 1996. They can be contacted at 01482 323600 fax: 01482 618060 Website: www.thermoplant.co.uk

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Indicoll is a Beverley-based web design agency. Its offer is not simply web design and development, but true digital marketing; a mission to provide you with a site to turn heads and grow your business.

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indicoll is a small company with a personal interest in every project it undertakes. Long after your website has gone live, indicoll will still be there working with you to ensure its optimum success.

For further information, please contact
e. julian.minshall@indicoll.com
w. <http://indicoll.com> Tel: 01482 871178

WHITE ROSE REFRESHMENTS

White Rose Refreshments Ltd has been operating in the Hull and surrounding areas for more than 20 years.

The business was originally operating from a depot based at Londesbrough Road in Scarborough. Due to the growing number of clients in and around the Hull area, a decision was made to open up a new depot which would allow the company to offer a more streamlined and efficient service to clients.

The Malmo Road Food & Innovation Technology Park, situated within Sutton Fields Industrial Estate, was the chosen site. The company's aim is to bring employment to the area, by always using local staff and local companies.

As part of the Upton group of companies, the business is ISO 9001 accredited for Quality Management Systems, and also ISO 14001 accredited for its efforts towards being an environmentally friendly company.

It is also promoting its own brand, Rainforest Alliance Certified coffee, using skimmed milk, in 12oz paper cups, to offer customers a 'coffee shop experience' from a vending machine. Further details about this product can be found under the Passion de Café tab at www.whiterose-refreshments.co.uk

CONFERENCE HOPES

Driffield-based JSR Farming Group is hoping that its new audio-visual conference facilities will entice would-be clients out into the Wolds countryside.

The Group has been in business since 1958 when John Sykes Rymer first started farming. Today his son, Tim Rymer heads up a very successful business with more than 100 staff and an annual turnover of more than £20m.

In October last year, the group developed Highfield Farm, Southburn, near Driffield, which houses The Yorkshire Wolds Cookery School, a high-tech learning facility designed to encourage and develop the skills of students using local ingredients, and Highfield Farm guest accommodation.

The conference rooms and 50-seater theatre have recently been upgraded with high specification audio visual equipment, supplied by Nuway Ltd of Hull.

More information is available at www.highfieldfarm.co.uk or by ringing 01377 227723.



IRAQ CONTRACT WIN FOR COMPANY

Grimley Smith Associates Ltd (GSA Ltd), consultant process engineers in North Lincolnshire, has won a significant contract in Southern Iraq.

The \$50m contract is to engineer, procure and construct site utilities at a refinery in Basra for the South Refineries Company (SRC) of Iraq, part of the Iraqi Ministry of Oil. GSA Ltd will upgrade the refinery site utilities over a two-year period.

Andrew Grimley, Executive Chairman of GSA said "This is a major milestone in our history, signing our biggest contract to date. Reaching an agreement on the deliverables with the client and Ministry of Oil in Iraq has now been achieved, so we are now in the process of ironing out the detail."

Michael Grimley, Project Manager at GSA said "We are delighted to have been awarded such a large project in Iraq."

KINGSTON DEBT SOLUTIONS

A Hull debt advice service is going from strength to strength.

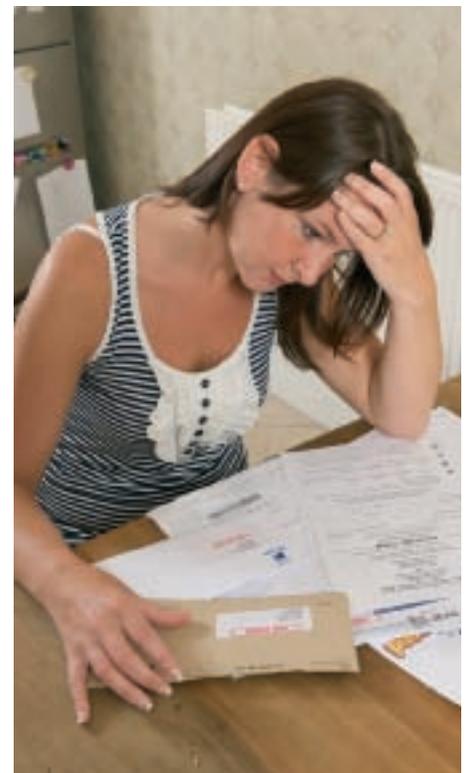
Mark Readymartcher, of Cottingham, and Leo Shakespeare, of Welton, both worked for Cattles' Welcome Finance business in Hull until July 2009.

The pair own Kingston Debt Solutions, based on Lowgate in Hull city centre. The firm offers advice to individuals facing financial difficulties, either in the form of debt management plans, Individual Voluntary Arrangements, or they will assist their clients in filing for bankruptcy or by giving professional help.

Mark said: "I think a lot of people think that bankruptcy is the only option and tend to wait until they have no money to pay creditors before dealing with their debt problem. The public need to know that there are other options available."

Kingston Debt Solutions can visit people in the privacy of their own home or clients can visit the office on Lowgate. A free phone number is available and they will call clients back in all instances at a convenient time.

www.kingstondebt.co.uk
www.kingstonutilities.co.uk



LET'S GET READY TO PARTY!



It might seem a little early to be thinking about Christmas but for some organised people the planning has already begun!

Every year it seems we start preparing sooner and sooner, but for those who are responsible for arranging office party nights, festive lunches and the all important Christmas and New Year's Eve celebrations time is of the essence. Whether you are organising for colleagues, friends or family everyone will want time to consider the choices available and make an informed decision, which is why the Forest Pines Hotel & Golf Resort has already launched its Christmas and New Year 2011 details.

You can celebrate in style this festive season and choose from a wide range of themed and tribute party nights for your office celebration from 70s and 80s disco to Lady Gaga and Michael Bublé tributes. Enjoy a Bucks Fizz reception on arrival and a delicious three-course meal before hitting the dance floor to strut your stuff!

For those looking to make a night of it there's no need to worry about driving home or trying to find a taxi. If you are attending a Christmas party night at the hotel exclusive accommodation rates, including breakfast and use of the leisure club, are available.

With festive lunches, a Christmas Eve dinner, the traditional lunch on Christmas Day and a New Year's Eve Gala Ball, as well as the party nights, there really is something for everyone this festive season at the Forest Pines Hotel & Golf Resort.

Party Nights start from £29.95 per guest with exclusive accommodation from £65 per night. For more information call the Christmas Planner on 01652 650770 or go to www.qhotels.co.uk/hotels/forest-pines-near-brigg/xmas.aspx

CASINO KNIGHTS

Casino Knights is a Fun Casino Company that provides authentic casino entertainment for any occasion.

Samantha Smith set up the business in 2005 after working within the casino industry for many years.

She trained and worked in Mayfair, London for several years before working for two years on board The QE2, where she travelled the world working as a croupier.

She returned home to East Yorkshire and saw a gap in the market for fun entertainment, and set up Casino Knights.

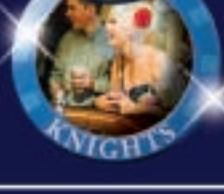
Samantha said: "We provide sophisticated casino entertainment for any occasion."

Casino Knights offers all the excitement and glamour of a real casino without the risk. Each guest is provided with 'fun money' which they exchange at the tables for casino chips. The guest or guests who win the most at the end of the evening can win prizes. If your event is a charity fundraiser then guests can purchase their 'fun money' for a nominal fee. For any further information please contact Samantha Smith

on 07785 520072 or 01377 250145 or visit www.casinoknights.co.uk





CASINO KNIGHTS

Add some extra glamour and excitement to your Christmas celebrations this year with Casino Knights

Casino Knights will provide you with sophisticated casino entertainment for any Christmas event, from large hotel functions, office parties at your office or small gatherings in your own home.

Guests are provided with 'fun money' to exchange at the tables for casino chips. A prize is provided at the end for the person who has won the most.

Casino Knights can also be used for charity and fundraising events and also private birthday parties and wedding entertainment.

For any further information please contact Samantha Smith
01472 340445 / 07785 530072 info@samenights.co.uk



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Be what you want to be



APPRENTICES HELP OUT

A team of BAE Systems apprentices took part in a static cycle challenge to raise money for partner charity, SSAFA Forces Help.

The team of ten cycled the distance between BAE Systems Brough and Warton sites and back, covering over 25 miles each in a relay format. The ride was a total distance of 242 miles and took the team just over eight hours to complete. Over £610 has been raised from the event and money is still pouring in from the sponsorships.

Mike Earl, an apprentice at the Brough site, said: "The full team thoroughly enjoyed the challenge. I'm really pleased we have been able to make a difference and raise so much money for SSAFA Forces Help. The amount of money we raised is a testament to everyone's generosity."

BAE Systems is a global defence, security and aerospace company with approximately 107,000 employees worldwide. The Company delivers a full range of products and services for air, land and



naval forces, as well as advanced electronics, security, information technology solutions and customer support services. In 2009 BAE Systems reported sales of £22.4 billion (US\$ 36.2 billion).

MKM REVEALS EXPANSION PLANS AS CONFIDENCE IN CONSTRUCTION INDUSTRY GROWS

MKM, the UK's largest independent builders' merchant, has revealed its expansion plans for the next 12 months, which includes new branch openings, building new offices and job creation.

The plans have already started to take shape, with MKM's 37th branch set to open in Perth, Scotland, in early June 2011. The company is also starting to re-build its Anlaby branch this month and construct new offices at its headquarters in Hull, to accommodate its growing team.

MKM has appointed local builders to complete each contract including George Houlton & Sons who have been given the £1M contract to re-build the branch in Anlaby, East Yorkshire. This is due to be completed in November. The new £1M offices at MKM's headquarters will be built by Hull company Hall Construction Group.

The new Perth branch is set to complement MKM's existing Scottish network and is the first new MKM branch to open since 2009. It is situated perfectly alongside the two other Scottish MKM branches in Edinburgh and Kirkcaldy and will service the market in Perthshire. In keeping with MKM's policy of recruiting locally, the new branch has created 12 new jobs for experienced locals.



These expansion plans signal MKM's confidence in the UK construction industry, as David Kilburn, the company's Chief Executive, said: "We are extremely pleased to be embarking upon an exciting plan of expansion over the next two years, which will hopefully see us open up to 12 new branches

MALTBY PUNCH & DIE LTD

After more than 20 years of producing punches and dies Maltby Punch & Die Ltd received a complaint about the quality of a punch from an important customer. Staff rapidly attended the customers workplace to examine the offending punch only to find that the identifying code confirmed that it was actually the product of one of their competitors.

Generally, each customer has slightly different requirements but rapid production and despatch is always important. Maltby Punch & Die Ltd make punches and dies to suit Kingsland, Geka, Peddinghaus, Ficep, Kattenbach, Selfer, Pels, Mubea, Vemet, Pianha and many other machines at their factory near Rotherham.

Many items regularly used are held in stock for same-day despatch. All are produced from the highest quality steels and are made in the UK with a very fast despatch time.

The firm has its registered office in Grimsby and has been in business for more than 20 years and supplies customers in places as far away as Thailand. Contact 01709 816206 or On 0762 9314 Fax 01709790839.

throughout the country, generate new jobs and open up interesting opportunities.

"Our Perth branch kick-starts all of our plans and will be open in early June 2011. We haven't opened a new branch since we opened our Dereham branch two years ago, which just goes to show how confident we are in the future of our business and industry. We believe now is the time to invest in the company and stimulate growth.

"The next two years will see us re-invest in the company to strengthen further our position in the market place as the UK's largest independent builders' merchant."

MKM was established in 1995 and operates from 37 branches around the UK. The company, which was founded in Hull, supplies a wide range of materials for building, joinery, plumbing and landscaping and also stocks a variety of high quality kitchen and bathroom suites. MKM is proud to have been involved with some of Hull's most notable building projects including the KC Stadium and Hull Collegiate School.

MKM has also recently launched MKM Online, an ecommerce store which sells a wide range of DIY, gardening and building accessory products at affordable prices.



Grimsby Couple Really do have X Factor!

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

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

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

www.bigpicturetv.co.uk/fundedvideo.html

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FINNING ANNOUNCES BRITCOM INTERNATIONAL AS NEW CAT COMPACT DEALER

Yorkshire-based plant machinery dealer Britcom International has been announced by Finning as the new dealer for the Caterpillar® Compact range of equipment. The deal means that Britcom International will sell and support Cat Compact equipment in North and East Yorkshire as well as Lincolnshire.

With 30 years experience and an excellent track record for delivering quality customer service and support, Britcom International is the ideal dealer to deliver the range of Cat Compacts with the ongoing support of Finning.

The Cat Compacts on Tour roadshow began at Britcom International's premises in Yorkshire on the 3rd June 2011. Attendees were able to see the Caterpillar equipment that is being offered by Britcom International, including Mini Excavators, Skidsteer Loaders and Telehandlers amongst others.

Finning business manager, Lee Andrews said: "The arrangement with Britcom International is an exciting move for Finning as it allows us to increase the presence of our Cat Compact range throughout the UK. More importantly Britcom International



shares Finning's drive and enthusiasm for providing first class customer service and support, which is of course excellent news for customers."

Chris Urwin, Managing Director at Britcom International, commented on the decision to become a Finning Cat Compact dealer; "Britcom International has built an excellent reputation over the last 30 years and by working with Finning we are now able to offer Caterpillar's excellent range of compact machinery, adding to both our reputation as a service led business and our overall product offering."

For further information on Caterpillar equipment and services from Finning, visit: www.finning.co.uk

EMPLOYEES WORKING LONGER HOURS

Almost three quarters of people are working longer hours in 2011 than they were a year ago, according to a survey by RSM Tenon, the seventh largest accountancy and business advisory firm in the UK.

The poll of 1001 people found that 70 per cent of respondents are now working more hours per week compared to 2010 and more than the average 31.8 hours per week. However, very few are compensated for this – just eight per cent of people say that they receive any overtime payment for any extra hours they work, and only six per cent are given time in lieu.

This change in working culture is highlighted by the fact only seven per cent say they now work fewer hours than in 2010.

Carl Jackson, head of Recovery at RSM Tenon, said: "People are now being asked to do more for less and you could argue that there are several reasons for this. Many companies may have over-compensated for the recession and shed more

jobs proportionately than the work they have lost. This therefore causes the remaining staff to be overstretched, and the consequences of that decision are being felt now. Also, many industries, such as the retail sector and the food and drink sector, are really feeling the pinch now, so the workforces are being stretched further to achieve the same results.

"An increase in employees' working hours represents a significant challenge for employers as they have to try and maintain their motivation and retention amongst staff who are seeing a drop in work life balance but are unlikely to receive a pay increase for their efforts."

RETAIL INDUSTRY EXPERTS ADD TO LINCOLN'S ACADEMIC TALENT

The University of Lincoln has recruited two retail industry experts to join the academic talent at its Lincoln Business School. Professors Charles Dennis and Martin Hingley have joined the School to help drive forward its rapidly growing research programme.

Prof Dennis, an academic authority on consumer behaviour and e-retailing, has taken on the role of Professor of Marketing & Retailing and will also serve as Director of Research for Lincoln Business School.

His research has provided insights into the rapidly-evolving world of online marketing, including the emergence of social media as a powerful new tool for business. He has also produced highly-acclaimed work on consumer behaviour, including seminal books on what shopping centres and e-retailers must offer customers to be successful.

He is a Chartered Marketer, a Fellow of the Chartered Institute of Marketing and Associate Editor (Retailing) of the European Journal of Marketing. Prof Dennis, who arrived from Brunel University, said he had been attracted to Lincoln by its 'go-ahead attitude', its superb facilities, and its achievements in national league tables, student satisfaction and research. "The most recent Research Assessment Exercise was a real mark of success for Lincoln and my ambitions are to maintain and accelerate the development of research quality," he said.

Prof Hingley, an expert on the complex relationships between food retailers and their suppliers, has been appointed Lincoln's new Professor of Strategic Marketing. He was previously at Harper Adams University College.

He specialises in the teaching and study of agri-food marketing and supply chain management. He has wide-ranging experience in the international food industry and has provided market and business analysis and industry-based training with the Institute of Grocery Distribution (IGD). He also held a three-year fellowship with the global retail chain Tesco plc. His academic work has explored issues of corporate social responsibility in the food sector, including the role of retail co-operatives in promoting the sustainable and local food agenda. His move to Lincoln marks a return home for Prof Hingley, who was born and schooled in the city. He said coming back to Lincoln after 30 years away had been "a revelation".

KC'S £150 MILLION POUND BOOST TO HULL ECONOMY

New report underlines the value large regional businesses can bring through a 'think local' approach

KC, the industry leading supplier of broadband and telephony services, generated £150 million for the Hull and East Yorkshire economy in 2010 according to a new report published 4 June. The figure is three times greater than previous estimates for KC's contribution, and underlines the hugely beneficial financial impact large firms can have on regional economies if specific supply chain and governance policies are introduced.

The report, by DTZ Consulting, found that KC spent more than two-thirds (68%) of its total spend with local suppliers in 2010 double the industry average, demonstrating that KC is more strongly integrated into the local community than many firms across the UK. In addition, 94% of the people it employs in Hull are local residents.

Sean Royce, KC's Commercial and Finance Director, explained: "As the main telecoms provider in the region, our infrastructure and services have long provided the arteries for local businesses. What this report confirms is that our community-centric approach means we are playing a key role in the region's prosperity and that we're

making a major contribution to Hull and East Yorkshire's bottom line."

The report highlighted that the activities of KC and its parent company the KCOM Group PLC underpin more than 1,400 full-time jobs in Hull and East Yorkshire through direct employment, purchasing from locally based suppliers and employee spending.

KC's overall economic impact totalled £150 million, a significant three per cent of Hull's total economy and significantly higher than KC's employment share. This is 300 times greater than the average Gross Value Added (GVA)* contribution of Hull-based businesses, a contrast which highlights both the quality of the jobs KC and KCOM Group provides and its buy local approach.

"We're very proud of our origins in the region and our ethos of supporting local businesses. This comes from a passionate belief that major firms have a responsibility to the areas they operate in. In everything we do, from investing in our network through to the way we manage our supply chain, our ambition is to be a significant driving force for regeneration in Hull and East Yorkshire. The findings from this report suggest we are on track for achieving this," added Royce.

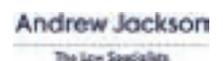
The 'Economic Impact of KC in Hull' report analyses the extent of the financial contribution that the direct and indirect activity of KC and the KCOM Group has made to the local economy through procurement and employee salaries.

Russell Whyte, Associate Director with DTZ Consulting, said: "KC looks to be very closely integrated with the local supply chain, spending twice as much with local businesses as we would have expected from a company of that size. They have very low reliance on imports from outside Hull".

Further findings from the report were:

- The total impact of KC and the KCOM Group in the region is comparable in scale to that of Hull's pharmaceuticals sector.
- The total impact is equivalent to half that of the local food manufacturing industry, and approximately 40% of the food and beverage service sector.
- KC and parent company the KCOM Group are responsible for the full-time employment more than 1,400 people locally. It employs around 1,000 people directly, with the additional jobs supported through the local supply chain, businesses and shops.
- The skilled nature of many of the jobs KC provides – many of its employees are knowledge workers – mean that the average earnings of KC employees are significantly higher than the average for full time workers in the Hull City Council area.
- KC committed more than £500,000 to community initiatives in Hull and East Yorkshire in 2010.

"As the main telecoms provider in the region, our infrastructure and services have long provided the arteries for local businesses. What this report confirms is that our community-centric approach means we are playing a key role in the region's prosperity and that we're making a major contribution to Hull and East Yorkshire's bottom line."



PWC DIRECTOR RETURNS TO AUDIT TEAM IN HULL

PwC is delighted to announce that Mike Thornton has rejoined the Hull leadership team, after returning from a secondment at PwC in London.

Mike has worked in a variety of roles within PwC across the UK over the past decade, including three years in Hull from 2007 to 2010. He brings extensive knowledge of the owner managed and private equity sectors to the Hull team and works with a wide range of audit clients. Mike is also an expert in listings transactions, particularly on the Alternative Investment Market (AIM).

He has recently returned from a one year secondment in London working on a major transformation project that will enhance the value, quality and efficiency of the audits that PwC provides for clients.

Mike Thornton said: "I am delighted to rejoin the established and talented audit team in Hull to continue to build on our business in the region. My role in London has enhanced my ability to deliver a distinctive audit and I look forward bringing this experience to bear for clients and colleagues in the Humber region over the next few years."



Mike Thornton

Richard Bunter, senior partner in the Hull office said: "Mike is a great example of how we are investing and building on our existing team with true specialists – his secondment to a high profile programme is a clear signal of PwC's commitment to the regional practice. His experience is invaluable to the continued growth of our audit practice in Hull and the Humber."

PORT SIGNS DEAL WITH SWEDISH SHIPPING COMPANY

Associated British Ports' (ABP) Port of Hull has signed a ten-year agreement with Swedish shipping and terminal operator Ahlmark Shipping (UK) Ltd.

Under the terms of the agreement, Ahlmark Shipping will move more than 200,000 tonnes of forest products, steel and unitised cargoes through the port each year.

In return, ABP will invest nearly £700,000 in improvement works to the Ahlmark Shipping terminal situated in King George Dock.

Matt Jukes, ABP Port Director for Hull and Goole, said: "Ahlmark Shipping has been a highly valued customer of ABP in Hull for many, many years and I am absolutely delighted that they have chosen to renew their agreement with us."

Håkan Thorell, Ahlmark Shipping's Managing Director, said: "Our operations in Hull and our good business relationship with ABP constitute one of the cornerstones of our business."

2000 CONNECT TO LEGAL NETWORK

The UK's leading legal referral and support network, Connect2Law, is celebrating a decade in business after signing up its 2000th member firm.

Connect2Law is operated across the UK by 20 leading regional law firms including pan-Humber firm Andrew Jackson, which operates as a regional 'hub' and manages the network in its local area. There are currently 24 member firms in the Hull area and 12 in the Grimsby area.

Connect2Law, which unlike many networks is free to members, was launched by law firm Pannone in 2001 to help law firms offer their clients a full service proposition through referring work that they cannot undertake themselves. Over the last decade the number of member firms has grown to more than 2000.

BENEFITS OF CONNECT2LAW

- Free membership to all law firms
- Written non-poaching and fee-sharing agreements
- Bespoke professional indemnity insurance and Lexcel products
- Heavily discounted CPD courses and free in-house training
- Access to a wide range of consultancy services
- Members also have access to buying group, CostController, which saves members on average 20 per cent on their core overheads.

To celebrate 10 years in business, Connect2Law has launched a new website which provides members with a forum to share knowledge and comment on the fast-changing legal landscape as well as in-depth articles by specialist lawyers.

Kim Jerome, the business development manager for Connect2Law at Andrew Jackson says: "Connect2Law provides a secure gateway for law firms to refer their clients to us for work they do not cover. The level of support and CPD courses we provide to our member firms is constantly under review, as we listen to what they want and aim to surpass their expectations."

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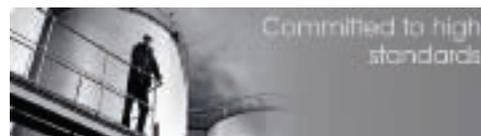
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LINCOLN LAW FIRM LANDS CONTRACT TO WORK WITH THE DUCHY OF CORNWALL

Wilkin Chapman LLP, one of Lincoln's leading law firms, has been appointed to work on a joint venture project, of which one of the partners is the Duchy of Cornwall, to set up an anaerobic digestion plant.

The firm is working with JV Energen LLP, a joint venture between the Duchy of Cornwall, three Dorset farmers and Active Business Partnerships Limited (agricultural business strategists based in Stamford), providing legal advice and guidance for the establishment of a 2 Megawatt renewable energy plant. The plant will use biogas from an anaerobic digester at Rainbarrow Farm, near Dorchester, to provide energy for the Duchy's Poundbury development.

The plant will generate a consistent supply of local, renewable energy by using break crops grown by a number of Dorset-based farmers to produce the bio-gas. In the future, it is also hoped to extend this to include producing bio-gas from bio-degradable organic food waste.

Wilkin Chapman LLP has considerable experience in renewable energy projects and has previously advised on another anaerobic digester project for a 400 Kilowatt unit near Huddersfield.

Commenting on the project, Russell Eke, head of corporate and commercial, at Wilkin Chapman LLP, said: "We were approached by Hamish Bichan of Active Business Partnerships Limited, and the chairman of JV Energen LLP, to provide advice in relation to all aspects of this fascinating project. We have previously worked with Hamish and on this occasion provided advice on the feedstock arrangements, the supply agreement with the technology providers, corporate structures and the funding arrangements.

"We have a strong history of working with the agricultural community and more recently have been involved in a number of renewable energy projects from offshore and inland wind farms to biomass projects and energy from waste, such as the anaerobic digester."

Hamish Bichan, chairman of JV Energen LLP, said: "It was important that we worked with a legal firm which had direct experience and knowledge of working with joint ventures, along with expertise in the renewable energy projects, such as anaerobic digestion.

Also the firm needed to be able to deliver their assistance within a concentrated and tight timescale.

"Russell and the team at Wilkin Chapman LLP have certainly delivered and provided the necessary expertise throughout all negotiations for this project."

As fossil fuels are becoming more expensive, organisations are increasingly looking to invest in alternative energy production, especially those that are

derived from renewable energy sources. Renewable energy projects are often complex and require legal advice across a wide range of areas. In response to this need, Wilkin Chapman LLP has a team of specialist renewable energy lawyers, which brings together collective expertise from corporate and commercial, commercial property, agriculture and employment law departments.

WORKERS HIDE STRESS IN FEAR OF LOSING THEIR JOBS

Nearly half of stressed workers are too scared to take time off sick because they fear they'll be made redundant or even sacked for speaking up, according to a recent survey.

The results of the research by mental health charity Mind also show that ignoring the problem is proving costly to employers.

Work is the most stressful part of people's lives, with 41 per cent of survey participants rating their career more stressful than money worries, marriage and relationships or health issues.

And worryingly, 48 per cent of employees questioned claimed they were too scared to take time off sick.

Paul Farmer, Chief Executive of Mind, said: "The negativity that persists around stress and mental health problems is unacceptable in a modern workforce.

"Pressure and stress may be part of our working lives, but failing to recognise that everyone has a limit is a mistake that costs businesses billions of pounds a year. Stigma is so great that employees worry that even mentioning stress will lose them their jobs. Mental health problems exist in every workforce, but at the moment it exists as a costly and unaddressed elephant in the room."

Since the recession, mental health problems have surged. In 2010, it was reported that depression had increased almost five fold, as cases of job loss, pay cuts and career insecurity soared.

As such, the Government has introduced 'Talking Therapies: A Four Year Plan of Action' as part of its new strategy 'No Health Without Mental Health'. The plan emphasises the importance of talking therapies such as cognitive behavioural therapy (CBT) and counselling.

Westfield Health pre-empted the Government's move towards investing more in talking therapies, by introducing CBT as a core benefit on the Chamber Primary Health Plan.

CBT has been recognised by both the Government and the National Institute for Health and Clinical Excellence as an effective talking therapy for the treatment of many mental health conditions.

Introducing the CBT benefit has built on the Chamber Plan's employee assistance programme (EAP), which already provides a 24-hour freephone counselling and advice line and up to six face to face counselling sessions.

Mind estimates that one in six workers have a mental health issue such as stress, depression or anxiety. Therefore, ensuring employees have access to an EAP could be a shrewd move for employers.

Paul Farmer added: "It's more important than ever that businesses invest in staff wellbeing and encourage an open culture where staff can come forward about the pressures they are feeling and be supported."

Westfield Health is the British Chambers of Commerce (BCC) official health cash plan supplier and its Chamber Primary Health Plan is available to all Members of Hull and Humber Chamber of Commerce.

As well as the EAP, the Chamber Plan provides employees with cash back towards the cost of everyday healthcare such as dental, optical, therapy treatments and diagnostic consultations, as well as fast access to MRI, CT and PET scanning facilities.

Four levels of cover are available – £1.10, £2.20, £4.25 or £6.35 per employee, per week – providing 100 per cent reimbursement on all cash benefits, up to set limits. No medical is required to join and all pre-existing medical conditions are covered for employees (except Personal Accident cover).

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

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Recruitment



Name	Steve Ryan
Company	Saville Audio Visual
Job title	Regional Account Manager

What did you want to be when you were young?

A telecoms engineer with what was then 'Hull Telephones'

What could you not live without?

One very large black Americano coffee to go ... usually around 11.00am

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

Singapore ... a great place with the best weather.

What makes you angry?

Rudeness and arrogance.

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

Paul McCartney ... for being a Beatle! And Richard Branson for being an ordinary man who made good.

What is the best thing about the area?

As a business area, its location half way up and down the UK.

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

Ever the optimist ... a lottery ticket (if you can still get one for £1.00).

What is in your opinion is the greatest invention ever?

A well poured pint of Guinness!

What is most valuable lesson you have learnt in life?

As you'll spend a third of your life working make sure you take a job/career that you enjoy.

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

A cat in the Ryan household ... unbelievably spoiled and wanting for nothing!

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The PCA Objectives

for businessto deliver immediate Return On Investment, Develop strategic thinking and improved communication skills.

- For top managers to enhanced their communication skills.
- Coaching to help high potential employees attain their potential.
- Team Coaching to improve performance and cohesion in the workplace.
- Coaching of top executives to achieve personal mastery.
- Coaching to handle change in an organisation.
- Coaching for work life balance of the individual.
- To foster a culture of creativity and innovation.
- To assist in the development and implementation of a coaching culture.
- Coaching of conflict within the workplace(this can be particularly destructive if not addressed)

What The PCA Delivers

for the individual...to get net gain and empowerment
The aim to impart knowledge and techniques
What coaching delivers:-

- Coaching is about giving the individual control over their life.
- Our coaching is output driven by this we mean that this is not just about having a friendly chat with generalised and generic feedback, but with the design of a bespoke end aim, with the client in mind. With the aim to assist people to move forward, whether it be in the context of a change of career path, a relationship problem (home or at work), team build and motivation or simply being 'stuck'
- We all at times get to a place where periodically there seems to be no obvious good way out of a particular hole. This can often lead to a sense of being overwhelmed and frustrated.
- This is where coaching comes into its own enabling an individual to regain self control and make long term sustainable changes.
- This is accomplished by building a relationship based upon mutual trust where non-judgemental challenge is met head-on in a professional, safe and ethical environment.

Contact Us

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