

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

December 2015/January 2016

Issue 29



**Chamber
Meets PM**
Full Story See Page 5



Someone's having a bad Christmas!



Don't let it be you!

If you're having a night on the tiles this Christmas,
leave your car keys at home.

Drink driving doesn't just ruin Christmas, it ruins lives.



Safer Roads East Riding

BUSINESS INTELLIGENCE

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Front Cover Image - Studio Image

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CHAMBER PATRONS

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

KC

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www.hull-humber-chamber.co.uk



The Chamber's new website with some of the Optimised team who developed it. Pictured are (left to right) George Griggs, Chris Middleton and Paul Lonsdale.

Chamber's New Website Optimised for Simplicity

The Hull & Humber Chamber of Commerce has pressed the button and launched its shiny new website.

Developed by Hull-based Chamber Member Optimised, the new site has a modern, clean look and is much easier to navigate around and find the information our visitors are looking for.

Key features include an on-line Members' Directory, a special section for exclusive Member-to-Member offers, and a new online booking system for our popular events.

The relaunched website also features a simplified navigation structure. There are direct links to our sister companies Chamber Training (Humber) Ltd and The Chamber Acorn Fund, as well as all the popular pages from our old site, with lots of news from the Chamber, our International Trade Department and of course, our Members themselves.

The project has been months in planning and development and features an entirely new online booking system for our events which is quick and easy to use.

The Chamber's External Affairs Manager, David Hooper, thanked the Optimised team for their hard work in developing and building the new site for the Chamber of Commerce. "Chris Middleton and his team at Optimised are brilliant to work with and have been a tremendous help in designing and building our new site.

"Everyone at the Chamber is delighted with the results which have culminated in a modern, fresh looking, easy to navigate website which will provide a much more user-friendly visitor experience.

"On behalf of the Chamber I would like to thank Chris Middleton and the Optimised team for all their hard-work and patience in developing solutions for some complicated and taxing challenges, especially with the directory and event booking systems.

Chris Middleton, a partner at Optimised, said: "This project has taken months to complete, but we are pleased with the finished result which we hope will serve the Chamber well for years to come".

If you would like to know more about Optimised, give Chris and his team a call on **0333 772 9892** or call in at Salters House, Salters Court, 156 High St, Hull HU1 1NQ, or visit their website, www.ludostudio.co.uk



The Chamber's International Trade Director Pauline Wade shakes hands with Prime Minister David Cameron in Number 10 Downing Street.

Prime Minister Greets Chamber at Number 10

Following David Cameron's visit to Jamaica and Grenada, Hull & Humber Chamber's International Trade Director Pauline Wade attended a reception at 10 Downing Street, where Caribbean trade and business opportunities were discussed.

Mr Cameron became the first serving British Prime Minister in 14 years to make an official visit to the Caribbean during which he announced the UK Government would invest £300-million in new infrastructure in the Caribbean, such as roads, bridges and ports, to help drive economic growth and development across the region.

The money from the UK's existing aid budget will be used to provide grants over the next few years for a range of projects that will help boost growth and trade across the Caribbean region, creating jobs and opening up new market opportunities for British businesses.

The Chamber's profile in the Caribbean market is well established with offices in Port of Spain Trinidad and Castries in St Lucia. Plans are

currently being developed to ensure that both in the run-up, to and during, Hull's year as the UK's City of Culture 2017, both business and cultural links between the UK via Hull and the Caribbean are further strengthened.

A similar high profile programme of activities took place in 2007 when Hull commemorated William Wilberforce's 200th Anniversary of the abolition of the Slave Trade Act. In 2007 the then Prime Minister of Barbados, Owen Arthur, led a parade of visiting Commonwealth Prime Ministers and Presidents in a visit to Hull to celebrate William Wilberforce and current trade links to the Caribbean.

Why Go to a Local Broker?

With so many different ways available to buy insurance, what are the benefits of going to a local broker? Dan Reeves Cert CII, Bluefin Insurance Services Ltd, Grimsby answers.

One of the key benefits of visiting a local broker becomes obvious immediately when speaking to the staff. The vast majority are local residents, who understand regional matters, the local economy and the specific risk issues facing businesses and individuals in the area.

Having a local office places the broker at the heart of the community, and the staff's local knowledge and expertise helps inform the advice they provide their customers on how they can best protect their interests. Customers are reassured to know that the insurance cover purchased is appropriate for their needs, with the added reassurance of having a knowledgeable local person they can call on should they need to.

Qualified staff are on hand to assist and provide high levels of service to support customers, whether that be providing advice by telephone or paying a visit to a local business to determine the correct insurance requirements.

However a local broker is not just there to sell insurance but also to advise customers about safety measures to help prevent claims, as well as providing risk management advice to help customers avoid being affected by a wide range of potential issues. Their knowledge and guidance will ensure that you have the right protection should you need it.

Bluefin Insurance Services Ltd, The Custom House, Cleethorpe Road, Grimsby DN31 3LB
01472 345 891

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Bluefin
Insurance



Beverley Racecourse Set for Winter Investment

Change is in the air at Beverley Racecourse as a winter of improvements is set to take place. Last year's £750,000 overhaul of the racecourse's Premier Enclosure facilities saw the old Terrace and 1690 bars turned into one spacious and elegant 'super bar', including a new award-winning casual dining experience.

The second wave will cost an estimated further £500,000 and will see the Premier Enclosure entrance remodelled and updated, and the flagship restaurant expanded to cope with growing demand for fine dining on a raceday. The work is also expected to enhance the raceday experience for corporate hospitality guests, with a record number of local businesses already booked in for the 2016 season.

The refurbishment has brought about fruitful new partnerships for the Racecourse, including Laurent-Perrier who sponsor the

new champagne bar and lend their name to one of the Racecourse's most successful evening meetings in June. The work has also helped lift the Racecourse's best known event, The Journal Ladies' Day in August, which retail powerhouse St Stephen's Shopping Centre value as a significant opportunity to promote their Hull shopping destination.

The investment is also expected to add weight to the racecourse's already impressive conference and events offering, with ample free parking, beautiful green surroundings and large function rooms. The Racecourse is unique in size and location and its reputation as a destination for a productive and refreshing escape from the office is growing.

Anyone interested in finding out more about the investment plans or opportunities at Beverley Racecourse can contact Heather Willis on **01482 867488**.

Sparkle and Shine

Visit the brand new Luxe by Hugh Rice store in Beverley's Saturday Market to get your hands on a vast range of elegant and stylish jewellery that will ensure you look bang on trend this Christmas.

Fashion jewellery has exploded onto the scene in recent years with a multitude of global brands such as Pandora, Nomination, Michael Kors and Thomas Sabo all displaying their own unique interpretation of style and sentiment, through a vast array of contemporary collections. Leading independent retailer Hugh Rice has embodied and acted upon this growth by creating a young, energetic and style conscious brand called Luxe that will aim to house this ever growing array of contemporary fashion jewellery. The first Luxe by Hugh Rice store opened its doors on Beverley's Saturday Market just in time for Christmas, aiming to provide a modern twist to the town's current offering. Sales and Marketing Director, James Rice says of the launch, "We are stocking the most popular fashion brands such as Pandora, Thomas Sabo, Nomination,

Michael Kors and Armani. There will be a wide range of lines, from layered bracelets and stacking rings to pendants and chains, providing a vast and varied selection for our customers to choose from".

Hugh Rice have developed rapidly in recent years, now with three multi-branded stores within the North of England and seven Pandora concept stores in Harrogate, Hull, Leeds, Sheffield and Bradford. They have grown to be one of the region's most renowned and respected family jewellers. Luxe by Hugh Rice is the next step for the thriving company, with a brand that will revolutionise the independent jeweller's product offering and enable its customers to store their memories through the adornment of contemporary jewellery. Whilst Hugh Rice are currently custodians of both fine and fashion pieces, James believes that Luxe by Hugh Rice will allow the business to segment clearly its range in Beverley, with the fine jewellery to remain at the main Hugh Rice store on Toll Gavel, whilst the fashion lines will be presented solely by Luxe in Saturday Market. This is an important point as so often we feel fear in that moment when you gift loved ones jewellery, only to hope and pray that they like it. The expertise and awareness of the staff at Luxe will help diminish this anxiety by recommending exactly the right product from the vast range of alternative brands available. Luxe by Hugh Rice does the groundwork in not only attaining the most stylish items that everyone will love but also in delivering them through simply stunning

surroundings. The store layout will be minimalist and classy with dedicated areas for each brand, as well as a specialist trend zone. James describes this by stating "Rose gold is a major emerging trend, with our new store it means we can express this through our trend area. This may not have been something we could have done in our mainstream Hugh Rice stores, it has given us the freedom to create a completely unique style and tone to the store environment."

Luxe by Hugh Rice is set to add a dash of sparkle and shine to Beverley's Saturday Market. Surrounded by established and historic businesses, Luxe's enthusiasm, energy and youth will light up the town centre and bring a new sense of excitement and vitality to the cobbles of Marketplace. As the Flemingate shopping centre is finally uncovered and national brands flock to the area, it is important that independent business remains innovative in the face of increasing change. James Rice believes this developing dynamic in the town works perfectly for Hugh Rice, saying "With the new retail park opening over at Flemingate, we thought it would be a perfect opportunity to build something completely different in the centre of Beverley, with a contemporary brand that will open up new options for our loyal and growing customer base". Luxe by Hugh Rice represents a beacon of change in the town centre, built through a careful mix of heritage and modernity, it demonstrates a quiet shift that is taking place in the area with an increased focus on style and innovation. With Christmas around the corner Luxe by Hugh Rice has an abundance of expertise and elegance that will help you discover the perfect gift for absolutely everyone on your list.





Thousands Visit Flemingate as East Yorkshire's Newest Shopping and Leisure Destination Makes Its Debut

Wykeland Group's Flemingate, East Yorkshire's newest shopping and leisure destination, opened to the public.

Flemingate's great line-up of brands is led by Debenhams' flagship department store, and also includes The Entertainer, Wilko, Card Factory, and Guest & Philips, the Beverley-based jeweller. Complementing the new stores are Costa, Deli No.1, and Patisserie Valerie, which has opened a café on Debenhams' first floor.

Magicians and face painters welcomed visitors, along with a range of in-store activities and promotions. In addition, Oasis, the leading high-street fashion brand, brought its Bessie the Bus mobile store to Flemingate to coincide with the opening.

Completing Flemingate's range of stores and cafés on opening day was Calendar Club, the brand launching a pop-up for the Christmas period. They were joined in mid-November by

pop-ups from The Kingston Art Group and Hull City AFC.

The opening of the centre attracted record crowds, with thousands of people attending. The Mayor of Beverley, Councillor Peter Astell, officially cut the ribbon to mark the opening of the Wilko store, and the first 100 shoppers that came through the doors were handed a goody bag including a £5 gift card and personal care products.

Dominic Gibbons, Managing Director of Wykeland Group, said: "Flemingate was conceived to be very much a part of Beverley, to extend the town centre, add even more reasons to visit the town, and to provide a further boost to Beverley's economy."

The new six-screen, 1,000-seat, Parkway cinema launched in December, with more new shops and restaurants joining the line-up in the spring, including Outfit. An 80-room Premier Inn, 500-space multi-storey car park, the largest in Beverley, a new campus for East Riding College, and 130 homes complete Flemingate's offer.



Pensions Minister Backs Online Course Devised by Goldings

The Government's Pensions Minister has given her backing to a nationwide scheme which is using expertise from Goldings Computer Services to help more than a million employers prepare for auto enrolment.

Baroness Ros Altmann says improving awareness of the issues around pension provision is crucial to helping smaller businesses hit their deadlines.

The Minister has been leading a TV campaign to promote 'Workie', the brand mascot created by the Department of Work and Pensions as part of an £8 million marketing campaign. She also praised the online course offered by the Chartered Institute of Payroll Professionals (CIPP) using material from Goldings.

The CIPP launched its service ahead of a New Year trigger which will see auto enrolment adopted by more than half a million small and micro businesses during 2016. Central to the service is the expertise of Goldings, which has provided the CIPP's 'Automatic Enrolment Specialist Course' and the companion 'Automatic Enrolment Technical Specialist Course'.

Baroness Altmann said: "Communicating automatic enrolment and designing simple processes is absolutely crucial to getting small and micro employers on board.

"Making information about automatic enrolment accessible to employers is one of the Pensions Regulator's top priorities. The courses will provide employers with another source of information in one place, which I am sure will be welcomed."

Vic Golding, Managing Director of Goldings, said: "We are delighted to receive recognition from the top of the importance of these courses, which are aimed at business owners, their accountants and consultants and at the payroll personnel who will be in the front line of introducing auto enrolment."

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



The Small Business Enterprise and Employment Act became law in March 2015 and makes important but phased changes to company law which all company directors and secretaries need to be aware of.

Here is a summary of the more significant changes and the current timeline for introduction.

MAY 2015 **Shadow Directors' Duties**

The Act has clarified that, where relevant, directors' statutory duties under the Companies Act 2006 apply to shadow directors (persons who direct or instruct company directors to act in accordance with their instructions).

OCTOBER 2015 **Strengthening of Directors' Disqualification Regime**

Offences committed overseas by directors may be used as grounds for disqualification from office with UK registered companies. Insolvency practitioners engaged in an insolvency process will become obliged to report on directors' conduct and highlight any which may justify disqualification.

APRIL 2016 **Register of Persons with Significant Control**

This is perhaps the most significant development. From April 2016 all companies (bar certain listed companies) will be required by law to maintain and make public a new statutory register, the 'PSC Register'. It is anticipated that the requirement will extend to LLPs also. Guidance is to be issued on the precise form the PSC Register should take, however it must provide details of all persons who have the right to exercise 'significant influence or control' over the company and how that influence or control arises. It must include not only shareholders who meet the necessary criteria but also persons who exercise significant influence or control over the company by other means. This will capture nominee shareholder arrangements amongst other things.

The aim is to improve transparency in UK corporate ownership by enabling the identification of those who ultimately control companies. Broadly, the Act defines PSCs as persons, natural or legal, who:

- hold more than 25% of the shares by nominal value or more than 25% of the voting rights in a company;
- have the right to appoint or remove a majority of the board of directors; or
- have the ability to exercise significant influence or control in some other way.

The precise meaning of 'significant influence or control' in this latter case is to be confirmed. Any person satisfying one or more of the criteria will be a 'registrable person', meaning their details must be entered in the PSC Register. The only exception is where control is exercised via another company or chain of companies, each of which has its own PSC Register via which the ultimate PSC may be identified. Even if a company does not have any PSCs associated with it, it must still maintain a PSC Register which states that fact. Sanctions may be imposed for non-compliance.

JUNE 2016 **RIP Annual Return**

The Annual Return will be replaced with a 'Confirmation Statement' which companies must file annually to confirm compliance with their filing obligations during the preceding twelve months, or alternatively to provide any outstanding information. Some of the duplication under the current regime will be eliminated.

Online Registers

Companies may opt to move their core statutory registers to Companies House and dispense with the upkeep of their own registers.

PSC Register

Companies must start providing PSC Register information to Companies House and ensure it is kept updated.

OCTOBER 2016 **Corporate Directors**

All directors will have to be natural persons with

effect from October 2016, subject to a twelve month grace period for existing corporate directors (directors who are themselves companies rather than individuals). However, it is anticipated that an exception will be permitted where all of the directors of a corporate director are natural persons.

The Act also makes changes to the system governing the appointment of directors and minor changes to the information required to be set out in statements of capital.

For more detailed information or specific advice, please contact James Westwood on **01482 485020** or email james.westwood@mytonlaw.co.uk



By James Westwood, Company and Commercial Lawyer, Myton Law





Eastern Airways Launches Significant Capacity Increase on Leeds Bradford® – Southampton Route

Eastern Airways has almost doubled seat capacity on its busy Leeds Bradford® – Southampton route by introducing larger aircraft and increasing frequency to give Yorkshire business travellers even greater choice.

This latest announcement follows the news last month that Eastern Airways had increased services on Leeds Bradford® – Southampton service from three to four flights each weekday in each direction.

A larger 50-seat Saab 2000 aircraft now operates services with an additional 3,700 seats a month available on the route. The change of aircraft also means improvements to the schedule.

Weekday flights leave Leeds Bradford® at 6.50am, 10am, 2.30pm and 5.50pm, arriving in Southampton at 7.55am, 11.05am, 3.35pm and 6.55pm. Flights from Southampton depart at 8.25am, 11.30am, 4.15pm and 7.25pm, landing in Leeds Bradford® at 9.30am, 12.35pm, 5.20pm and 8.30pm. Sunday services leave Leeds Bradford® at 4.50pm and Southampton at 6.45pm.

Yorkshire has strong business links with Hampshire and the south coast of England, particularly in finance, insurance, IT, petrochemical, pharmaceutical, construction and manufacturing

industries. Also Southampton is steeped in maritime history with its world class port for cruise liners.

Kay Ryan, Eastern Airways' commercial director, said: "By increasing capacity and recently upping the frequency of services due to the popularity of this important route, this demonstrates our firm commitment to both regions. We're providing greater choice with more seats, a business-focused schedule with improved adjustments to timings to meet increased demand from business travellers commuting between these two vibrant business centres."

Tony Hallwood, Leeds Bradford® Airport's aviation development director, said: "We welcome the introduction of additional Eastern Airways capacity on the Southampton route to meet demand from regional businesses. With a flight of around an hour compared to an over four hour rail or road journey, there is no better way to travel to that all important meeting."



Medal for Gordon

This summer, at the Lincolnshire Show, Fenestra employee Gordon Atkinson picked up his 55 year long service medal, having started when current boss Andrew Green's father, Derek Green started farming at Church Farm, Flixborough. That means they have 110 years between them! A milestone for the company indeed!

Confidence Among SMEs Drives Region's Economic Growth

Significant investment activity by Yorkshire and Humber companies is helping to drive economic growth and create jobs across the region.

SMEs are developing and implementing expansion plans, buoyed by a relatively stable UK economy and improving business confidence.

Funding is available to enable these businesses to accelerate their growth plans and Finance Yorkshire continues to receive a high amount of enquiries and applications for its investment offer.

Through its Seedcorn, Business Loan and Equity Linked Investments, Finance Yorkshire supports strong companies where growth capital may not otherwise have been available.

To date, it has invested £97m, enabling businesses to increase their turnover by £352m and attract a further £187m from other private sector sources. This activity has helped these SMEs to create and safeguard more than 10,670 jobs in Yorkshire and the Humber, and the figure continues to rise.

Jobs are being created at Hull-based Pearson Electrical, a business which supplies electrical services to the offshore renewable energy industry. The company is set to grow by more than 30 per cent following investment from Finance Yorkshire.

Pearson Electrical currently employs 10 people and plans to recruit five more team members in the next 12 months. It was selected as one of the first 40 approved suppliers to the multi-million pound Green Port Hull project, where Siemens will build an offshore wind turbine blade manufacturing, assembly and servicing facility.



Alex McWhirter,
Chief Executive of
Finance Yorkshire



Left to right, Mel Todd, Manager and Les Myers of Pearson Electrical with Ian Atkinson of Finance Yorkshire

To assist in maximising the potential of this opportunity, Finance Yorkshire has provided Pearson Electrical with a £20,000 Business Loan. This will be used to fund the installation of a burn-off oven and winding machine for electric motors.

Mark Pearson, Managing Director at Pearson Electrical, said: "Siemens' commitment to Green Port Hull is terrific news for the regional supply chain and we expect this to contribute to growth of around 30 per cent in our business.

"Our marine expertise across a wide range of services along with our high level of customer service and on-time project delivery means that we are trusted by a number of companies in the marine energy industry."

Pearson Electrical was founded in 1995 as an electrical contractor. Over the past decade, it has specialised in marine and offshore work, particularly in hazardous locations such as oil and gas facilities.

The business recently acquired Hull-based rival Humber Rewind and relocated to a 6,000 sq ft factory at Pioneer Park. Current projects include the installation of new filling lines for Crown Paints in Hull and the launch of a new wind turbine support vessel for MMS Ship Repair.

Alex McWhirter, Chief Executive of Finance Yorkshire, said: "This is an exciting time for the offshore energy industry in the Humber and Pearson Electrical is well placed to capitalise on

the opportunities that are emerging. The company is a great example of the type of businesses we support to help develop and implement their expansion plans.

"Our excellent investment track record is continuing and we look forward to working with other ambitious SMEs to further strengthen the Yorkshire and Humber economy."

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

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



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



Freya Cross (left) and Victoria Jackson after the AGM.

Freya Steps Up as Chair of Breakfast Club

A Chamber Member and prominent figure in the regional business community has been appointed as the new Chair of the Hull Businesswomen's Breakfast Club.

Freya Cross, whose day job is Business and Corporate Manager at The Deep, received the chain of office from Vickie Jackson MBE at the Club's AGM at Hull Golf Club.

Vickie is Chair of Kingston Recruitment Ltd, which she set up 30 years ago, and is also a former Chair of HullBID.

She said: "The success of the Breakfast Club is down to the members and their high level of attendance and participation in meetings and events. We have had some outstanding speakers during the last year and we held an excellent event during Humber Business Week about the risks to business of cyber crime."

The Club, which was formed in 1992, currently has 47 members and operates with a ceiling of 50 and limits on the number of people from each business sector.

Freya, whose external roles also include membership of the Board of the Business Centre Association, has spent the last 15 years at The

Deep Business Centre where she oversees the needs of 45 tenants employing more than 200 people.

Freya is one of eight current members of the Club who founded the organisation, and she becomes one of the few people to have held the office of Chair twice, having previously served in 1995-96.

She said: "Vickie has led the club very well into its next phase of growth and my plan is to work with our committee and continue to promote enterprise and business and to support education as we look forward to City of Culture. It is a good fit with the Deep Business Centre and The Deep's role as an educational charity."



L-R Iain Elliott and Craig Stuart

HETA and GMB Agree Partnership to Boost Apprenticeships

A leading training provider has sealed a partnership with one of the country's biggest trade unions to help employers develop workplace apprenticeship schemes.

Humberside Engineering Training Association (HETA) has signed a memorandum of understanding with the GMB aimed at promoting high quality training with good rates of pay.

HETA sees the backing of the union as vital in communicating the benefits of training to workers and their families. The GMB was attracted by HETA's strong links with education and employers throughout the Humber region, and by its traineeship programme which places great emphasis on ensuring young people are 'work ready'.

Iain Elliott, chief executive of HETA, said: "The partnership will help to get across the message that training is a collaborative approach. The individuals become better trained and better skilled and the employers have a better workforce."

Craig Stuart, the GMB's education and health and safety officer for its Midland and East Coast region, said: "This is just what the project needs – to be able to work with experts in the field and create a really productive partnership. It is an exciting prospect to work with someone whose reputation and quality precedes them."

In addition to signing the agreement, the GMB team heard about HETA's traineeship programme which helps young people with such employability skills as interview techniques and writing CVs on their way towards an advanced apprenticeship.

Mr Randle said: "We didn't realise how far HETA is down the road with traineeships. We are telling employers about the opportunities at HETA, which puts people through a very robust programme and produces people who are work ready with less risk. When people get to the end of a HETA programme we know they are competent to do the job."



In today's competitive marketplace, it is more important than ever for businesses to understand what Intellectual Property (IP) right(s) are to ensure they are fully protected, avoid infringing the IP rights of other people and businesses, and to maximise their competitive position.

IP is a generic term used to describe a multitude of different legal rights that can attach to certain types of information and ideas. It falls into two distinct categories; registered rights and unregistered rights.

Registered rights - granted on application to an official body and include trademarks and patents. Once registered, the owner can stop others from using it without the owner's permission.

Unregistered rights - arise automatically and give protection against copying or using the right.

Patents

A patent is an exclusive right granted for an invention. It provides the patent owner with the right to decide how, or whether, the invention can be used by others.

Patent owners may give permission to, or license, other parties to use their inventions on mutually agreed terms. Owners may also sell their patent rights to someone else, who then becomes the owner of the patent.

To obtain a patent, it is necessary to file an application with the Patent Office of the country where the inventor works. An application to register a patent can take up to 5 years. Once registered, the patent lasts for a limited period (20

years in most countries). Upon expiry, protection ends, meaning the owner no longer holds exclusive rights to the invention and it becomes available for commercial exploitation by others.

Trademarks

A trademark is a sign capable of distinguishing the goods or services of one enterprise from those of others, such as brand names and logos. Trademark protection ensures that owners of marks have the exclusive right to use them to identify their goods or services, or to authorise others to use them in return for the payment of a licence fee.

Trademark owners can apply for a UK or a Community trade mark (CTM). A UK-registered trade mark is only enforceable in the UK, while a CTM is enforceable throughout the EU. Both registrations last for ten years, but are renewable for further ten-year periods. An application for a UK trademark usually takes around 4-5 months.

Copyright

Copyright is a legal term used to describe the rights that creators have over their literary and artistic works. Works covered by copyright range from books, music, paintings, sculpture and films, to computer programs, databases, advertisements, maps and technical drawings. It arises automatically on the creation of the work and lasts for 70 years after the death of the author for artistic, musical, dramatic and literary works.

Copyright does not protect against independent development of the same idea(s), only against the actual copying of another's work. Ownership of

copyright in a work will allow the owner to prevent unauthorised use of the work, such as the making of copies or issuing copies to the public.

Adam Aisthorpe,
Senior Solicitor



This is a brief summary of the key IP rights. It is a complex area of law, so if you require further information, please contact Adam Aisthorpe on **01472 262629** email aaisthorpe@wilkinchapman.co.uk or visit www.wilkinchapman.co.uk.

wilkin chapman llp
solicitors



New Scunthorpe Networking Events Launched

Almost 40 businesses from across the Humber and North Lincolnshire region attended the first ever Iron Business Network Breakfast Event on Wednesday 28th October.

Hosted by Scunthorpe United Football Club at Glanford Park Stadium, guests were greeted with hot breakfast rolls, pastries and refreshments upon arrival before some informal networking took place.

After the welcome and introductions from Scunthorpe's Head of Commercial Martin Ellis, guests took part in some speed networking before Iron CEO James Rodwell took to the microphone to discuss the importance of the football club's role in the community, followed by Operations Manager Pete Wallace, who outlined the plans for the Iron's new stadium.

The event finished with optional tour of the stadium for guests and further informal networking.

Martin Ellis commented after the event, "It was great to see so many local businesses at Glanford Park and in the following days after the event we had some very encouraging feedback from attendees who said they will be telling other people about the next event."

"We are keen to help the local business community engage with each other more and hopefully these events will help do just that with a mixture of informal and speed networking. So I hope to see more people in attendance at our next event."

The next Iron Business Network event is on Wednesday 20th January and for more details or to register your interest then please email commercial@scunthorpe-united.co.uk or call **01724 747678**.

Tapasya Rated in Yorkshire's Top Indian Restaurants

The only fine-dining Indian restaurant in the region has been placed among the top five in the whole of Yorkshire by the county's official tourism authority.

Tapasya, which is on Beverley High Road in Hull, was the only restaurant outside West Yorkshire – and one of only two outside Bradford – to make the final five in the selection by Welcome to Yorkshire!

The review, which appears in the Welcome to Yorkshire blog, says: "Tapasya is certainly turning up the heat when it comes to curry in Yorkshire, offering lunchtime options, an a la

carte extravaganza and daily specials which raid the best of the fresh, local produce including tantalising vegetarian delights.

"But don't just take our word for it, Twitter feedback is full of glowing reviews by guests ranging from business groups and family outings to stars of the sporting world, who have all enjoyed dining in the midst of the sparkling chandeliers and floor-to-ceiling wine racks."

Tapasya is offering the opportunity to try its cuisine with a fantastic New Year offer for Chamber Members.

The restaurant is offering a special menu of three courses and a glass of wine for just £20 during January and February. The offer is subject to availability and reservations are required. For bookings call **01482 242606** or visit the website at www.tapasya.org.uk

Business Interruption Insurance - It Will Never Happen to Me

Many business owners do not believe that a loss will ever happen to them.

The reality is that losses occur every day to businesses just like yours. Have you ever considered the impact of an unforeseen event on the income and/or profitability of your business? A recent report by a leading insurer has found that 60% of Small and Medium-sized Enterprises ("SME's") don't have Business Interruption insurance and 10% don't have any insurance at all. In its simplest terms the post office does not stop delivering the bills when the fire brigade has driven off. It is a fact that few businesses can afford the loss of earnings that accompany a physical loss to the premises resulting in damaged or destroyed stock and/or equipment.

Business Interruption Insurance covers you for loss of income during periods when you cannot carry out business due to unexpected events. Business

Interruption Insurance aims to put your business back in the same trading position it was in before the event occurred.

The following are typically covered under a business interruption insurance policy:

- **Profits** - Profits that would have been earned (based on prior months' financial statements)
- **Fixed Costs** - Operating expenses and other costs still being incurred by the property (based on historical costs)
- **Temporary Location** - Some policies cover the extra expenses for moving to, and operating from, a temporary location
- **Extra Expenses** - Reimbursement for reasonable expenses (beyond the fixed costs) that allow the business to continue operation while the property is being repaired.



For more information on how to protect your business, contact Ian Jacques on **01724 878141** or e-mail ian.jacques@nmji.co.uk

Changes to the Taxation of Dividends

The summer budget included a new tax measure designed to tax small company owners who pay a small salary and a much larger dividend payment in order to reduce National Insurance costs.

From 6 April 2016 there will be a £5,000 tax free dividend allowance, any dividends above this level will be taxed at 7.5% for basic rate tax payers, 32.5% for higher rate tax payers and 38.1% for additional rate tax payers.

This measure will have a very harsh effect on those who work with spouses in family companies. A couple could be over £5,000 p.a. worse off.

For small business owners the changes are likely to be extremely unpleasant, as the following examples, illustrate.



Example £50,000 dividend

Assume a sole director company has profits of £73,500 and it then pays its director a salary of £11,000 (that's to ensure basic NICs benefits) and after corporation tax votes him a dividend of £50,000 out of the remaining retained profit.

Increased tax payable following the changes for 2016/17 = £2,575

Example £40,000 dividend

Assume a sole director company has profits of £61,000 and it then pays its director a salary of £11,000 and after corporation tax votes him a dividend of £40,000 out of the remaining retained profit.

Increased tax payable following the changes for 2016/17 = £1,825

The new rules are effective from 6 April 2016, so now is the time to begin planning for the changes.

It may be beneficial to take additional dividends before 6 April 2016 or to change the balance between salary and dividend payments.



If you would like to discuss this in more detail then please contact Gareth Botterill on **01482 862240** or email gareth@botterillco.co.uk



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Scunthorpe MP Nic Dakin and Chamber 'together' on Steel and Devolution

The Chamber's North Lincolnshire Area Council focused heavily on concerns over the future of Tata Steel's Scunthorpe plant at its last meeting with MP Nic Dakin, following the closure of the SSI Steelworks in Teeside.

Just days after this meeting, Tata announced it was cutting 900 jobs in Scunthorpe.

In his Parliamentary Report, Mr Dakin told members he was holding a Steel Summit with the region's other local 'Steel MPs' Andrew Percy and Martin Vickers, in Rotherham. This is to discuss concerns over the future of the UK's steel producers in what he described as 'a perfect storm' of high energy prices, raw material costs, the strength of the pound and below cost import dumping from China.

Mr Dakin and the Chamber agreed that the steel industry is going through a particularly challenging time. The SSI closure was a blow to confidence in the UK Steel industry, but not a surprise, but that it inevitably raised concerns about Tata Steel Long Products' business in Scunthorpe, although the Scunthorpe plant did have orders for new railway tracks and other work.

He told the meeting that the way the Klesch Group acted when they withdrew their plans to buy the Scunthorpe steelworks was damaging. This was because it had blamed the UK Government alone when in reality it was due to a mixture of high energy costs, business rates and cut price imports from China especially.

Mr Dakin said he welcomed support from the Chamber to raise the profile of the issue with Ministers in order to put pressure on the Government over the profound challenges faced by the UK steel industry.

On the subject of Devolution and the Humber area, Mr Dakin made it clear he believed Devolution and Combined Authorities should be delivered Humber-wide. He said: "I think a Lincolnshire bid is not the best solution. The Government won't approve all the offers before them in November, and Lincolnshire haven't got an elected mayor in their proposals which the Government wants.

Mr Dakin said he would continue to lobby for a Humber-wide solution working with the Chamber. He also noted that Andrew Percy and Melanie Onn had also publicly supported the Humber continuing to work together.



Scunthorpe MP Nic Dakin pictured with the Chamber's North Lincolnshire Area Council Chair Kathy Fillingham at the Fenestra Centre, Scunthorpe.

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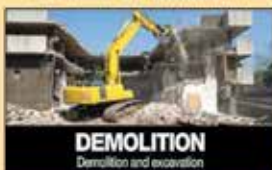
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Charity to Sponsor Lunch

One of the first events in the 40th anniversary calendar for the learning disability charity Linkage will be to sponsor the Chamber's January network lunch event in North East Lincolnshire.

The organisation was registered in January 1976 as a new force in learning disability and way ahead of the times, giving young people in Lincolnshire and the former Humberside hope of a brighter future on leaving special school. This meant students with autism, Asperger's and many other conditions could progress to further education, employment and, potentially, independent living.

The charity opened its first college campus in Toynton All Saints near Spilsby in 1979 and demand for places meant the Grimsby campus, on Weelsby Road, was soon needed and it opened in 1982. Now Linkage operates three cafes, an adult skills service, employment services, a variety of accommodation for its clients across Greater Lincolnshire and is planning an education campus in Lincoln. Linkage also employs around 700 staff.

As well as celebrating its 40th anniversary, Linkage is also giving a present to Greater Lincolnshire with the launch of a £370,000 sensory learning project in 2016, grant-aided by the Big Lottery



Linkage co-founder Don Mackenzie receives the cheque from Anthony Winn of Handelsbanken.

Fund, helping groups, families and organisations. The initiative will also include a bus which will travel up and down the county.

Meanwhile, Linkage has paid tribute to Anthony Winn and the team from Handelsbanken in Grimsby for raising just over £1,000 for Linkage in their annual quiz involving local businesses in October. The contact with the bank came through the Chamber of Commerce.

Meet Linkage client Philip Williams, Communications and PR Manager Tony Barker and new chief executive Valerie Waby at the network event on January 22nd at the Humber Royal Hotel. For more details about Linkage, visit www.linkage.org.uk.



Another 'First' for Hull-Based Maureen Foers OBE, Champion of Women in Business

Well-known Hull-based business woman Maureen Foers OBE has added another first to a 45 year career dedicated to smashing the glass ceiling. Maureen has become a founder member of the Charter for Women in Business, just launched by Prowess, which aims to close a business development gap costing the UK economy billions each year.

More women are starting their own business than men in the UK for the first time ever. These women are ambitious. Some 14% want to hire more staff this year. With nearly 1 million women-led SMEs in the UK that could mean around 140,000 new jobs, according to a government report.

But despite the start-up surge and clear ambitions, women's businesses aren't accessing the same level of support and they are less likely to survive and grow than men's businesses. The Charter for Women in Business is a practical initiative to close the gender gap.

In 1971 Maureen Foers was one of the first women business owners in Kingston upon Hull and the first female Member of the then Hull Chamber of Commerce. She became the Chamber's President 23 years later and has

been leading the way on behalf of women in business on behalf of the CBI and the Institutions of Employment Consultants and Training and Development since then.

Maureen is a serial entrepreneur who has grown several businesses providing employment, training and childcare support to working women. In 2004 she set up Women's Enterprise on the Humber, which she continues to sponsor and lead. In 2001 Maureen was awarded an OBE for services to small business and in 2010 she was the first recipient of the Women in Business Female Entrepreneur Women of Achievement Award.

"I'm delighted to be a founder member of the Charter for Women in Business," said Maureen. "There is still a lot to do to ensure women in business get the training and support they need to succeed."

Prowess Director Erika Watson, who was awarded an MBE for services to women's enterprise, says: "The Charter builds on international best practice and more importantly the women we've surveyed give it their full approval. We're inviting business support and services providers to join Maureen Foers by signing up to the Charter and let their

staff and clients know that they are serious about sharing in women's business success."

The Charter for Women in Business is available online at charter.prowess.org.uk. It includes a code of practice, online training and marketing tools which will better equip supporters of start-ups and small companies to reach and support the growing market of women in business.





L-R Kathryn Shillito, Captain Philip Watts, Alan Johnson MP, Victoria Jackson MBE and Ian Kelly, Chief Exec of the Chamber.

MP Backs HullBID in Upbeat Speech to Businesses

City centre MP Alan Johnson urged businesses to back HullBID as he spoke at the organisation's networking event in the chambers of Hull Trinity House.

The MP, whose Hull West and Hessle constituency covers the area bounded by the BID, said he supports renewal in the forthcoming ballot on the future of the organisation.

He said: "HullBID has made a big difference to the city centre. I am really grateful for that, and 2016 would be the worst time to stop that work."

Mr Johnson was speaking to an audience from a wide range of city centre businesses including small and large retailers, local independent operators and nationwide chains, and professional firms.

He was introduced by HullBID City Centre

Manager Kathryn Shillito and shared the lectern with Captain Philip Watts, Master Warden of Hull Trinity House Charity and Chairman of the Trustees, who said he believed the occasion was the first time in its near 650-year history that Hull Trinity House had hosted such a gathering.

Mr Johnson said: "I don't think there has ever been a time when people felt so positive about the future of this city. Many things fill me with optimism."

Mr Johnson said the last census indicated that the population of Hull stands at a 20-year-high, particularly with working age people. He credited the Building Schools for the Future programme and the work of the University of Hull with encouraging young people to stay in the city, and he praised organisations including Reckitt Benckiser, Hull Trains, Spencer Group and C4Di for investing in the city.

He said: "Siemens is not the only game in town but it is crucial and it's their biggest investment in the world. We are getting a cluster of businesses who want to be here. Wherever you look there is cause for optimism, City of Culture being the bit that brings it all together."



Law Firm Moves into New Era as it Prepares to Celebrate Anniversary

Rollits LLP which has roots in Hull that date back to 1841 when its founder John Rollit became a solicitor and then opened his law practice in Bowlalley Lane, has invested in its future with the purchase of new home.

The law firm, which is headquartered in Hull, has purchased Citadel House on High Street, as it prepares to celebrate its 175th anniversary and enter a new phase of growth.

The building, which offers 17,000 sq ft of grade A office space will shortly become Rollits' new home following a move from their current offices in Wilberforce Court.

Rollits, which currently employs 100 staff between offices in Hull and York, is aiming to increase its workforce over the next couple of years.

Ralph Gilbert, managing partner of Rollits, said: "Being right in the heart of the old town in Hull is perfect for us as we focus on scaling up activity in our core service areas and look to increase business in our niche sectors.

"We will be starting work soon to create a brand new and modern working environment for our staff and a purpose built reception and meeting room complex for our clients.

"On the eve of our 175th anniversary next year and leading up to 2017 and the City of Culture, we are delighted to have concluded the deal to buy Citadel House and are excited about the continuing development and success of our practice."

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Kingston Capital Finance (KC Finance) - Providing asset and commercial finance to businesses in the Hull and Humber region.

As confidence in the regional and national economy increases, companies are growing and investing more in their businesses. Since its inception in March 2015 KC Finance has helped local businesses raise more than £1 million to finance new investments.

Taking advantage of a gap in the market, KC Finance offers a broad commercial lending platform which helps businesses to access asset finance, sales aid finance, invoice finance, commercial loans, commercial mortgages, and bridging loans all under one roof. This enables business owners to concentrate on the day-to-day running of their organisations whilst KC Finance deliver the financial solutions they need.

The finance market has changed since recession and high street banks often shrink away from non-core lending. Regulated by the Financial Conduct Authority KC Finance has access to over 50 specialist lenders each of whom provide solutions tailored to the business's needs and strategies.

Managing Director Robert Partridge has many years' experience in the asset finance industry and the company's vision is to share that knowledge and experience brought together with excellent customer service.

"Whether you're looking for a cash injection to bring in new staff, purchase a commercial property, or invest in new capital equipment we can offer a speedy, reliable service to our customers. We also offer a sales aid finance programme called 'Synergi Partners.' This is designed for manufacturers, distributors and resellers of b2b office solutions who wish to maximise their sales potential by offering their customers a finance option at point of sale as an alternative to paying cash."

For more information about Kingston Capital Finance and how they can help your business to grow call **01482 422 022** or visit www.kcfinance.co.uk **info@kcfinance.co.uk**

Top Quality Salmon from the Faroe Islands

Continued from Issue 28 page 32

David Cameron reportedly wants to see Britain harness the power of Iceland's volcanoes by means of an undersea hydro-electricity cable link.

The Prime Minister believes such an ambitious project could help solve the country's electricity needs for decades.

But what he may not realise is that the Nordic region has been exporting energy in massive amounts to the UK for years – and mainly through the Humber.

These energy calories come in different forms – fish and seafood, North Sea gas and, more recently, wind power expertise and investment.

When the Scandinavian Vikings first landed on the shores of Lincolnshire in the 8th century AD the power they brought with them was maybe not so welcome.

Move the clock forward 1,200 years and we have a new kind of relationship. Scandinavia is playing a major part in helping to keep the lights of Britain on, and its people well fed with some of the finest seafood in the world.

Seven years ago a 1,166 kilometre (725 miles) pipeline from the Nyhamna Terminal in northern Norway to Easington, near Hull in East Yorkshire, was successfully completed at a cost of £1.7 billion.

With UK North Sea fields now running dry, this pipeline – known as the Langeled pipeline - is bringing vital supplies from a part of the world still rich in natural gas. The annual capacity is 25.5 billion cubic feet and equates to 20 per cent of Britain's peak gas demand.

Until four years ago it is fair to say that not many people in Britain had heard the name DONG Energy.

Now this go-ahead Danish company is firmly based in Grimsby and playing a major part in providing the UK with offshore wind power.

DONG has chosen Grimsby as the main operations and maintenance base for its huge Westernmost Rough wind farm off the Humber Estuary with its new state of the art control centre on the docks.

The offshore wind farm is capable of generating up to 210 MW of electricity – delivering enough energy to the national grid every year to meet the annual electricity demands of well over 150,000 UK homes.

The company is developing an even larger offshore windfarm south of the Humber and Grimsby will also be the operations base for that project.

But people cannot live without food and Scandinavia has been supplying the UK with top quality fish for centuries.

First it came in the form of trawler catches from the Faroe Islands, Iceland and Norway.

The Humber is the centre of the largest concentration of fish processing in Europe and most of the raw material for those factories comes from the Nordic region in the form of cod, haddock, mackerel and shellfish.

More than 8,000 people in Grimsby alone are employed in seafood processing and logistics in one form or another. Without this fish those jobs would simply not exist.

These countries carefully regulate their deep sea fishing activities with strict quota controls so there will always be resources for the future. But wild-caught fish alone cannot satisfy increasing global demand for seafood.

Now another type of seafood is rapidly taking on an even more important role – farmed fish.

Forty years ago fish farming was dismissed as a cottage industry at best or as an uneconomic fad at worst.

Today aquaculture supplies almost half the total seafood consumed around the world and, according to the United Nations Food and Agriculture Organisation, that figure will rise to at least two thirds by 2050.

One country playing a key role in the rapid development of aquaculture is the Faroe Islands, and the company at the forefront is Bakkafrost.

Bakkafrost was only set up in 1968 and is now the largest fish farming company in the Faroe Islands (and expanding) and one of the most important in Scandinavia.

It has made its UK and Ireland sales base in Grimsby headed by Faroe islander Torkil Davidsen.

Bakkafrost Superior Salmon is recognised even by its rivals as being of the highest quality. This is largely due to the fact that the company feeds its

salmon a natural diet rich in sustainable marine resources from its own fish feed factory. The result is a fish with a better fat content and rich in healthy Omega-3 fatty acids.

So whether it is North Sea gas from Norway, Danish generated wind power, haddock from Iceland or the best farmed salmon from the Faroe Islands, those Vikings are continuing to make a positive impact on the lives of millions of Britons. David Cameron take note.

Bakkafrost was recently chosen Faroe Islands 2015 Company of the Year by a jury appointed by the Faroese House of Industry.

The jury which conducted the contest said: "The financial results of Bakkafrost as well as the forward-looking investments that Bakkafrost has made and will be making in the near future are likely to increase efficiency, reduce risk and create new business opportunities.

The jury also notes the initiatives undertaken in the environmental area. Bakkafrost is the first Faroese fish farming company to receive an ASC certification for one of its farming areas.

Furthermore, Bakkafrost started cleaning its fish feed for environmental pollutants like Dioxin and PCB, even though the current level of pollutants are way below the threshold set by the EU authorities. All these investments are likely to position Bakkafrost even better in the top-segments of luxury brand salmon.

Bakkafrost has also been recognised by the Norwegian Society of Financial Analysts by awarding the Stockman prize 2015 to Bakkafrost for its ability to communicate with its shareholders and the financial markets, and its shares have been a popular choice among investors.



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L-R Tony Pearson and Ryan Garlick of HBP Systems and Kathy Fillingham, Chair of Chamber in North Lincolnshire.

HBP Systems Celebrate Double Win at 2015 BCC Awards

IT and software company HBP Systems is celebrating after scooping two awards in the Yorkshire and Humber regional heats of the British Chambers of Commerce (BCC) Awards 2015.

With offices in Hull and Scunthorpe, HBP Systems is a one-stop-shop for IT and software for businesses.

The company is the Yorkshire and Humber regional winners of the People Development Award and Ryan Garlick, of HBP Systems, is the regional winner of the Young Person in Business Award. As regional award winners, the company went forward to represent the Yorkshire and Humber region in the national finals in London.

The BCC Awards are now in their 12th year and have become a highlight of the business calendar, showcasing the pivotal role local businesses play in the UK's continuing growth story.

The Chamber's North Lincolnshire Council Area Chair, Kathy Fillingham, said: "It is great to see another Member of our Chamber winning important regional awards and going on to the national finals in London.

"On behalf of the Hull & Humber Chamber of Commerce, I would like to congratulate HBP Systems on winning these prestigious awards and wish them every success in the national finals.

"This win just demonstrates the high quality of the companies we have in this area – and many of them are Chamber Members".

Nora Senior, President of the British Chambers of Commerce (BCC) said: "The BCC Awards are the perfect opportunity to take stock of the outstanding performances of UK businesses over the past year – something made all the more impressive by the continuing global economic headwinds they are facing.

"The creativity and determination that has been shown by each year's entrants never ceases to impress us, and is a source of encouragement, knowing that our economy is being driven by such hard-working and talented professionals.

"It's important that we recognise and celebrate these businesses, and ensure that we can provide the support and assistance they need to help them realise their growth ambitions, as well as sharing their experiences with their peers to help us to continue to develop a balanced and prosperous economy."

If you would like to become a Member of the Hull & Humber Chamber of Commerce, or find out more about its services and benefits, call Anne Tate (**01472 342981**) or Mike Pickering (**01482 324976**) for more information.

The Ultimate Exclusive South Bank Country House Now Available for Conferences and Meetings

Are you looking for a venue to have an impressive press launch, conference, presentation, photo shoot, team building session or meeting?

Then look no further than Walcot Hall, a stunning, privately owned grade 2 Georgian country house situated in a secluded conservation area near Winterton at the confluence of The Trent, The Ouse and The Humber, less than half an hour away from central Hull.

This beautiful venue has just received countrywide fame as it was recently chosen by BBC3 to appear on the hugely popular TV program 'Don't Tell the Bride'.

Walcot Hall is now regarded as one of the top wedding venues in the county with a stunning clear span marquee situated within its lush grounds catering for up to 200 people. There are five acres of breathtaking formal gardens, statuary, a fountain and everything you'd expect from a beautifully maintained country house. Which is yours to enjoy when you book an event there.

Owner Cindy Marshall-Day has now decided to expand the business and has opened up the house for conferences and meetings. They can cater for 48 delegates for a sit down meal and 60 for a presentation. Prices start at around £35.00 per person to include lunch, breakfast and unlimited hot and cold drinks. There are additional breakout rooms too if required. The board room within the dining room contains a Georgian Mahogany table that can sit 20 people comfortably.

Celebrations are really popular too at Walcot Hall if you're looking for something really special, private and exclusive with the wow factor.

Please call Cindy on **01724 720266 / 07766664441** for more information and to discuss your requirements.

Email is walcothallestate@gmail.com / www.walcothallestate.co.uk



Cultural Conferences in Hull

The KC Stadium is the premier venue for conferences and events in Hull, and with big plans in place to hold major events for 2017 City of Culture celebrations, make Hull your next event destination.

We are so privileged here to have such great space to use for many events. From product launches to squash, concerts to boxing; even Polo on the pitch, we like to think that our stadium is part of the community ready to welcome more exciting events in the upcoming years. It has the capacity to provide adequate space for small meeting and events, fine dining through to exhibitions and training days—we offer our visitors a pleasurable experience.

The variety of rooms can accommodate meetings, lunches and dinners from 10 to 450 people.

The 9 conference rooms provide the facility for conference organisers to arrange seminars and syndicate groups for the largest conferences.

All rooms have natural daylight, air conditioning and complimentary Wi-Fi access.

The Circle Restaurant and the 28 executive boxes on the second floor all overlook the pitch with impressive views of the 25,000 seater stadium.

The stadium has 1,000 free car parking spaces, a dedicated conference reception and is furnished to the highest specifications in order to provide a setting to match the prestige and importance of your event.

The Conference & Events team have a philosophy of offering a bespoke service to all of our clients. It is this personal service that sets us apart from other venues.

Here at Tiger Events we have increased year on year the exhibitions we host. Our ground floor hospitality suites cover over 750 square metres giving clients the chance to spread out and showcase the quality of their stands, to get their product and brands message out to the public. From Food to Franchise fairs, having on site electrical services and health and safety managers, we ensure all exhibitions are productive, and active for the public to enjoy the day and for the hosts to get as much out of it as possible. With ample on site free parking, we make your exhibitions easy to plan and even easier to get to.

Dining with Tiger Events couldn't be finer. Our Head Chef works passionately with local suppliers

to ensure all ingredients are fresh and the best they can be. With the vast range of events we host here, most menus are bespoke to the client's specified requirements, making the KC stadium stand above the rest in menu choice. We cater from small buffets to lavish four course meals to suit your needs.

With major refurbishment planned for the next 18 months, the KC Stadium should be on anyone's list when planning an event in the East Riding as great motorway and rail connections make it a prime site. The KC Stadium also has very close links with all the major hotel providers so can not only offer day rates but overnight preferential rates dependant on each client's budgets.

To book your next event at the KC Stadium contact Tiger Events on **01482 358 327**, or email **sales.events@hulltigers.com**



Start the New Year at the KC Stadium

by holding your corporate meetings,
interviews, training days or events.

The variety of function rooms at the venue mean that we can accommodate conferences, meetings, lunches and dinners from 10 to 450 people.

Our 10 function room and 28 Executive Boxes offer event organisers the flexibility to arrange anything from small seminars to the largest of conferences. All our rooms have natural daylight, air conditioning and complimentary wi-fi access.

Located centrally, within walking distance of Hull train station, only a few minutes' drive from the A63 and with over 1,000 free on-site car parking spaces, the KC Stadium offers unrivalled ease of access for delegates and guests attending your event.

10%
DISCOUNT OFF
JAN & FEB 2016
CORPORATE
BOOKINGS*



Scan here for a voucher to redeem 10% off all corporate meetings / bookings on room hire made in January and February 2016 at KC Stadium, Hull.



TIGER  **EVENTS**

For bookings & further details

 01482 358 333  hulltigerevents.com  sales.events@hulltigers.com

Find us on facebook  /Tiger Events Hull Follow us on twitter  @tigereventshull

* KC Stadium Tiger Events terms and conditions apply. No cash redemptions or value to this voucher. Issued for all booking made in January and February 2016 and taken within the year 2016.

LCS Group Raises £120 for Friendship at Home After Supercar Charity Drive Success

LCS Group Ltd has raised a superb £120 for a Grimsby charity after appearing at Business Hive Live.

Named the Supercar Charity Drive, more than 20 local business attendees took part donating a minimum of £1 to take a spin on the racing car seat and wheel.

Pledging to triple the amount raised at Business Hive Live on Tuesday, October 6, LCS rounded up the donations received and awarded £120 to Friendship at Home. The charity – which helps to combat isolation, depression and loneliness in the elderly – will use the money raised to fund a Christmas party for its 300 members.

“We are incredibly grateful to LCS for their generosity in donating the proceeds of the Supercar Charity Drive to us,” says Friendship at Home’s administration assistant Lorna Duffield. “A huge thank you goes to those who participated in the fantastic event. It’s thanks to the support of local businesses that we are able to provide our elderly members with a wonderful afternoon of food and entertainment.”

Based at St Aidan’s Community Church, the charity also offers a one-to-one befriending service and includes social activities, ongoing support and day trips.

LCS Group’s director Glenn Thow said: “As a volunteer for Friendship at Home, I know how enjoyable it is to connect with members. It’s a fantastic charity and gives older people the friendship they need.”



The Supercar Charity Drive competition was fierce, but none could top Sign of the Times’ Lee Shakespeare with a winning time of 1 minute and 11 seconds and to win an Acer Android tablet.

LCS Group would like to thank all those who participated, Friendship at Home and the Business Hive for their support. If you would like to become a volunteer for the charity, please contact **01472 602500**.

New Chief Executive is a Man On A Mission

The new chief executive of North of England Excellence is on a mission to help ensure companies in the Hull and Humber region are ‘firing on all cylinders’.

Andrew Palmer was previously the Confederation of British Industry’s regional director of operations based in Leeds. He joined the CBI in 1999 and his roles included a stint as regional director for Yorkshire and Humber.

North of England Excellence is a not-for-profit membership organisation which helps businesses and organisations across the region to boost their competitiveness, performance and productivity.

Its members across the private, public and voluntary sectors share best practice, and NoEE runs training courses, conferences, events, an internationally-recognised accreditation scheme and a highly-respected awards contest.

Andrew said of his new role: “I am delighted to take over as chief executive of such a great organisation with an active and growing membership.

“North of England Excellence is dedicated to helping companies and organisations to improve their processes and customer service, and drive their growth plans by becoming more competitive and increasing their market share.

“The opportunities presented by the Northern Powerhouse, investment in the Humber region and Hull’s status as the UK City of Culture in 2017 are enormous.

“Our role is to ensure companies and organisations are firing on all cylinders to

help them reach their potential, which in turn will have a positive impact on the regional economy.”

You can contact Andrew via **andrew.palmer@noee.co.uk**





L-R CEO Peter Brown (far left) celebrates 50 years with the company. He is pictured with fellow directors Carl Andrew, Ian Halder and Colin Moody

Still Accelerating Down The Global Road After 50 Years in Business

Peter Brown, a prominent businessman in the Hull and Humber region and the third generation of his family at the helm of Neill & Brown Global Logistics, has celebrated 50 years with the company.

In his role as chief executive, Mr Brown is looking forward to the firm's continued growth. This follows rapid expansion over the last few years, which have seen employee numbers rise from 75 to more than 130, a steep increase in overseas business and major infrastructure developments, including a 60,000sq ft international warehouse at Marfleet Environmental Technology Park in east Hull.

"Even during the recession we made steady progress and now we are prepared for rising demand for our services," said Mr Brown, who took up his present position in 2013 after being managing director.

"We have a superb team, many of whom have grown with the business. A lot of people here have completed 25 years' service and some of their family members have followed them into the firm.

"They have put in some outstanding work and I can honestly say that we wouldn't lose a contract for poor service."

Beyond the UK and Europe, Neill & Brown – whose headquarters are at Livingstone Road, Hessele – has a growing trade in the Far East, where it runs an office in Hong Kong, and the

company is also increasing business with the United States and India.

When Mr Brown started out in 1965 his first main job, after being the office boy, was palletising imported Scandinavian timber at the former RAF Cawthorpe airfield in East Yorkshire for onward distribution.

In a rapid progression to managing director, he then took responsibility for Customs documentation before becoming involved on the caravan transport side.

Mr Brown led the company's move out of Hull to the Livingstone Road site in 1990, which has proved a strategic location for the Humber ports and national road network. This has led to a number of major contracts, such as the joint venture with Nippon Gohsei UK for distribution of their products from a warehouse built at Marfleet in 2011, also occupying 60,000sq ft.

Mr Brown has always believed in Neill & Brown being closely involved in the community – from being the first local business to sign up as a Hull Angel with a £17,000 commitment in support of City of Culture 2017, to backing for business organisations and charities.

The year 2017 also marks Neill & Brown's centenary – a period that has seen road transport develop from the horse and cart they used at the outset for the timber trade to their modern day fuel efficient, eco-friendly fleet.



PDS Awarded East Riding Leisure Bridlington Contract

Paragon Data Services has been awarded a contract to install the data cabling infrastructure for the new £25M leisure centre in Bridlington. The Hull-based company fought off stiff competition to win the contract, which was awarded by contractor BAM Construction.

The leisure centre is due for completion in Spring 2016 and will boast a variety of state-of-the-art facilities including rock climbing, a splash zone and a health suite.

Construction started on the new complex in autumn 2014 and has quickly taken shape over the past year with much of the external work now completed.

The contract win comes at a busy time for Paragon Data Services, as they have recently helped prepare Cottingham High School for the new term with fibre and data cabling. The company is also working on a variety of installations across the country with a number of different clients.

Iain Bland, Managing Director of Paragon Data Services, said: "We're thrilled to be working alongside BAM Construction on the new East Riding Leisure Bridlington project. The new centre will breathe new life into the area and will be a valuable facility for the local community.

"The PDS team have been working extremely hard on several big jobs over the summer and we have a steady stream of new business enquiries to take us until the end of the year and beyond. We're looking forward to getting started on lots of new projects and continuing to grow the business."

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



There is an HR Solution for You!

Hamilton HR Solutions is a customer focused and agile company supporting the whole spectrum of HR needs of businesses, from the smallest to the largest organisations. We can help if you are a new start-up needing to form a people plan, an established organisation wanting day-2-day support, or help with driving change projects.

With over 15 years of experience locally and nationally, Hamilton HR Solutions has a wealth of knowledge of what really works and also what to avoid!

Catherine Hamilton, owner and director says "People are an organisation's most important asset and often make up one of the biggest cost elements. That is why it is really important to ensure you have a fully engaged and motivated workforce, research shows that the most engaged people are the best performers and contribute the most to achieving organisational goals."

Catherine has a real passion for driving the people agenda and adding value to organisations, from improving operational aspects like policies and management skills, to extensive knowledge and experience of driving large scale transformational change projects.

With a range of innovative services, Hamilton HR Solutions offer an array of solutions, if you need assistance for reactive or proactive HR matters, additional HR team support, or you are looking to implement an organisational change programme, Hamilton HR Solutions can help.

So whatever help you need with your people, whenever you need it, why not give us a try? You can email us catherine@hamiltonhrsolutions.co.uk, call us on **07597202214** or visit our website www.hamiltonhrsolutions.co.uk



TIR Hosts Visit from Dutch Driver Training Society

Beverley-based TIR Training has been boosting Anglo-Dutch relations by sharing best practice with their counterparts from Holland.

Members of a driver training society based in northern Holland spent a day at TIR Training learning how LGV drivers are taught in the UK.

During their visit they got the chance to practice their safe and fuel efficient driving skills on the mobile simulator and were given an insight into the steps it takes to become a truck driver.

Shah Wright, Director of Operations at TIR Training, said: "The day was a real success and everyone enjoyed themselves.

"It allowed us to showcase how we go about our business and how professional we are.

"They were keen to learn about our operation but we also learned things from them. By law, their trucks have to have dual controls and they were surprised that was not the case here.

"They have invited us over there next year and it

would be good see how they operate. They were brilliant guests – really friendly, polite, knowledgeable and receptive to what we had to say."

The Dutch drivers were all members of the ABL driver trainer society based in the province of Friesland in north-west Holland.

The society has 150 members and more than 50 people took part in the trip to TIR Training.

Society chairman Nico Lijkelema said: "When I became chairman I thought it would be good to do something completely different. I thought it would be good to visit a driving school in the UK.

"There are lots of small driving schools but then we found TIR and Shah said OK, which was wonderful."

Nico said there are a lot of similarities between Holland and UK driver training. One of the major differences is, in Holland the maximum height of trucks is four metres to take account of the country's roads and bridges, he said.

Society member Yda De Boer, who has been training drivers for 30 years, was impressed by TIR's simulators.

She said: "In Holland they are anti-simulator but I have a simulator myself and I know their potential. I was surprised and happy to see TIR has three simulators as well. It's a good way of learning."

New Members

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Sharon Drew
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How Good Preparation Can Take The Risk Out Of Lifting

Health and safety at work may sound like a massive topic for discussion but, once you break it down, it's actually very simple indeed.

In essence, much of it is about common sense which is then backed up by technical and legal knowledge.

Take manual handling, the cause of most injuries on many industrial sites and yet it is so easy to avoid problems if you are sensible.

The main thing to do is carry out a risk assessment in advance, which does not always have to be a complex undertaking because many of the questions are easy to answer.

For a start, does the load need to be moved at all? If so, can it be moved mechanically by using a handling aid such as a pallet truck, a hoist, or a conveyor?

If you do have to lift manually, there are a few things to bear in mind, including;

- making the load smaller or lighter and easier to lift
- breaking up large consignments into more manageable loads

- modifying the workstation to reduce carrying distances, twisting or the lifting of things from floor level or from above shoulder height,
- Ensuring the person doing the lifting has been trained to lift as safely as possible.
- The law does not actually identify a maximum weight limit but it does require employers to manage or control the risk involved.

That means thinking about the person doing the handling. Are they strong enough or fit enough, do they have underlying medical conditions which could make it dangerous? Have they been properly trained?





If your people lift all the time, it may be worth buying in some training. Although it does not eradicate risk, it can raise awareness and reduce the dangers of injury.

Good training will look at:

- risk factors and how injuries can occur
- good handling technique
- use of mechanical aids
- work to identify anything the trainee is not doing safely

It is worth remembering that the Manual Handling Operations Regulations 1992 do not prohibit individual types of manual handling or endorse 'no lifting' policies' but they still place a responsibility on employers.

For instance, they say that manual handling should be limited to those times when it cannot be avoided and only where the risk has been assessed and minimised.

Indeed, employers have a legal obligation under the regulations to make a sufficient and suitable assessment of the risk to employees from the manual handling of loads.

Ensuring a healthy workplace

Another huge agenda for employers and employees alike is health and well-being at work.

And with good reason, In 1996 the leading cause of premature death was infectious disease. Things have changed dramatically and, according to the World Health Organization (WHO), it is now estimated that 63% of deaths are caused by non-communicable diseases such as heart attacks, strokes, cancer, diabetes and chronic respiratory disease.

These conditions are often influenced by behaviour like not exercising regularly, eating a poor diet or smoking and, although these are personal decisions, there is a growing awareness that employers have a responsibility, too.

According to the WHO, never has health and well-being in the workplace enjoyed a higher profile than today with many employers realising the importance of keeping their staff happy and healthy.

The WHO points out that workers spend on average one third of their time at the workplace so good working conditions are vital because they can provide benefits for companies and employees alike.

According to the WHO, ignoring the risks could be disastrous for a company, with the organisation pointing out that work-related health problems result in an economic loss of 4–6% of GDP for most countries.

However, get it right and the benefits are there for everyone to see and the WHO says that simple initiatives help reduce sick leave absenteeism by up to 27% and health-care costs for companies by up to 26%.

According to the Health and Safety Executive, companies should:

- create workplaces where health, safety and well-being is promoted and taken seriously
- ensure staff have access to occupational health advice and support
- improve access to preventative care and treatment for common health problems
- enable people to remain in work while health problems are investigated and treated

Get these things right and ensure a healthy workplace and the rewards could be huge for all of us.



Blazing a Trail in Health & Safety

For any ethically-minded organisation, implementing best practice health and safety must be a key objective in order to satisfy not only the obligation for safeguarding employees but also customers and potentially the local community.



Nick Granger
Director of Organisational Development

A secondary key benefit is of course the protection of your brand. Fire-fighting, whether literally or metaphorically can be avoided by embedding health and safety in the daily course of business.

Working with full-service risk prevention and emergency response provider HFR Solutions CIC is a proven way to ensure that your health and safety plans, training, policies and procedures are up to date.

From single person start-ups to global corporations, Hull-based HFR Solutions CIC works with organisations from across the board; providing complete risk assessments and developing bespoke safety training, safety interventions and if required, emergency response.

Established in 2012 to share the skills, values, knowledge and expertise of Humberside Fire and Rescue Service with the commercial sector, the Community Interest Company aims to equip business and industry with the relevant skills and information to operate safely.

The full end-to-end service entails a tailored organisational risk assessment, from which HFR Solutions will make recommendations for mitigating any identified risks. Then the client can employ the services of HFR Solutions to deliver the safety training, safety interventions or emergency response level required to make their organisation a safer place to work.

This can range from a basic three-hour first aid course or simple fire risk assessment for a sole trader, to a week long bespoke training course for multi-national organisations, including the COMAH and Renewables industries. All training adheres to relevant Health and Safety legislation, and fully accredited courses are available across a number of areas including Fire, First Aid, Health and Safety, Emergency Planning and Preparation, Working at Height and in Confined Space.

The last three years has seen the organisation's initial contract with Tata Steel in Scunthorpe extended to contracts across Great Britain thanks to the measurable benefits gained from the services of HFR Solutions. Their proactive approach to prevention and protection has resulted in a complete understanding of the likely scenarios and therefore a marked reduction in the number of emergency incidents attended by the Local Authority Emergency Services. The improvements in safety awareness have ultimately minimised downtime, increasing productivity across Tata's business.

A contract with Humberside Airport and partnerships with Centrica and HOTA, offering more extensive training packages, has resulted in improvements to the HFR Solution's infrastructure, additional employment opportunities and community investment, as well as independent





recognition, winning the Chamber Bridlington and Yorkshire Coast (CBYC) Social Enterprise Award in 2014.

As a Community Interest Company, all profits are either reinvested into the community in the form of grants and sponsorships, or back into the organisation for the development of new initiatives, such as the recent introduction of an apprenticeship scheme.

In charge of the company's 62 staff is Nick Granger, Director of Organisational Development for Humberside Fire and Rescue Service.

Nick, who brings a wealth of experience to the job, having joined the Fire and Rescue Service in September 1986, comments: "We deal in all types of health and safety and many of our people are seconded from the Fire and Rescue service, which means that they have a deep insight into health and safety from both sides, both prevention and what happens when things go wrong."

We advise organisations on a wide range of issues relating to health and safety, from Fire Prevention and First Aid to Emergency Planning and Preparation. We look at what they do, assess the risks, advise them on any equipment they need

and ensure that their training is relevant and fully up to date.

Because we are a Community Interest Company all the profit we generate from the work we do goes back into health and safety initiatives within the community."

For instance, the team has been instrumental in raising funds to provide a number of fire stations with Automated External Defibrillators (AED) and cabinets, following a situation where members of staff from HFR Solutions CIC were able to help a man who collapsed nearby, thanks to the AED which they fortunately had to hand.

Nick continues: "The defibrillator project was a good example of what we do. We support many organisations, everything from the Red Cross to the Humber Lifeboat, to promote better health and safety."

Nick explains the positive impact which their work can also have on a region and its economy: "Making the area a safer place to live and work isn't just about saving lives, it gives the area a strong cultural reputation making it more attractive to companies seeking potentially to set up here, which in turn contributes financially to the area as a whole."

It really is a win-win situation and we can see the effect that our work has. We have worked with Tata Steel, for example, and they have seen their incident rates decline in the past few years."

An important step forward for HFR Solutions came earlier this year when they moved into their new dedicated training facility based at Fire Service Headquarters in Hessle.

The new resource, at Summergroves Way, includes a 40m external working at height tower as well as an internal working at height area, a confined space facility, specially designed human behavioural training sets and a suite of training classrooms.

Nick concludes: "We are always looking for ways to expand the opportunities whereby we can help business to improve their own health and safety and in doing so benefit the communities in which their employees live and work and ensure the local economy prospers."

You can find out more about meeting your health and safety requirements with the innovative and forward thinking solutions available from HFR Solutions by calling **01482 398521** or by emailing **info@hfrsolutions.co.uk**



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Humberside Occupational Health & Safety Group

Do you work in, or have an interest in Health & Safety

The aims and objectives of the group are to improve the relationship between the employer and employee in order to:

- Develop and stimulate the awareness of danger in the workplace
- Devise ways and means of accident prevention
- Encourage the recordings of accidents in the workplace in order to learn from them through shared experience.

The group meets bi-monthly at the Country Park inn, Hessle Foreshore.

Membership can be held either on an individual or company wide basis.

The Executive Committee Members work very hard behind the scenes to ensure that the Group meets its objectives with an interesting, diverse and varied programme of meetings and seminars and an annual awards event to celebrate the success of participants.

Why not come along to one of our meetings to see what we have to offer.

For more information visit
www.hohsg.org.uk



@humbersafety



2016 Programme of Events

13th January

Respiratory – 4 step path to protection

2nd March

Leadership in Safety

13th April

Manual Handling (half day seminar)

4th May

AGM – Wellbeing

20th May

Awards Evening

6th July

Lone Working

7th September

Make Hands Matter in the Workplace

12th October

HSE Health & Safety Laboratory (half day seminar)

2nd November

Meet the Experts – Q&A session



CH Training has been established for over 12 years providing training courses including: IOSH MS/WS, NEBOSH; General National & International, Construction, Fire and the Environmental Certificate and Awareness. We are qualified as an A1 NVQ Assessor Supporting our candidates through the City and Guilds Occupational H&S Levels 3,4 & 5. CH Training Ltd offers specialist training advice and consultancy services in a wide range of Health and Safety aspects, with special focus on:

- Identifying company needs providing: S,H & E Policies and Procedures
- Assisting with Accreditations e.g. CHAS / Constructionline
- Promoting a positive health and safety culture
- Developing and implementing training to meet company needs
- Formulating and delivering bespoke tailor made courses
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For more information contact us on the below.

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www.chrishyam.co.uk | www.chtrainingltd.com | info@chtrainingltd.com



Health Safety & Environmental Specialists

Health, Safety and Environmental Management can be a minefield of legislation and compliance requirements, which is why our Health and Safety Consultants are pragmatic in dealing with these issues.



Whether it be the development and delivery of training courses, assistance in dealing with enforcement issues, or the development of complete Health, Safety and Environmental Management systems, GJC Risk Management are able to assist.

GJC Risk Management have worked with a plethora of organisations and have over 15 years' practical experience in the HS&E sector, helping organisations across a variety of diverse business sectors to demonstrate compliance with important HS&E practices.

GJC Risk Management provide a range of

professional health and safety consultancy services, to support businesses of all sizes within our region and indeed nationwide.

Our Health and Safety experts provide pragmatic and professional advice and support to keep your employees safe and ensure that the correct risk control measures are in place to reduce the likelihood of workplace accidents and ill health.

At GJC Risk Management, our health and safety consultants appreciate that all businesses are unique and have varying health and safety requirements, therefore we review your specific business needs before developing and

implementing health and safety solutions to match your requirements

Contact:

01472 867366 / 07872 065913
info@gjcrisk.co.uk
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How Robust is Your Company's Current Management of Health and Safety?

Cost effective safety solutions for all types of work situations! We are local experts in ssip accreditation applications to enable you to tender for local and public sector work.

To comply with local & regional public sector tendering requirements, how robust is your company's current management of health and safety?

Are you confident stating 'yes' to the following 5 questions?

Do you:

- Have a written safety policy and practical arrangements in place to back it up?
- Have written risk assessments for all work activities?



- Employ or have the resource of a competently qualified person for resolving safety issues and responsibilities?
- Have safety training in place for all employees including managers, with written training records completed?

- Have confidence that you could pass a worksite and safety systems inspection by the HSE or your insurers?

For more information contact us on **01472 470614** or **07977 448540**

glyn.atkinson@baw-has.co.uk
glyn@atkinsonsafety.com

www.atkinsonsafety.com
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For a comprehensive safety system backed up by safety expertise, look no further than Glyn Atkinson Safety Services & Black & White (UK) Ltd – on line safety training is also available to save you travel and hotel expenses if required.



Good health is good business

The Facts: Over 175 million working days are lost to ill-health each year with the annual economic cost of stress and sickness absence estimated to be over £100 billion. Whether you have one or one hundred staff, absence from work is a major issue that can cause huge problems with the day-to-day running of your business.

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Investigations into business activity have never been more widespread, with a specific focus on the

transparency of decision making and the actions of directors and business leaders. There are many regulatory authorities such as the Health & Safety Executive, Environment Agency and Food Standards Agency, to name a few, which are looking closely at the conduct of businesses and individuals.

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RoSPA Guide to Help Prevent Workplace Accidents

A thought-provoking document highlighting some of the challenges people face when investigating workplace accidents has been produced by the Royal Society for the Prevention of Accidents (RoSPA).

The comprehensive downloadable resource entitled 'Learning how to learn from accidents' encourages employers to think about how well their organisation copes with unplanned accidents and incidents, and its ability to stop them happening again and to learn lessons.

The report, which focuses on how to respond to accidents effectively, has been designed to support accident investigation training and covers subjects such as behavioural safety, getting clarity about objectives and thinking harder about accidents.

It has been put together by RoSPA's National Occupational Safety & Health Committee (NOSH).C).

Karen McDonnell, RoSPA's occupational safety and health policy adviser, said: "This resource is extremely useful in helping organisations to cope with unplanned and adverse events that can cause unnecessary harm and loss. It is packed full of guidance on what to do in the hours following an accident.

"Accidents and incidents are damaging to people and organisations - but they also present important opportunities for everyone to learn lessons, which, if acted on, will not only help prevent recurrence of similar events but will also help to improve the way risks are managed generally."

The document is available for download at www.rospace.com/occupational-safety/affiliated-groups/noshc/#learning.

To find out more about workplace safety at RoSPA visit www.rospace.com/occupational-safety/



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Are you Playing Russian Roulette with your Data Security?

Online security and data protection has become a massive issue, and with the new EU General Data Protection Regulations coming into force in the near future, it will continue to be a talking point.

Security breaches can happen and you'll read a lot about providers monitoring and strengthening their framework as a preventative action. But in today's world the likelihood of a breach is high enough that businesses need to think about what they can do to minimise the impact of anyone infiltrating the system.

Data Location and Security for All Systems

One particularly hot topic at the moment is the issue of data location. At OpenCRM we've taken steps to ensure that all of our data centres (and those of all the systems we use) are based in the EU. And that includes the back-up data centres.

Even if the primary data centre is in the EU, if the back-up data centres are in the US, then so is all of your data.

And that's just your primary data, what about those 'low risk' systems? When I talk about this issue, the surprise always comes when I mention about the difficulty we had in finding an instant messaging system that was EU based. Or the time it took to establish that our email provider stored all our data in the EU.

When you break it down, it's easy to see how the 'low risk' systems can generate a slow leak of client data.

Passwords

Another example, and one that I think everyone struggles with, is the issue of passwords.

My own team were having trouble coming up with enough passwords that were both strong and memorable. So we decided to use a password manager, which allows us to generate extra secure passwords that didn't have to be memorable.

Encryption

One relatively simple thing you can do to protect your data is to encrypt it. By encrypting your computers, phones, etc., you know that if anyone were to actually steal the device, they would be hard pressed to make any sense of your data.

Add to this your strong password control and cloud hosting of your data, any opportunistic thief isn't going to walk away with a list of your customers.

Checking Out Your Providers

It's no longer enough to assume your providers will protect your data from viruses, malware, and cyber threats – companies need to be aware of the security of the actual data itself, including where it will be stored, how it is accessed, and the security of the device that is being used.

Customers need to be going into this level of detail with any cloud provider before signing on the dotted line. The ramifications, which could include hefty fines and worse, reputational damage, don't bear thinking about.

If you have any cloud-based security questions, concerns, or feedback, please get in touch. I would love to hear from you. Find us at www.opencrm.co.uk or drop us a line at security@opencrm.co.uk



Graham Anderson, is the CEO and founder of OpenCRM, one of the UK's leading customer relationship management systems.





Kirk Akdemir and Chloe Hollands with colleagues at AA Global.

Apprentices Aid AA Global Expansion

A major supporter of the Chamber's International Trade Department is also working closely with Chamber Training's apprenticeship programme as it strengthens its presence in Hull.

AA Global Language Services Limited added 19-year-old Chloe Hollands to its team at Global House, at the side of Hull Marina, during

the summer. The company now hopes to offer further opportunities for young people to enter a specialist sector.

AA Global was launched in Worcester more than 25 years ago and opened its Hull office early in 2012. Since then the company has cemented its position in the area's business community and expanded its team following some significant contract successes.

The arrival of business admin apprentice Chloe, who works alongside client support officers and former apprentices Scott Briggs and Kyle Smith, takes the workforce in Hull to eight compared with just two when the office opened.

Kirk Akdemir, Chief Executive of AA Global, said: "We have a total of about 25 full-time people in Hull and Worcester and they support our ranks of

nearly 6,000 interpreters all over the country.

"The numbers are increasing as we secure more private sector clients in addition to our public sector work. We have been very pleased with our apprentices and they play an important part in helping us manage the needs of our clients and our wider workforce."

Carol Gill, Chamber Training Marketing and Recruitment Co-ordinator, said: "AA Global is the only translating and interpreting company that we work with, but there are other businesses who offer similarly interesting opportunities.

"Apprenticeships are a good opportunity for employers to take young people who have ability and potential and to mould them to fill important and rewarding roles within their organisations."



A Changing Landscape

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

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

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

One big advantage of outsourcing business

support services is that SMEs can pick and mix the kind of services that they require.

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

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

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

Take HR, for example. Workplace legislation changes at such a rapid rate that an SME needs

specialist support to ensure it does not fall foul of employment law.

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

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

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

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Don't Put Off Until Tomorrow What You Need to do Today....

Every small or medium-sized business needs support in areas like health and safety at some stage but often they call in an expert when it is too late and something has already happened.

That is why it makes sense to call in Tomorrow's Solutions Ltd (TSL) because they can head off problems long before they occur .

A newly formed facilities support company, TLS operates in sectors including facilities management, catering, cleaning, waste and security.

Hull-based TLS is run by Anthony Madin, who started life as a trained chef and who has

extensive experience of working in facilities management for a number of big-name businesses.

TSL has more than 20 years' experience in the facilities market and services that his company can supply include:

- **Training and development** - TSL will train your workforce on health and safety and hygiene matters to keep them safe and your company compliant. TSL has NEBOSH, IOSH and RIPH-H-qualified trainers who have experience in training employees in catering, waste, security, cleaning, manufacturing and engineering
- **First line investigation** - When something does go wrong, it can help to have an outside organisation do the investigation, providing an impartial perspective and also allowing staff to get on with the day job. TLS will determine whether an employee's actions or omissions are sufficient to take to disciplinary and also oversee the disciplinary and appeals process

- **Site audits** - There are often times when you need to know if your subcontractors or contracted services are operating to the Service Level Agreements (SLA) in your contracts. TSL will assure that happens

- **Health & Safety Documentation** - TSL will ensure that your documentation is fit for purpose and compliant, regardless of the size of your business or client.



You can contact the company on **01482646745** or **07775393936**, alternatively email **anthony@tomorrowssolutions.co.uk**



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Diversity of The Deep is the Big Draw for Businesses

When it comes to mixing business with pleasure, The Deep Business Centre is gaining recognition as the perfect environment in which to work, rest and play.

The Centre has its own five-star tourism attraction with the serial award-winning aquarium at The Deep, and the complex is only yards from the area of Hull which will be at the heart of the City of Culture programme.

Demand for its facilities is increasing among businesses seeking the full range of corporate services – from temporary office and admin support to long-term leases, from training and networking space to a good night out.

Trans2 Performance, a consultancy which packs powerful messages of innovation and motivation, tested all the attributes in one high-intensity evening with its T2 Talks concept.

Quickfire presentations by renowned speakers drew parallels between strategies for success in business, sport and the military. Prominent business people from across the north attended, and the venue was the Endless Oceans Gallery, fish gliding past as messages were sinking in.

Martin Johnson, Chief Exec of Trans2 Performance, said: "The feedback was about superb food, a superb venue and superb speakers and I am over the moon. It couldn't have gone much better.

"Working at The Deep Business Centre has given me access to all sorts of services, skills and



Martin Johnson of Trans2 Performance on stage at The Deep.

support. We almost put our entire first year's forecast on the board in the first three months."

Similar success stories have emerged from other tenants. Income Systems has expanded from a one-man business to a team of eight and concluded two big e-commerce deals in recent months. Ellis Media Productions 3d's digital excellence and innovation played a part in the stunning re-design of Birmingham city centre.

The Deep's facilities are also attracting businesses from further afield. Sky Digital presented to some of the region's top technology professionals in the Endless Oceans gallery and insolvency practitioner Redman Nichols Butler held a client celebration in the gallery for the second successive year. The Royal Institution of Chartered Surveyors (RICS) chose The Deep Business Centre for a member training session instead of heading to Leeds or Sheffield. ABB Consulting marked five years at The Deep with a business forum at the Centre for clients and contacts. Independent financial advisers LEBC Group Ltd have held two client events at The Deep since moving into the Centre in 2005.

Freya Cross, Business and Corporate Manager at The Deep, said: "The feedback from all our clients is really encouraging because it tells us we are looking after them properly. The comments from Trans2 are particularly pleasing because they

show that our efforts are making a positive impact on our tenants' bottom line.

"We have more than 45 tenants who between them employ more than 200 people. Since opening in 2001 we have supported around 120 fledgling businesses, only eight of which have failed to progress. We have an excellent record of managing and growing businesses and our success rate is well above the national average.

"The Deep was built as a regeneration project for Hull, and the same applies to the Business Centre. We have spearheaded the city's regeneration not just for our staff and our organisation but also for all those companies who started their business with us."

Tel: **01482 382000**

Email: **freya.cross@thedeepp.co.uk**

Website: **www.businesscentre.thedeepp.co.uk**

The Deep Business Centre, Tower Street, Hull, HU1 4BG.

THE DEEP
BUSINESS CENTRE



Tenants at The Deep Business Centre enjoy the opening of a new lounge area.

Why Proofreading is so Important for Businesses

In these ever more competitive times for businesses, it is crucial to get your message out to prospective clients.

However, it's not just what you say but how you say it and mistakes in your printed or online material can be very damaging to your reputation.

That is why it makes sense to call in James Andrew Proofreading and Editing Services, a recently-created Beverley businesses which specialises in spotting all the problems and putting them right.

The business was started in April by James Andrew, a fully qualified proofreader, who said: "If you put out material with mistakes, it does not reflect well on your business and

the work I do helps businesses look more professional.

"Proofreading is not just about spotting spelling mistakes and typos. It is more complex than that and I can correct clumsy grammar, make sure the syntax is right, correct the wrong use of tenses and ensure that the style is consistent.

"I did some work for a client recently who had four pieces written by four different people and my job was to make sure that it read the same all the way through.

"I think the important thing to realise is that bringing in someone like me is not a criticism of the person who wrote the piece, rather part of the process to ensure that the finished work

is as good as it can be."

James works for a range of businesses in the area, proofreading everything from brochures and leaflets to letters and technical documents, including legal documents.

James, who will work on-site for a client if required, said: "Proofreading is such an important part of the process and by using our services you can make sure that your written materials gives the right impression of your company."

James can be contacted on **0787 6507437** and **jamie@andrew-1.fsnet.co.uk**

JAMES ANDREW 
PROOFREADING & EDITING SERVICES



Today, every business needs an effective 'Online Digital Presence' in the business world.

The way we communicate in the professional and personal aspects of our lives is evolving constantly. Your presence should include a website, e-commerce site or the use of one of the many social media platforms such as LinkedIn, Facebook, Twitter or Google Plus, many of which are free to subscribe, but may charge for premium services.

Why is an online digital presence so important? To answer this question, you need to think about your business strategy and understand what it is you are trying to achieve? What are your goals?

Join your online business community and others will see your website or social media profiles. This creates an awareness of your brand and they'll learn about you and your business. Take

Phil Bean - Managing Director (Beanmedia UK Limited)

phil@beanmediauk.com | 01482 772709

advantage to educate them whilst you have their attention but consider this... Why should they pay attention to your business? What do you do differently or better than your competitors? What are your values? **Why choose you?**

- Using the internet is a quick, cost-effective and an easy way to reach a wide target audience and deliver key messages. Include links between your website and your social media profiles to encourage the reader to look at other aspects of your online digital presence.
- A well-designed, well-written, clear and informative website with a domain name that's easy to remember will serve you best and offer credibility to your brand. Maintaining this is an ongoing investment of time and money.
- Use Search Engine Optimisation (SEO) to make it easier to find your website and aim to rank highly on Google.
- Regular, high quality communication can be incredibly effective. Email newsletters and Blogs can be excellent way of achieving this. Distribute great quality content by writing a Blog and demonstrate knowledge

and competence. Newsletters can be really informative and look great, especially if your branding and corporate colours are continued in the theme.

- Complement your online digital presence with other marketing activities including PR/advertising, sponsorship, digital signage, editorials in relevant industry business publications. We all know 'a picture tells a thousand words' - so consider video marketing, animations or photos to deliver key messages.
- Keep consistency in your branding, corporate colours, messages and values across all aspects of your website and online digital presence.
- Take the time to track and measure the results of your activities to find what is working best for you so you know where to focus your efforts in the future.

If you would like to learn more about how we can help your business with marketing and an online digital presence, contact us to arrange a free consultation. We'll be happy to sit down with a cuppa and learn more about your business.

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Did you know?

The majority of 15-34 year olds (66%) actually claim to have positively acted as a result of receiving a leaflet and 84% of householders claim to at least look at the leaflets they receive? These statistics are amongst the latest evidence to support the growing trend of increased usage of professionally conducted leaflet distribution campaigns.



Of respondents were aware of receiving leaflets, free samples, circulars and free publications through their letterboxes.



Of respondents had taken some action as a result of receiving unaddressed door drop items through their letterbox.



Of respondents and their families have taken action on receipt of a 'money off' coupon.

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1 It's worth understanding that people don't buy products or services – they buy the outcomes.

Your business services or products provide a solution to your target markets problems, moving them from the 'before' stage to the 'after' stage where their problems or worries are solved to the fullest. All thanks to you!

2 Getting a clear understanding of their desired outcome is key.

There are specific questions you can ask yourself to identify and achieve that clarity:

- A What does your prospect have in their 'before' state and what will they have in their 'after' state after doing business with you?
- B How do they feel in the 'before' state and how will they feel in the 'after'?
- C Great marketers understand that people buy on emotion so address how they feel.

3 The Struggle

If you are not clear on how to visibly articulate the 'before' and 'after' journey there might be an issue with your Product/Market Fit. It is important to realise the greater the gap the more value you add with your product/service.

To discover more about how coaching can benefit your marketing and sales, take our *Business Marketing Health Check*

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Call Pam now on **01482 227060**

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To book a 1:1 complimentary consultation, attend a workshop or sign up for our online courses. Guaranteed results.



Firmac UK Engineers Double Success at Chamber Bridlington and Yorkshire Coast Business Awards



All the Chamber Bridlington and Yorkshire Coast Business Award winners celebrate their wins.



Paddy Billington from Yorkshire Coast Radio with a cheque for £5,500 which was raised in support of the Yorkshire Air Ambulance.

Firmac UK engineered a double success at the Chamber Bridlington and Yorkshire Coast Business Awards, while local business leader John Rix was honoured with a Lifetime Achievement Award.

The family engineering business won the Medium/Large Business of 2015 Award, as well as scooping the honours as the Overall Winner. The judges applauded the company's innovation to protect themselves against changing market conditions and demonstrating that British engineering can still be world class.

Their citation said: "Firmac UK is a superb example of how a family engineering business can diversify from a traditional metalworking firm into a specialist ducting machine manufacturer which now competes internationally". Since its launch in 1985, Firmac UK now has 71 staff and exports to more than 50 countries.

The Fisheries Business of 2015 Award was won by Bridlington-based SE Marine, which works across the whole of the UK making sure fishing boats are safe, proving that there is much more to the fishing industry than just catching fish!

The tourism and hospitality sector was right on track, but it was Scarborough's North Bay Railway and Attractions which steamed away with the award in its category. This was in recognition of the way the previously council-run attraction has continued to expand and has now become a tourist destination in its own right, as well as keeping the railway and the water slide as major attractions in the resort.

S&J Synergy repeated last year's success by winning this year's Business with a Green Ethos

Award, having quadrupled its turnover in a year and increased its range of services, while creating a solid base for future expansion.

This year's Business Person of the Year was Violet Sutcliffe, of Sutcliffe Consulting Engineers Ltd, for her work in modernising the business, while The Yorkshire Wagyu Company was named Start-Up Business of 2015.

The evening's biggest standing ovation was reserved for the recipient of the Lifetime Achievement Award, John Rix, who now heads up a diverse business which dates back to 1873 when sea Captain and Merchant Adventurer Robert Rix traded out of the Port of Hull. The company still owns ships, but this is only a small part of what it does today. Its diverse portfolio now includes stevedoring, warehousing, and car retailing through to fuel distribution, manufacturing and property development

In a surprise presentation, David Dowson presented a bottle of champagne to Bob Hillery and his wife Carole in recognition of more than 40 years' service to Bridlington.

Martin Green, the chief executive of Hull City of Culture 2017, gave an inspiring talk about how businesses across the region can get involved and take advantage of the City of Culture year. Entertainment was provided by the Singing Waiters who got everybody laughing with their fun and games, while vocalist and guitarist Robin Campbell and pianist Martin Quinn entertained throughout the evening.

A charity raffle and auction helped to raise £5,500 for the Yorkshire Air Ambulance, which operates two helicopters and saves lives across the

Yorkshire region, but has to raise £4.4-million a year to cover operating costs.

Chairman of the Bridlington Chamber, Neil Watson, said: "The Chamber Bridlington and Yorkshire Coast Business Awards have been another great success. It was a sell-out event, with around 600 business people from across the Yorkshire region attending. I'd like to thank the organising team and of course our Sponsors. We hope everyone enjoyed the night and we look forward to doing it all again next year."

The Chamber Bridlington And Yorkshire Coast Business Awards Winners:

Start-Up Business of 2015: The Yorkshire Wagyu Company.

Small Business of 2015: AAC Power Systems.

Medium/Large Business of 2015: Firmac UK.

Social Enterprise of 2015: Yorkshire Coast Enterprise.

Business of 2015 with a Green Ethos: S&J Synergy.

Retailer of 2015: Flames of Hull.

Fisheries Business of 2015: SE Marine.

Tourism & Hospitality Business of 2015: North Bay Railway and Attractions.

Business of 2015 with High Staff Training: HBP Systems.

Business Person of 2015: Violet Sutcliffe.

Judges Award for Business Innovation 2015: Detectamet.

Overall Winner of 2015: Firmac UK



L-R Chamber President Steve Eastwood, Chief Executive Dr Ian Kelly, International Trade Director Pauline Wade and Vice President Owen Finn.



Chamber President Steve Eastwood (right) presents the Lifetime Achievement Award to John Rix.



Violet Sutcliffe (left) who was named Business Person of the Year.



L-R: Alan Horton, Anthony Winn, Scott Mathieson, Colin McGurran, Sam Beal, Chris Bailey, Anne Tate

Lunch and Networking with Handelsbanken & Henderson Insurance

The Northern Lincolnshire office of the Chamber was pleased to put on a joint lunch and networking event with Members Handelsbanken and Henderson Insurance. The event was held at

Winteringham Fields with owner Colin McGurran in attendance and speaking. Guests also heard from Anthony Winn of Handelsbanken and Scott Mathieson of Hendersons before receiving a

presentation on cyber crime from Chris Bailey of Chubb Specialty Insurance.

How to Prepare Your Business for Hull's Year in the Spotlight

Hull UK City of Culture 2017 will celebrate the unique character of the city, its people, history and geography. It has the potential to transform the way the city looks and make it a better place for the people who live and work here, and for visitors from across the UK and around the world.

The City of Culture team are working with businesses and other organisations to deliver this one-in-a-lifetime event. But what does it mean for your business? What sort of opportunities does City of Culture present for you – and how can you help ensure its success?

The Chamber held a free breakfast which brought event together people from the business community and the arts and culture sector. Delegates heard from the City of

Culture team about their new Business Club, from some of the people behind the award-winning Larkin with Toads project and from some of the businesses which have helped to shape Hull's cultural landscape and laid the foundations for 2017.

What sort of support arts and culture needs to create successful projects, and how businesses benefit by investing in the sector was also outlined.

Chamber of Culture took place at the Mercure Hull Royal Hotel on Tuesday November 17 with breakfast and networking from 7.45am and presentations and discussion from 8.30am until 9.30am. Watch out for more events aimed at helping Members benefit from Hull: City of Culture 2017.

Women@1 Annual Lunch With Judith Donovan CBE

The Chamber was pleased to organise and host the first Women@1 Annual Lunch at The Ashbourne Hotel, North Killingholme.

This networking group was set up by the Northern Lincolnshire office of the Chamber two years ago and exists to help support and promote women in business in North Lincolnshire.

The guest speaker at the lunch was the amazing and inspiring Yorkshire business woman Judith Donovan CBE who founded her own specialist advertising agency in 1982. She ran it successfully for 20 years, growing it to become the second largest independent direct marketing agency in the



L-R: Julia Thompson - East Coast Pictures, Mel Sharpe - Ashbourne Hotel, Anne Tate - Hull & Humber Chamber of Commerce, Judith Donovan CBE, Claire Phillips - C K Jefferson Ltd., Jo Moorhouse - Beetenson & Gibbon Solicitors, Wendy Hunsley - HSBC

UK, with a turnover of £12.5m, then sold it to her staff. Judith then embarked on a full time Non-Executive career primarily in the Public and Third Sectors, specialising in small firms, rural affairs, regeneration and matters postal.

Judith was the first ever President of the Bradford

Chamber of Commerce, became a Freeman of the City of London and has appeared twice on the BBC's Question Time Panel. Today she is Chair of the Eden Project and Chair of the Keep Me Posted Campaign, as well as holding a variety of other posts.

Festival Dinner Held

A Chamber Harvest Festival Dinner was recently held with chef Rachel Green in the intimate and comfortable surroundings of her home in Tealby.



Rachel grows her own vegetables and herbs for use in her cooking and likes to use only the freshest of local Lincolnshire produce. Guests started with a selection of seasonal canapés in the gardens of the house by the river and followed with a roasted rump of lamb served with all the trimmings.

Dessert was a blackberry parfait, honey and apple cake with honey comb and clotted cream ice cream. Delicious! Chamber Members from all over the region attended this night to remember. Rachel, a Chamber Member herself, is available for private Lunches, Dinners, Weddings and all types of corporate and personal bookings.

For further information please contact Rachel direct at info@rachel-green.co.uk

Chamber President Steve Eastwood enjoying drinks and canapés in Rachel's garden with guests Andrew and Rosie Green of the Fenestra Centre and Karen Read of Lorica Insurance



Rachel Green preparing Dinner for Chamber Guests

Chamber Enjoys Inspirational Speaker, a New Patron and Designs on Success at Northern Lincolnshire Event



Pictured receiving Rapid Accommodation's Patrons Plaque from Kathy Fillingham (right) are (from left) Karl Hedison, Rebecca Anderson-Smith and Linda Anderson-Smith.



Thanking Andy Green (left) for his presentation are Chris Parrott and Kathy Fillingham from CR Parrott Consultants Ltd.

CR Parrott Consultants Ltd Sponsored the Chamber's October Speed Networking and Lunch at Forest Pines Hotel and Golf Resort.

Managing Director Chris Parrott told delegates that business has not been without its challenges in the last few years, but his company has reinvented itself, launched a new website and embraced social media.

The company was showing off its new company branding and logo at the networking lunch. Mr Parrott said: "The key to success is to adapt and reinvent, not to stand still", adding that he would not be here today without good business contacts.

CR Parrott Consultants Ltd offer a full architectural design and consultancy service, and do everything from finding suitable land, helping with Regional Growth Fund applications, grants, design and construction, all within a client's agreed budget.

"I am very proud to say that we have built up CR Parrott to where it is today. We now have 20 staff, the latest 3D software, high quality graphics, and are available for commissions of any size!"

Mr Parrott revealed his company had been involved with projects at The Baths Hall in Scunthorpe and the new training Academy for BAE, which has just opened at Humberside Airport, as well as other projects at Pattersons Glass and New Holland Extraction Ltd. In the Grimsby area the company is working on the

Cartergate office development for North East Lincolnshire Council and Wilkin Chapman solicitors, and Auto-Trail's £5-million expansion project on Europarc. They have also been involved with pre-development work on the Lincolnshire Lakes scheme at Scunthorpe, so it is all very positive news.

Mr Parrott urged local business to work together and support each other, and invited anyone who wanted to discuss possibilities to get in touch with him on **(01724) 278155** or visit **www.crparrott.co.uk**.

Before the lunch, an inspirational young man, Andy Green, who is Courageous Citizen Diana Award Winner for 2015, gave a presentation about his charity Counting Hope.

Andy suffers from Cerebral Palsy and Type 1 Diabetes, but after holidaying in Sal Island, Cape Verde, off the coast of Africa, was inspired to help the people there to become independent and empower them to be self-sufficient.

Andy appealed for support for his charity and is asking people to donate teaching supplies to help the islanders uncover hidden opportunities so they can reach their full potential.

Andy can be contacted on **07762 026530**, or by email **andy.green@countinghope.org**.

The latest Chamber Members to become Patrons are Rapid Accommodation who specialise in arranging accommodation for workers, contractors and business travellers across the UK, either as individuals or groups. Their two principal services are travel management and relocation management. Representatives from the company were presented with their Patrons Plaque by Kathy Fillingham, from CR Parrott Consultants.



Chamber Annual Dinner - Book Your Places Now!

The Willerby Manor Hotel is the venue for the 2016 Chamber Annual Dinner, to be held on Friday 26th February. Around 300 guests will attend the Dinner, which has been an annual event since the mid-nineteenth century. There will be first class entertainment, good speakers, excellent food and great company!

The Chamber Members and their guests will enjoy a three-course meal before listening to Chamber President Steve Eastwood speaking about his year in office and his thoughts on regional issues which affect business. The guest speaker is Amanda Harrison who is currently flying a Gypsy Moth Bi-Plane, following the course of Hull's Amy Johnson, in a solo flight from England to Australia. Amanda will regale the audience about her adventure, including the pitfalls and joys! The entertainer for the evening is comedian and Hull girl Lucy Beaumont.

Sponsorship opportunities are available for this highly-prestigious occasion.

The support of the Sponsors enables the Chamber to make the Dinner a quality and enjoyable evening for all the guests.

For more information and to book tables, places etc, please contact Janice Harrison on **01482 324976** or at **j.harrison@hull-humber-chamber.co.uk**

The new BMW X1

Marshall



The Ultimate Driving Machine

INTRODUCING THE NEW BMW X1.

With a raised driving position, powerful design and the option of intelligent xDrive four-wheel drive, the new BMW X1 is every bit an X model.

Packed full of BMW technology such as optional Head-up Display, satellite navigation as standard and the latest BMW EfficientDynamics innovations, which delivers both enhanced performance and economy, this new car is also every bit a BMW.

To find out more or to book a test drive*, please contact your local Marshall BMW Centre:

Marshall Scunthorpe

Old Crosby, Scunthorpe
North Lincolnshire DN15 8PT
01724 281300

www.marshallscunthorpebmw.co.uk

Marshall Grimsby

Grimsby Road, Laceby, Grimsby
North East Lincolnshire DN37 7DP
01472 276666

www.marshallgrimsbybmw.co.uk

Official fuel economy figures for the new BMW X1: Urban 36.7-55.4mpg (7.7-5.1l/100km). Extra Urban 49.6-72.4mpg (5.7-3.9l/100km). Combined 44.1-65.7mpg (6.4-4.3l/km). CO₂ emissions 149-114g/km.

Figures may vary depending on driving style and conditions. *Test drive subject to applicant status and availability.

Feel in Command of the Road With the New BMW X1, the Latest Member of the BMW 'X' Family.

This exciting new model features an elevated driving position and redesigned instrument panel, as well as increased interior space, to make you feel in full control behind the wheel.

Couple that with xDrive, the intelligent four-wheel drive system to make the most of the road ahead, whatever the conditions. The new BMW provides the space and flexibility to be a vital part of the most adventurous lifestyles, and the presence to turn heads wherever it goes. With its broad, confident stance and strikingly athletic features, it is unmistakably a member of the 'X' family – a family that leads the way in efficiency and has always set the benchmark for premium versatility.

With typical X design cues such as the rugged interpretation of the kidney grille and the distinguishable front lights, the X1 is every inch an X model. The new model has grown in height compared to its predecessor which has helped increase the spaciousness of the interior. And its significantly raised seating position optimises the driver's view out over the road.

The interior of the new BMW X1, meanwhile, offers significantly more space for passengers and luggage, a cutting-edge premium ambience and functionality grounded in solid engineering.

Knee room in the rear has increased by 37mm in standard specification and by up to 66mm with the optionally adjustable rear seat, while the 505 litre boot capacity is 85 litres larger than that of its predecessor. Folding down the standard-fitted 40:20:40 rear seat backrest, which can also be specified in angle-adjustable form as an option, allows load capacity to be expanded to as much as 1,550 litres. The optional folding front passenger seat backrest and a rear seat bench which can slide 13cm fore and aft offer additional variability.

Standard equipment includes air conditioning, an audio system with USB and AUX-in-sockets, rain-sensing wipers, Servotronic and Driving Experience Control switch, and the iDrive operating system, whose 6.5" display is integrated in to the instrument panel in freestanding monitor form.



The change of BMW X1 generations also brings significant advances in the field of intelligent connectivity. A new addition to the range of BMW ConnectedDrive features is a BMW Head-Up Display which, as in the larger BMW X models, projects driving-related information directly onto the windscreen.

The BMW X1 can now also be specified with the Driving Assistant Plus line-up of the Active Cruise Control system with Stop & Go function, Lane Departure Warning, Traffic Jam Assistant, Collision

Warning and Pedestrian Warning with City Braking function. These systems are complemented by an up-to-the-minute selection of apps allowing customers to add to the car's comfort, navigation and infotainment functionality, as desired.

For more information or to arrange a test drive*, please contact your local Marshall BMW Centre on **01724 281300** (Scunthorpe) or **01472 276666** (Grimsby).

*Test drive is subject to applicant status and availability.





Bridge McFarland Welcomes New Commercial Specialist

A lawyer with expertise in commercial land and property deals is joining the regional law firm and Chamber Patrons Bridge McFarland Solicitors.

Martyn Justice has joined the firm's Grimsby office as a consultant in the commercial department after nearly 25 years working with commercial clients in the East Riding, Hull and North East Lincolnshire.

Martyn began his career in Leamington Spa after

completing his law degree at Leicester University.

He has acted for a number of large organisations in the Humber region including Hull Trinity House Charity - a maritime charity that owns a portfolio of commercial property in the City. He has also advised a leading housing charity operating in the Yorkshire region.

Martyn, a keen classical music and Shakespeare fan, has also worked on behalf of a major car importer operating in the Humber region, and a national and many local housebuilders and developers.

In his new role he will focus on all aspects of development, sale and leasing of both commercial and residential land and property,

including options and conditional contracts, land development schemes, property investment, commercial contracts, mortgage security and general business advice.

"I am delighted to be joining one of the premier commercial firms in the Humber area. I believe that there is a very good fit between the firm and the skills that I have as an experienced advisor to commercial businesses across the region. I look forward to working with my new colleagues and to developing further the services available to our clients," he said.

Stephen Oldridge, Partner at Bridge McFarland Solicitors, said: "We are thrilled that Martyn has agreed to join the team at Bridge McFarland and know his expertise will benefit our clients greatly."

Spencer Group Completes World's Largest Bridge Cables Anti-Corrosion Project

High-level bridge maintenance specialist Spencer Group has completed a mammoth project that will remain the largest of its kind ever to be undertaken worldwide.

The Hull-based specialist engineering company has delivered successfully the world's largest retrofit cable dehumidification project on Denmark's vast Great Belt crossing. The 18-month project saw vital work carried out to protect the main cables on the East Bridge, the third largest suspension bridge in the world and part of the giant Great Belt network, linking the eastern and western parts of Denmark.

The project will never be equalled in scale as the only two bridges globally that are bigger than the

East Bridge were constructed with dehumidification technology pre-installed.

The Spencer team overcame numerous technical, logistical and climatic challenges to complete the project for client A/S Storebælt, over the spring and summer seasons of 2014 and 2015. It was delivered with no safety accidents or incidents, despite the challenging conditions, and without any disruption to the bridge's 31,000 daily vehicle crossings.

With its towers reaching 254 metres – one of the highest points in Denmark – the East Bridge is almost 100 metres higher than the Humber Bridge, while its span of 1.6 kilometres is 15 per cent longer.

Spencer Operations Director Pete Vessey said: "The successful delivery of this project is a phenomenal achievement, worthy of the unique status it will retain.

"It required extraordinary technical expertise, innovation, resourcefulness, determination and physical endurance – not to mention a team with a very good head for heights!"



Champagne Dinner

Patrons Oaklands Hall Hotel kindly hosted a North Lincolnshire Chamber table at a recent Champagne Dinner. Guests, who included Amanda Austin from Freshney Place Shopping Centre, Deborah Zost from Humberside Airport and Sam Beal from Hendersons Insurance, were treated to a fabulous six course tasting menu. It was cooked by Award-winning chef Steve Bennett and a selection of champagnes chosen by House of Townend was served with each course. A fabulous night!





Exclusive Fuel Card Offers for Chamber Members

More and more businesses are looking for ways of saving money and spreading the cost of their expenses in order to make weekly, monthly and annual cash flow more manageable.

One area that has seen a big rise in recent years is the use of business fuel cards.

So what are the benefits?

Just like with a credit card, fuel cards are a quick and convenient way of paying. Having fuel cards for your driver is also a much safer alternative to carrying cash and can help eliminate any fraudulent transactions where expenses are being claimed that aren't necessarily used for company purposes by fleet drivers. On top of that all of our invoicing is HMRC compliant.

One of the major benefits of fuel cards over cash is that, depending on your card features, your business can make savings by getting a consistent price per litre that is often cheaper than the varying costs between stations.

Although price fluctuations are inevitable, fuel cards can help you control the costs of your

business expenses by giving you insight into how much fuel each vehicle / driver is using. This is a great way of finding out how and where you can make cut backs or improve efficiencies for longer term business savings.

Using fuel cards give business fleets more flexibility for refuelling across a huge network. Fuelmate offers a large choice of networks from leading brands, such as BP, Shell, Esso and UK Fuels. With our fuel card solutions we would find the right card for your drivers routines, ensuring they could be used locally, nationally and at times internationally, providing your organisation with more freedom and the added peace of mind that you can send drivers anywhere and they can refuel without any hassle or worry.

Exclusive Hull & Humber Chamber of Commerce Members offer: Fuelmate Ltd in partnership with Hull & Humber Chamber of Commerce would like to offer all Chamber Members a tailored fuel card service to fit your business.

What we can offer your business:

- Access to the 6 major UK fuel card networks
- 2 month no obligation free trial
- Savings against the pump prices
- Reduced card charges for all Members
- Access to all our online tools and services

For more information or to apply - Call Mike Elvy on **01482 387777** or email **michael.elvy@fuelmate.co.uk**

Please quote: **HHC**



Gill Mellor with Sir Gary Verity Picture by SIMON KENCH (PPA LTD)

Chelsea Garden Returns to Yorkshire Roots

Part of the award winning Welcome to Yorkshire Chelsea Flower Show garden has been relocated at the Wold Newton brewery that helped to inspire the garden design.

The Brewers Yard garden was designed to celebrate Yorkshire's famous beer industry and wealth of microbreweries. It included a unique water feature comprised of a traditional Yorkshire Square brewing vessel.

It is this brewing vessel that has been carefully recycled and installed in the NGS Garden at Wold Top Brewery, who co-sponsored the Bestall & Co designed garden with Welcome to Yorkshire.

Gill Mellor, director of Wold Top Brewery, said: "Partnering with Welcome to Yorkshire on the Brewers Yard garden at the Chelsea Flower Show was a real dream come true for me. Before my husband and I embarked on the brewing journey, I trained in horticulture and garden design so for me it's an opportunity to return to my roots, so to speak.

"We are delighted that, thanks to the team at Welcome to Yorkshire and Aire Valley Construction, we have been able to relocate the water feature at the brewery's home, Hunmanby Grange. Our events business, Muddy Souls Events, hosts many weddings here every year and the fact that brides and grooms will be able to have photos taken within part of an award winning RHS Chelsea garden is fantastic."

Sir Gary Verity, chief executive of Welcome to Yorkshire, travelled to the brewery to open the new brew plant and switch on the water feature recently.

Chamber Energy Solutions

P272 - A Change to the Way Your Bill is Calculated and an Opportunity to Control Your Costs

As a valued Chamber Member, we've identified that your business is affected by P272. This new legislation is a change to the way your bill is calculated and a great opportunity to control your costs.

P272 is an amendment to the Balancing and Settlement Code (the rules which define the balancing of electricity in the UK market) that will ensure more accurate recording of energy use amongst business consumers. The amendment requires that meters in profile classes 05 to 08 (commonly called max demand meters), where an AMR meter is in place, will be billed based on their actual half hourly (HH) consumption, rather than a pre-determined industry-wide forecast, by 1 April 2017.

Chamber Energy Solutions can help you understand, manage and take advantage of this industry change. We can ensure you have the right contracts in place, highlight when you are using electricity and help you to control your energy use to mitigate some of the cost impacts.

Switching to HH settlement is a great opportunity for you to take control of your energy usage and lower your consumption. To find out more, Google and download our guide.

Your guide to P272

Make the most of this industry change.

Our three step P272 plan will help you take control of your energy consumption, improve your efficiency and reduce costs. Chamber Energy Solutions can help you to:

- Appoint a dedicated Data Collector and Meter Operator
- Visualise your energy use through Monitoring and Targeting
- Use efficiently and buy better

If you would like to discuss P272 further and how Chamber Energy Solutions can help you take control of the changes it brings call **0800 923 0210** or email help@chamberenergysolutions.co.uk.

www.chamberenergysolutions.co.uk

Health Check Offer

Hull and Humber Chamber Members are being invited to take advantage of a FREE health check on their currency payments to identify cost and process savings through the Chamber Foreign Exchange service which helps businesses enjoy better exchange rates and a personalised expert service on their international payments.

The service is provided by the Chambers of Commerce's preferred partner Moneycorp, who offer international payments with bank-beating exchange rates, reduced transfer fees, convenient online transactions and expert market guidance over the phone. Regional Manager for Moneycorp, Barbara Sutton, can review your current arrangements, offer rate comparisons and give guidance on how to protect your business against the risk of currency fluctuations, whether you are an exporter or importer.

Barbara has already helped many Chamber Members across the region to make great savings against their current provider, but more importantly helped them to protect profit margins against currency fluctuations with a range of specialised foreign exchange services; market orders, forward contracts and options. For example, a business could fix an exchange rate for as much as two years in advance of a payment, to protect themselves from currency fluctuations.

As foreign exchange experts, Moneycorp have been helping businesses make the most of their international payments since 1979. Moneycorp is authorised and regulated by the Financial Conduct Authority for the provision of payment services and handled over 6.4 million transactions in 2014, trading over £13 billion in currencies.

*Options products are offered by Moneycorp Financial Risk Management Ltd, which is authorised and regulated by the FCA for the conduct of designated investment business. Foreign exchange options and other derivative products are not suitable for everyone and you should ensure you fully understand the risks involved before purchasing these products.

To arrange your **FREE** health check or discuss your requirements further you can contact Hull and Humber Chamber International Trade Team or Barbara Sutton directly on **07785 463671** or email barbara.sutton@moneycorp.com

Name:

Chris Parrott

Company:

CR Parrott Consultants
Limited

Job Title :

Managing Director



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

My first job was as a Graduate Trainee at Redpath Dorman Long (BSC) Steelworks, Scunthorpe in 1977. I can't remember the exact figure however it was enough for a good night out on a Friday and Saturday and still have some change left.

What do you always carry with you to work?

My work briefcase and my phone. I travel around the area a lot meeting clients and visiting sites we're working on and I'd be lost without my phone to keep in touch with the office!

What is the biggest challenge facing your business?

Our workload is very dependent on the economic success of the local area as companies need to feel financially secure enough to invest in further development, and the challenge is in adapting to the peaks and troughs we've seen over the years. In good times and bad, however, I'm always keen to maintain the highest professional standards – when your name is on the 'tin' there is always that extra added pressure to make sure you deliver.

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

I would introduce more incentives to assist job creation and development in uncertain and difficult economic times. It's all about investing in the future.

What can you see from your office window?

We're situated on the busy Queensway Business Park in

Scunthorpe, and so I can see another office out of one window, and I'm looking over the A18 Queensway towards the Lakeside Retail Park out of the other.

If you could do another job what would it be?

Without a doubt, I would be the Manager of Newcastle United Football Club. I'd like to think I'd have the team flying high in the Premiership!

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

Determined to do the very best I can, driven to succeed and I am somewhat of a perfectionist.

What was your biggest mistake in business?

In the early days of the company I was so driven and keen to build up the business that I tried to take on every job opportunity when it arose. From this I learned not to allow enthusiasm to overshadow reality and I learned to listen to my colleagues and advisors.

What advice would you give to aspiring entrepreneurs?

Be realistic, do your research, get proper professional advice, and be prepared for far more than a 9-5 job! Most of all, believe in yourself. If you don't believe in yourself, how can you expect your customers to believe in you?

Who do you admire most in business?

There are so many – but to be honest, I most admire people who are successful but who also manage to be thoroughly decent human beings as well. There's a balance and to me that is very important.

Chamber Events Diary 2016

Members' Speed Networking and Lunch

Friday 22 January 2016

Humber Royal Hotel, Grimsby - Sponsored by Linkage Community Trust

Chamber Goole & Howdenshire Business Awards

Friday 19 February 2016

Goole High School Academy

Chamber Annual Dinner

Friday 26 February 2016

Willerby Manor Hotel, Willerby

AGM/Members' Speed Networking and Lunch

Friday 4 March 2016

KC Stadium, Hull

Members' Speed Networking and Lunch

Friday 18 March 2016

Healing Manor Hotel, Grimsby

Members' Speed Networking and Lunch

Friday 29 April 2016

Cave Castle Hotel

Northern Lincolnshire Business Awards

Friday 13 May 2016

Grimsby Auditorium

Chamber Expo 2016

Tuesday 7 and Wednesday 8 June 2016

The Airco Arena, Walton Street, Hull

Members' Speed Networking and Lunch

Tuesday 7 June 2016

KC Stadium, Hull (Part of Chamber Expo 2016)

Members' Speed Networking and Lunch

Friday 15 July 2016

Oaklands Hall Hotel, Laceby, near Grimsby

St Leger Ladies Day with The Chamber

Thursday 15 September 2016

Doncaster Racecourse

Members' Speed Networking and Lunch

Friday 30 September 2016

Lazaat Hotel, Cottingham

Chamber Bridlington & Yorkshire Coast Business Awards

Friday 14 October 2016

The Spa, Bridlington

Members' Speed Networking and Lunch

Friday 21 October 2016

Forest Pines Hotel, Broughton, near Brigg

Members' Speed Networking and Lunch

Friday 25 November 2016

TBC

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



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Are you facing business challenges and do you want successful business advice?

As a member of the Hull and Humber Chamber of Commerce,
you are invited to a

FREE 3 hour workshop

with a buffet lunch on

11th January 2016

10am, 1.30pm and 5pm

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