

# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

February/March 2016

Issue 30

**Crucial Support to  
Exporters in Humber  
See Page 24**



JAGUAR XE

# RULE THE ROADS FOR LESS



## Jaguar XE Prestige from £289 a month +VAT on Jaguar Contract Hire\*

Get ready to rewrite the rules. With an engine range that delivers thrilling performance and impressive efficiency of up to 75 mpg and CO<sub>2</sub> as low as 99 g/km, the Jaguar XE redefines the sports saloon.

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## XE SALOON 2.0D (163) PRESTIGE 4DR MANUAL

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## THE ART OF PERFORMANCE

Official fuel economy figures for the Jaguar XE 163PS Prestige in mpg (l/100km): Urban 64.2 (4.4); Extra Urban 83.1 (3.4); Combined 75.0 (3.8). CO<sub>2</sub> Emissions 99 g/km. Official EU Test Figures. For comparison purposes only. Real world figures may differ.

\*Important Information. Based on an XE Saloon 2.0D Prestige 4dr standard specification, with a mileage of 10,000 miles per annum, non-maintained. Must be returned in good condition to avoid further charges. Contract Hire subject to status. This promotion cannot be used together with other manufacturer's promotions and is subject to availability at participating Retailers only for new vehicles ordered by 31st March 2016. Contract Hire is provided by Jaguar Contract Hire, a trading style of Lex Autolease Limited, Heathside Park, Heathside Park Road, Stockport SK3 0RB. Model shown is an XE Saloon 2.0D 180S Prestige 4dr with optional Italian Racing Red metallic paint and 18" Matrix wheels.

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Chris McKie, Director of Network Development of Vizion Network, with Tracey Taylor, Operations Manager (right) and Kelly Cawthorn, Senior Claims Administrator.

## Success Stories Highlight The Deep's Support for Start-ups

A fledgling firm which proved an overnight success and a new business which has become a UK market leader have underlined the quality of support for start-ups at The Deep Business Centre in Hull.

Ridings Consulting Engineers Ltd landed contracts worth £30,000 within 24 hours of launching and went on to expand its premises and workforce six months ahead of schedule.

Vizion Network opened at The Deep in January 2009 to provide safe, consistent, quality repair solutions to corporate and individual car owners. The company completed 2015 having expanded into more than 5,000 square feet of space and taken its workforce to more than 100 as the UK's biggest general motor repair management company.

Freya Cross, Business and Corporate Manager at The Deep, said: "Ridings Consulting Engineers were effectively a start-up business when they moved here only a few months after setting up and that is an area in which we have particular expertise.

"It's remarkable to think that when Vizion opened their office here there was only one person and now they have expanded to a team of more than 100."

Both businesses acknowledged the benefits of The Deep Business Centre, which now houses 45 businesses employing more than 200 people.

Liam Beardshaw, a Director of Ridings, said: "We came to The Deep because we liked the place and the management team straight away. They look after us really well and when the time came to expand they found us the extra space quickly."

Tracey Taylor, Operations Manager at Vizion, said: "Most of the new jobs have gone to local people because there are a lot of people in the Hull area with call centre experience. They like working here because it's a modern business centre and it's very close to the city centre, which makes things convenient for them."



## Bluestorm Named in the Top 50 Integrated Agencies in the North of England

Bluestorm, the Melton-based marketing and design agency has been named as one of the best in the North of England for the third year running.

Bluestorm has featured in the Prolific North Top 50 Integrated Agencies 2015 list – a definitive compilation of the North's largest integrated agencies, spanning creative, advertising, marketing and sales promotion.

The list, which was launched two years ago, is the only Northern ranking of its kind, in that it is wholly independent and anchored on financial information taken from Companies House, supplemented by additional information provided by the agencies contacted. The ranking is predicted on a formula which examines a variety of factors including shareholder funds and/or balance sheets, turnover, pre-tax profits and headcount.

Agencies from Manchester and Leeds dominate the ranking but agencies from Newcastle, Liverpool, other parts of Yorkshire and Cheshire complete the line-up.

Andrew Cawley, managing director at Bluestorm, said: "Being listed for the third time proves the point that you don't have to look to Leeds or London to find an integrated marketing agency of the highest quality.

"2015 was a good year for Bluestorm during which we've been involved with a wide range of high profile projects. We are currently working with the Grimsby Institute Group's Sam Whitaker and Patrick Henry to launch the region's new, integrated centre for logistics training - Modal Training. And we've enjoyed working for the first time this year with Monster Supplements and the James Reckitt Library Trust.

"Further afield, we have just completed the beta version of an important new website for the London Internet Exchange. We have also continued to support our long-standing local clients, such as Green Port Hull as well as continuing to focus on the food, manufacturing and education sectors.

"Congratulations too to Strawberry, the only other agency in Hull and the East Riding of Yorkshire, to be included in the list."

Working with one of the UK's independent research companies and a financial reporting firm, Prolific North looked at the accounts of more than 130 agencies which are either based, or have offices, in the north of England. Although the agencies involved were asked for supplementary financial data, they were not offered the option to be included.

For the full list of the Top 50, see [www.prolificnorth.co.uk/2015/11/the-prolific-north-top-50-integrated-agencies-2015/](http://www.prolificnorth.co.uk/2015/11/the-prolific-north-top-50-integrated-agencies-2015/)  
[www.bluestormdesign.co.uk](http://www.bluestormdesign.co.uk)



## The Sun is Shining on Local Business

According to data from energy quality assurance specialists MCS, North Lincolnshire and East Yorkshire benefits from better solar radiation than the rest of Northern England which makes solar PV panels more effective in this area.

This is great news for businesses who are looking to reduce running costs and be energy efficient by installing solar PV panels. And best of all, green energy saving doesn't have to cost the earth as it can easily be financed over a number of years in order to spread the cost over the life time of the equipment.

Heavy haulage contractor John Somerscales Ltd were the latest of a number of traditional businesses to invest in a solar PV system when they recently expanded into their new premises in Immingham. To help achieve their green goals as well as reduce the running costs of the new depot, the company brought in local energy efficiency specialist Flixborough Eco Technologies who tailored a solar PV system for the new offices and workshop building.

To assist in the financing of the project, John Somerscales Ltd engaged the services of Kingston Capital Finance Ltd (KC Finance). As different businesses have different requirements, KC Finance works with their clients to find the best lender and finance structure to fit their needs and were therefore able to tailor a finance package that allows the company to meet the cost of the project over five years in a tax efficient way.

John Somerscales, Managing Director of the company, said: "We've always sourced the most fuel efficient vehicles for our heavy transport operations, so when it came to our new depot project we wanted the best possible energy efficiencies in place. I'm extremely happy with the solar PV project so far which has gone without any problems. Both Flixborough Eco Technologies and Kingston Capital Finance have made the process simple and we've ensured our energy efficiency credentials for many years to come".

## Local Business Reaches New Heights

Townsend, established in 1947, is one of the oldest businesses in Grimsby and has expanded dramatically over the years since new Managing Director Mark Shepherd took over in 2000. The 68 year old business started by offering electrical services and over time has expanded into plumbing, heating, buildings maintenance and now renewables.

With the renewable industry investing heavily into the Grimsby area, Townsend have successfully been able to expand their business whilst working with AIS Training. AIS Training have recently invested into the area with their new site based at the Catch facilities in Immingham.

Townsend have embraced the renewable and, wind industry coming to the area and whilst working with AIS Training, Townsend now have two trained staff, Darren Emmons and Courtney Humphrey, who have passed their off-shore survival training, which will enable them to work within the thriving industry.

Townsend Managing Director Mark Shepherd said. "So much investment has already been ploughed into the area which so many businesses have and will continue to gain from, thanks to the renewable sector. But, we wanted to be a part of the growing industry. Being able to offer further development and exciting paths for our staff seemed like a fantastic investment for us to make and that's why, we decided to work with Chris Holden from AIS Training."



New Site Manager Chris Holden said: "AIS have not been in Grimsby very long, we're proud already to be working so closely with local businesses who are not only embracing the renewable industry but choosing to work with us where their training needs are concerned. The relationship with Townsend was formed after an introduction at the GRP (Grimsby Renewable Partnership) and the monthly events have enabled us to build a relationship."

"Having AIS Training so local to us is great for the area and I'm pleased we've been able to work with AIS where our lads training is concerned." adds Nathan Cass, Townsend Manager.

Townsend already have other staff lined up ready to send for numerous different training activities. As their business grows they'll be sending staff on different training courses not only to renew their courses, but to enhance their already impressive portfolios. In turn, this will enable the electricians, plumbers and building maintenance staff to embark in new areas and take on different challenges whilst the business expands its services.



Chris Chester (left) with Iain Elliott

## HETA Apprentices Hear Life Lessons from the World

Humberside Engineering Training Association (HETA) unveiled two of the region's sporting heroes to present the annual awards to young achievers.

Hull KR's first team coach Chris Chester took the stage at the University of Hull Staff House to reward apprentices from HETA's Hull training centre. Former Hull City star Dean Windass made the presentations to HETA's apprentices from CATCH and Foxhills at Forest Pines Hotel.

Both events were attended by the apprentices, their families and mentors from businesses, many of which sponsored categories in the awards.

Iain Elliott, Chief Executive of HETA, said the speakers highlighted the parallels which exist between careers in sport and many other sectors, and his words were echoed from the stage.

Chris Chester said: "Whatever job you do, whether you're an electrician, a mechanic, a rugby player or a rugby coach, you need a lot of commitment. You also need dedication. You will have to make sacrifices but, trust me, it's worth it in the long run.

"Believe in your own ability and make sure you are resilient. When things go against you, don't give up. Team work is also very important for success. I have surrounded myself with the right people."

Iain added that the presentations were the culmination of a lot of hard work by the apprentices during their first year with the organisation and their employers.

He said: "It has already been a long journey because some of these people applied to us in 2014. We received about 1,200 applications for about 250 places so for every apprentice we recruited there were about four more who didn't get in.

"The Humber region has had its ups and downs over the years. It is now going through some changes which will help us achieve sustainable economic growth and apprenticeships are an important part of that."

## New Partners Join Andrew Jackson

Leading law firm Andrew Jackson recently welcomed two new partners to the firm.

Chris Waterhouse has over 25 years' experience across a wide variety of commercial property matters. He has particular expertise in acting for property developers, and has handled both town centre and out of town retail schemes, office and mixed-use schemes, and industrial parks.

He has extensive experience acting for landowners entering into promotion or sale agreements with house builders and, on development projects, he advises on meeting the requirements of funders and occupiers.

Corporate partner Matthew Smith also brings substantial experience to the firm, having advised many private companies and PLCs on a wide variety of corporate matters including acquisitions and disposals, group reorganisations, joint ventures and shareholders' agreements.

Matthew's broad expertise ranges from advising AIM listed companies on acquisitions to disposals of owner-managed businesses. He has worked with clients in the renewable energy sector where he has advised on raising funds through crowdfunding; he has acted for manufacturing and engineering clients on a range of matters including several acquisitions for a leading British sealant manufacturer and distributor of valves; and he has advised on acquisitions with an international aspect that are subject to English law.

Andrew Jackson's managing partner, Mark Pearson-Kendall said: "Chris and Matthew are strong additions to the firm. Both are outstanding lawyers who have developed strong reputations for providing clients with commercial advice of the highest quality and we are delighted that they have chosen to join the Andrew Jackson team."



“There are  
**850,000**  
people living  
with dementia  
in the UK”

# The Simple Measures That Can Help People Cope With Dementia

Dementia can happen to anyone but a diagnosis need not mean an end to the simple pleasures of life like popping out to the shops or enjoying a visit to a local coffee house.

With a little bit of understanding from those they encounter, people with dementia can live normal lives and all of us have a responsibility to help them and their families to cope with the effects of the condition.

That is the message coming from the Dementia Action Alliance, which brings together organisations across England, including many businesses, who are committed to transforming the lives of people with dementia and their carers.

Dementia Action Alliances, whose supporters include the national Alzheimer’s Society, have been formed across the Hull and Humber and Lincolnshire region to campaign to help people better to understand and recognise dementia.

Those behind the idea are appealing for businesses to do their bit to help. From supermarkets and high street butchers to coffee shop owners and those running small businesses, we can all help by learning to identify those with dementia and helping them to cope.

It need not be complicated, it could be anything from explaining things a little better to helping with activities like counting money or ordering off a menu.

The Dementia Action Alliance is supported by a Secretariat funded through voluntary financial and in-kind contributions from members. It is hosted by the Alzheimer’s Society and works to a programme agreed by the whole membership and people living with dementia and their carers who attend sessions.

Emily Reseigh, Alzheimer’s Society Services Manager North and North East Lincolnshire, who is based in Scunthorpe, said: “The Alliances are committed to helping people to recognise the needs of people with dementia, and their carers and families, and to help them cope with daily life better.

“People have so many perceptions about people with dementia, and there is a stigma attached to it, but once they learn more about the condition they see that the reality is very different.

“There are 850,000 people living with dementia in the UK and life need not stop just because someone has been diagnosed with the condition.

“People with dementia can find themselves feeling isolated but businesses can help to counter that. We are urging as many businesses as possible to support the work of our local Dementia Action Alliances and to increase their understanding so that they can identify someone with dementia and take steps to help them.

“The Dementia Action Alliance is committed to transforming the lives of people with dementia and their carers. We are all working towards a more dementia-friendly society and businesses have an important role to play.”

You can find out more about supporting a Dementia Action Alliance in your area by visiting [www.dementiaaction.org.uk/who\\_we\\_are](http://www.dementiaaction.org.uk/who_we_are)

**Alzheimer’s Society** | Leading the fight against dementia

**DAA**  
North East Lincolnshire Dementia  
Action Alliance

# Kloodle - New Passport to Careers Success!

The Employer Engagement and Progression Team at Wilberforce Sixth Form College, pictured here, are launching an interactive, social network for students. It will be designed to showcase academic achievements, experience and skills and develop relationships with a huge range of potential future employers and H.E. institutions.

This innovative platform, 'Kloodle', creates continuously evolving online communities between students, employers and universities throughout the duration of a student's time at Wilberforce and beyond. Kloodle is based around the seven employability skills that the CBI have identified are necessary for all young people who want to be successful in the world of work. Students can upload examples of their communications skills, such as blogs and videos, detail how they've developed teamwork skills by posting photos of their sporting achievements and adding in power point presentations to highlight their IT skills etc. The possibilities are endless. Students participating can also receive job opportunity adverts from employers who want to engage with young people with specific qualifications and personal credentials.

The team are busy promoting the many benefits of Kloodle at the centre of which is giving young people a way to build dynamic, personal profiles and the ability to market themselves to the outside world effectively.



## Biomass Pods for Innasol

Sutcliffe Consulting Engineers Ltd have been given an exciting new project that explores the greener side of Engineering.

Working for Innasol, Sutcliffe Consulting Engineers Ltd have been appointed to create design drawings for a series of revolutionary biomass pods.

Innasol produce heat pods for the market leader in biomass boilers, and wanted to call in a local company to assist them in producing Autodesk REVIT models and advise them on improvements to the scheme.

These biomass pods are purpose built to utilise renewable energies such as wood chip and wood pellet burning technology providing heating and hot water to commercial buildings. They will be rolled out across the UK on a large scale.

Sutcliffe Consulting Engineers Ltd were initially appointed in June 2015 to assist in the design of two pods and have continued to be appointed by Innasol for many projects. Sutcliffe Consulting Engineers Ltd are thrilled to be working with their highly skilled team which includes a dynamic construction expert. Currently four engineers from Sutcliffe Consulting Engineers Ltd are working on these exciting projects including the Managing Director Stephen Sutcliffe.

Please contact [violet@sutcliffeconsulting.co.uk](mailto:violet@sutcliffeconsulting.co.uk) for more details.



## Bringing Festive Cheer

Computanet were the sponsors for the recent KCFM Toy Appeal which aimed to provide presents for a worthwhile organisation called LAFS.

LAFS provides leisure and free time activities for young people with disabilities aged between 4 – 18. In order for children to access the services offered by LAFS children have to have had their needs assessed by social services.

Computanet's aim was to collect new toys for the LAFS appeal to help many children have a wonderful Christmas across Hull & East Yorkshire. Hundreds of toys were collected.



# A New Dawn for Trade Secrets

It has long been said that knowledge is power. In today's globalised, digital economy where the ever faster and easier flow of information, workers and goods presents threats as well as opportunities, protecting trade secrets has never been more important.

It is therefore good news that a proposed EU Directive, which will introduce minimum standards of protection for trade secrets across the EU, has moved a step closer, with EU legislators reaching agreement on its draft wording.

## What are 'trade secrets' and how can they be protected?

English law does not currently offer a general definition of a trade secret nor does it cater specifically for them. Instead they are treated as a form of confidential information which is governed by the law of confidence, a set of legal principles laid down by the courts. Broadly speaking however, trade secrets are commercially valuable information which give a business a competitive advantage and which therefore need to be kept confidential. Trade secrets may take the form of know-how, such as details of a process or technique, or commercial information, such as supplier or customer details. Essentially, the law will protect confidential information (and therefore a trade secret) if:

- it has the necessary 'quality of confidence' (meaning it has commercial value, is not public knowledge nor trivial); and
- it has been disclosed in confidential circumstances.

It is, therefore, the law which decides whether or not information is a trade secret, not the owner of the information. Simply marking information as confidential or asserting that it is confidential will not of itself make it so – it must possess the intrinsic qualities set out above before the law will protect it.

## What protection does the law provide?

If somebody has unlawfully obtained, disclosed or exploited your trade secret, you can apply to court for a remedy. Remedies include an injunction to prevent its further use or disclosure, often together with an order for delivery up of any products which have been produced by the infringer, and/or an award of damages or an order for an account of profits.

## What will change?

In the UK, the answer is relatively little in practical terms. This is largely a reflection of the fact that English law already provides a decent level of protection for trade secrets. The Government will be required to pass regulations to implement the Directive and consequently, for the first time in this country, trade secrets will be protected



by bespoke legislation. The law will provide a general definition of a 'trade secret', however the proposed definition broadly reflects principles already recognised by English law. The draft Directive makes it unlawful knowingly to deal in goods which infringe another's trade secret, which, although similar in concept to current English copyright law, is new as far as trade secrets are concerned. However, the remedies available to a wronged party in the English courts will be essentially unchanged.

The big change is that for the first time businesses will be able to obtain a guaranteed minimum level of protection of their trade secrets in all EU states. This is not currently the case. Therefore this development has to be good news for businesses who export their products or services or employ or contract non-UK personnel who may take unfair advantage of confidential information obtained in the course of their work.

## What next?

It is likely that the draft Directive will be adopted and made law at EU level later this year. Member States will then have a specified period of time within which they must implement the Directive in their own countries, which is generally between 18 months and two years.

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



**By James Westwood, Company and Commercial Lawyer, Myton Law**





## A New Year, a New HR Solution for You!

The start of a new year is a great time to review what your business priorities are - investing in your people and ensuring they are engaged and motivated will give you a great return on investment! Research shows that the most engaged people are the best performers and contribute the most to achieving organisational goals. Hamilton HR Solutions can help you achieve this.

With over 15 years of experience locally and nationally, Hamilton HR Solutions is a customer focused and agile company supporting the whole spectrum of HR needs for businesses, from the smallest to the largest organisations. Whilst we can provide advice on employee engagement, we can also 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.

Hamilton HR Solutions 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](mailto:catherine@hamiltonhrsolutions.co.uk), call us on **07597202214** or visit our website [www.hamiltonhrsolutions.co.uk](http://www.hamiltonhrsolutions.co.uk)



Ian Streets (centre) at the New Gibraltar University.

## East Yorkshire Access Expert in Demand in Gibraltar

An expert from East Yorkshire is helping a Mediterranean tourism hotspot welcome more disabled visitors to attractions ranging from caves to cable cars.

Ian Streets, Managing Director of About Access Ltd, presented accessibility seminars and training sessions in Gibraltar. He is now planning a repeat visit to guide officials and business leaders on ensuring facilities for disabled people keep pace with the increasing investment in tourism.

Ian works throughout the UK in a wide range of business sectors including retail, leisure, offices and transport facilities. He is retained as a consultant to the O2 Arena in London and he is an adviser to the Hull Access Improvement Group (HAIG).

He is also a member of the board of the National Register of Access Consultants (NRAC) and he was recruited to present two training sessions at the

New Gibraltar University and deliver the keynote speech at a seminar organised by the Gibraltar Government's Department of Equality and attended by members of the Gibraltar Chamber of Commerce.

Ian said: "Gibraltar is rightly proud of its attractions and venues and the Government has made a conscious effort to make those experiences available to all visitors to Gibraltar.

"I am helping them with the regulations which will support the improvement of accessibility and I am also speaking to the operators of tourism facilities including the major hotels, the famous caves and the cable car service.

"By making itself more accessible a business will attract more customers and generate more trade."

John Reyes, Director of Equality for the Government of Gibraltar, said: "As part of our commitment to equality and the principle of inclusion, the Department of Equality organised an awareness seminar on access to buildings, plus training workshops on access audit training which were excellently delivered by About Access."

# Finance Yorkshire Continues Investment Success

The first quarter of 2016 is underway and Finance Yorkshire is ready for a productive investment period in which it will continue its excellent track record of enabling businesses to grow and create jobs.

To date Finance Yorkshire has invested £100 million in Yorkshire and Humber, enabling companies to increase their turnover by £360 million and attracting over £215 million from other private sector sources.

Through this activity, Finance Yorkshire investment has helped those SMEs to create and safeguard more than 11,000 jobs in the region.

Hull-based KRL Group has been backed by Finance Yorkshire since 2010 when its turnover stood at £2.1m. The company has grown to become a major supplier of print and copier machines across the North of England and is now targeting £5m turnover. Its workforce has increased from 18 to 25 in the last five years and it has more than 2,000 clients, many across the M62 corridor.

A total of £220,000 has been invested in KRL Group by Finance Yorkshire, providing much needed capital both to kick-start its expansion plans and to support its continued growth.

Managing Director George Baker said: "At the time I took on the business, we needed investment to put in the technology and infrastructure to show



L-R, Ian Atkinson of Finance Yorkshire and George Baker of KRL Group

how professional we were and that we could deliver for clients. Finance Yorkshire supported us from the beginning and their input has been fantastic in helping us get the business to where it is today."

Finance Yorkshire's investment enabled KRL Group to move to a new and larger base in Malmo Road, Hull in 2014 from where the company has achieved its ambitions to expand its geographic reach.

It now has a presence in Bradford, Manchester and on the East Coast which has enabled KRL Group to win and serve larger accounts. New clients include Rix Petroleum and MKM Building Supplies nationwide.

George said: "Finance Yorkshire's support helped establish us regionally enabling us to position ourselves alongside the bigger players in the print and copier machines sector. We're up to £3m turnover and I'd like to be at £5m within the next few years."

Finance Yorkshire's Chief Executive Alex McWhirter said: "KRL Group was one of the first companies we invested in and it is very rewarding to see how our total investment has enabled George and his team to take the business on, grow it, expand into new customer areas and create valuable jobs. KRL Group is a great SME success story."

Alex added: "Finance Yorkshire has further funds to invest during 2016 and a strong pipeline of opportunities. We are confident that the excellent performance of our Fund will continue as we support more businesses to grow and enjoy greater success, further strengthening the 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 attracts 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 the European Investment Bank. Finance Yorkshire is also supported by the Regional Growth Fund.



Alex McWhirter, Chief Executive of Finance Yorkshire



For more information about Finance Yorkshire, please visit [www.finance-yorkshire.com](http://www.finance-yorkshire.com) or call **0300 030 6060**.

# Award-Winning Company Looks to Clean Up with More Success

An East Yorkshire-based commercial cleaning business is looking to build on a hugely successful period in which it has raised turnover by almost a third, increased staff numbers and collected a prestigious award in recognition of its first-class customer service.

Green Commercial Cleaning, which has its headquarters in Priory Park, Hull, has hundreds of customers across the region, and counts the likes of The Deep, ABP, P&O Ferries, and KC among its long-standing, prestigious clients.

Over the past 12 months, heavy investment into new software systems, which provide customers with live information on all work being carried out for them, and into a ground-breaking new chemical-free cleaning product, have ensured Green Commercial Cleaning has set itself apart from its competition.

It brought the firm the prestigious 'Customer Focus Award' at the Hull Daily Mail Business Awards in November, capping off a superb two years of growth and development for the business.

"We head into 2016 with great optimism and



feeling very proud of our achievements over the past two years," said managing director James Needler.

"We placed a huge emphasis on added value for our customers in 2015, from the development of new products to offering greater transparency into every aspect of our work. We know that to be successful, you need to commit to keeping customers happy at all times, and therefore it was

very pleasing to pick up an award from which customer feedback was key.

"One of the great comments made by judges of the Hull Daily Mail Business Awards was that we were a firm which gave all customers the same level of respect and commitment, from blue chips and long established Hull firms to local schools.

"That is something we have always sought to do, and will continue doing so into the future."

## Regus Opens its First Hull Centre

Global workspace provider Regus has opened the doors to its first business centre in Hull.

The facility is located in Norwich House, in the city centre, just a few minutes' walk from Hull Station.

The centre houses over 200 workstations and offers a variety of flexible working options for businesses and professionals. These include meeting rooms which are bookable by the hour, a dedicated, drop-in business lounge, office space, day offices and virtual office services.

Since opening, the centre has already proved popular with a wide range of users including

local small businesses, start-ups and remote workers as well as larger firms establishing a footprint in the local area.

Richard Morris, UK CEO, Regus, comments: "We're delighted to have opened our first Hull location which caters to the growing demand amongst the city's professionals for more flexible, cost-effective workspace.

"We know that more and more people are working flexibly, instead of being constrained to the traditional 9-5 in the office. Consequently we are seeing consistent growth of interest in flexible working options which provide a more

cost effective alternative to fixed offices.

"As world leader in flexible workspace, we are committed continually to expanding our network and making business easier for our customers across the globe."

Demand for flexible workspace is growing steadily, as businesses aim to save money on lengthy leases and give employees greater freedom in where and when they work. Research from Regus shows that 40% of UK workers spend at least 2.5 days per week working outside of their main office.

[www.regus.co.uk](http://www.regus.co.uk)



# Online Dispute Resolution – What Do Businesses Need to Do to Comply?

**Lewis Couth, Senior Solicitor and Dispute Resolution Specialist**

There is currently a noticeable shift away from the long, costly and public process of court proceedings in favour of solving disputes quickly and quietly by way of Alternative Dispute Resolution (ADR). The government has recently implemented a raft of reforms, one of which being in respect of online dispute resolution for consumer disputes.

The regulation, which came into force on 9th January 2016, provides for the creation of an EU-wide Online Dispute Resolution (ODR) platform. It is hoped that this will provide a quick, cost-effective and impartial process for resolving online disputes out of court.

## Does the regulation apply to your business?

The regulation applies to any trader who operates online, whether fully or partially, and is situated within one or more EU member states.

It will only be mandatory where you have a dispute with a consumer who is based in another EU member estate, so whether this will have much impact in practice is up for debate. Nevertheless it is still necessary to maintain compliance with the regulation.

## How do you comply with the new ADR regulation?

The necessary steps are set out in brief:

- All traders must provide an easily accessible link to the ODR platform on their website and the email address of the trader must be shown on the website. If an offer of ADR is made by email, the link should also be in the email.

- Any terms and conditions should also contain information about the ODR platform, and the possibility of using it in a dispute.

## What happens if you have a dispute?

Unfortunately disputes happen. If the consumer opts to use the ODR platform in a dispute, then;

- The consumer fills out the relevant forms setting out the grounds for dispute which are sent to the respondent.
- You and the consumer exchange information and, if possible, agree on an ADR entity to handle the dispute. If you cannot agree the complaint goes no further. However, it does not mean that the consumer can't attempt to resolve the dispute by other means.
- If an ADR entity is agreed, the consumer is informed. If instructions are accepted, they will contact you and the consumer to organise the next steps in the process.
- If you or the consumer unreasonably refuse to engage in ADR and court proceedings are issued, then costs penalties can be imposed by the court on the unreasonable party.

Each member state will appoint an ODR contact who will be responsible for supporting complaints through the platform. That contact will have discretion as to whether or not a dispute is dealt with through the platform between two parties resident in the UK.

Whilst the success of this initiative remains to be seen, the regulation highlights the increased role of ADR, and reminds both businesses and

consumers that there can be considerable advantages to settling disputes outside of the courts.

Lewis Couth



Wilkin Chapman's experts have particular experience of both resolving matters by way of ADR or where necessary via the issuing of court proceedings. For further information, contact Lewis Couth on **01482 398394**, email [lcouth@wilkinchapman.co.uk](mailto:lcouth@wilkinchapman.co.uk) or visit [www.wilkinchapman.co.uk](http://www.wilkinchapman.co.uk)

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solicitors



# Award Winners Issue Auto Enrolment Alert

Chamber Member Golding Computer Services is urging businesses to take the high-tech route to tackling auto enrolment after winning yet another award for its computerised accounts training.

The Hull-based company has added a UK Gold Centre Award from the International Association of Book-keepers (IAB) to a collection of honours from the IAB and Sage.

Golding achieved IAB Silver status for 2013–2014 and had previously won two other IAB awards for delivering courses in Computerised Accounting for Business.

Vic Golding, Managing Director of the company, received the latest award at the House of Commons from IAB Chair Janet Jack and underlined the benefits of using technology for accounts training.

Vic said: "This award is welcome recognition from the IAB once again. It demonstrates the

importance and the quality of our partnerships and it highlights the benefits of computerised accounts training.

"We are now applying technology to help employers, their accounts staff and consultants meet the requirements of the Government's auto enrolment scheme."

Golding – which has posted an auto enrolment alert on the Chamber's 2016 year planner – was commissioned by the Chartered Institute of Payroll Professionals (CIPP) to help to develop online resources. These enable employers to establish the extent of their involvement with automatic enrolment and, if appropriate, give practical advice on each of the stages in the process.

Golding is using its distance learning expertise to provide the CIPP's interactive online automatic enrolment resources and links programmes for employers, accountants and advisers.

Vic said: "2016 is a big year for auto enrolment with 110,000 employers required to implement the scheme from January 1 until March 31, and 512,000 businesses to join during the whole of the year."

For details of the CIPP courses contact Di Garbera at Golding Computer Services on Hull (01482) 328706, email [di@gcs-limited.com](mailto:di@gcs-limited.com) or visit: [www.gcs-limited.com](http://www.gcs-limited.com)



## Funded CMI Level 5 Qualification in Management

Location: Encompass, Unit 6, Melton Office Village, North Ferriby, HU14 3RS

The Level 5 Qualification in Management offers learners an accredited and industry recognised qualification from the Chartered Management Institute (CMI), that can be completed along with their day-to-day role.

Academically equivalent to a first year degree, the qualification has been designed to develop those who are currently in a managerial position. There are no formal prerequisites, however five plus years in a middle management position is advised. We do offer a Level 3 management qualification which would be suitable for Supervisors and Team Leaders looking to progress in to a management position.

The qualification will cover:

- Personal development as a manager and leader
- Information-based decision making
- Practices of resource management
- Meeting stakeholder and quality needs
- Conducting a management project

Starting in March, the CMI Level 5 Higher Apprenticeship in Management is available funded, subject to eligibility. The duration of the course is 18-24 months, depending on the progression of the learner.

For further details, feel free to contact one of our Course Advisors on 01482 222463 or email [enquiries@encompass-development.co.uk](mailto:enquiries@encompass-development.co.uk)

# Cyber Events Happen Every Day – is Your Business Protected?

It's not just for big companies. Cyber insurance can make the difference between staying in business or shutting your doors after an attack.

Cyber liability insurance has become an essential aspect of insurance for most businesses, plugging the gap common in many standard insurance policies when it comes to online protection from email, internet and IT networks abuse or misuse.

Consider the following:-

- Your employee accidentally or deliberately sends an e-mail containing private customer information
- An employee laptop containing private customer information is lost or stolen during travel

- A hacker gains unauthorised access to your network and steals private customer and employee information

Regardless of how data is lost/damaged/stolen, you as a company are liable for data held on your systems or your cloud servers. So if a hacker steals sensitive information and leaks it to the general public, you can still be hit with regulatory action and possible legal action.

Many cyber liability policies offer 'first party' coverage. That is, they will pay you for things like business interruption, the cost of notifying customers of a breach, and even the expense of hiring a public relations firm to repair any damage done to your image as a result of a cyber-attack. Having this cash available in the event of a crippling hack can keep the lights on til you're able to resume your normal cash flow.



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



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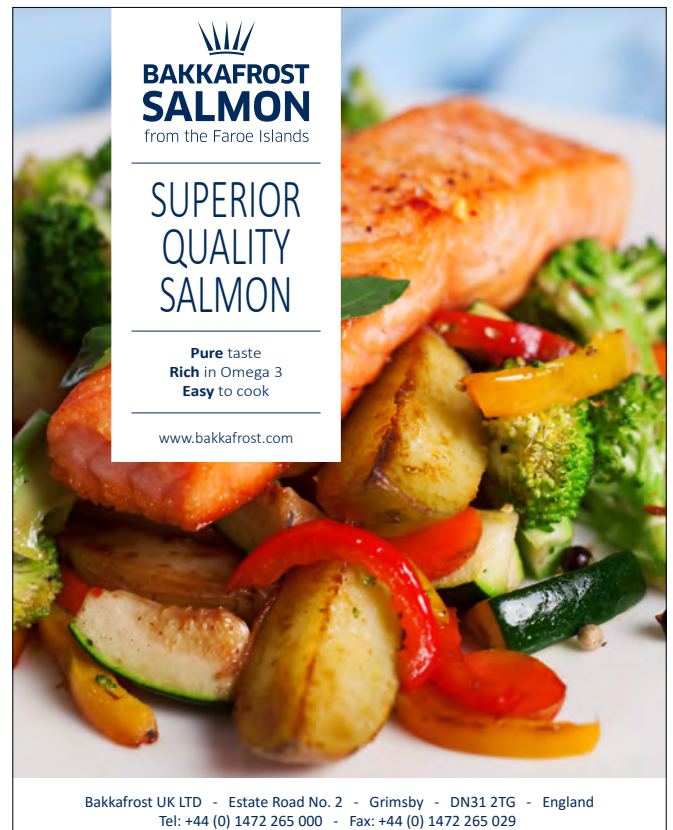
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# The Guildhall

## - A Unique Venue Offering Versatile Hire Facilities

The Guildhall in Kingston upon Hull is a prestigious location for conferences, formal dinners, civil ceremonies and wedding receptions. It is one of the North's most impressive venues, providing excellent hospitality within a historic setting.

There are a number of rooms available for hire and the Guildhall can accommodate any event from small meetings to gala dinners for up to 250 people.

The venue offers wifi and full range of AV equipment tailored to your requirements. This magnificent venue provides a professional catering service and conference support team, whatever your requirements our dedicated staff will be happy to help. Situated in the city centre, the Guildhall is 10 minutes walk from the Hull Transport Interchange. Wheelchair access throughout, disabled parking and toilets.

For further information or to arrange a viewing contact Victoria on **01482 613393** or e-mail **Guildhall.BusinessOffice@hullcc.gov.uk**

Visit our website **www.hullcc.gov.uk**. Hull Guildhall, Alfred Gelder Street, Hull HU1 2AA



## Hull Choral Union

- Founded 1929

# Music for an English Spring

Saturday 23 April 2016 - 7.30pm

A Commemoration of the 400th Anniversary of Shakespeare's death

Conductor: Laurence Rugg

Jubilee Church  
King Edward Street, Hull

Tickets: Hull City Hall Box Office 01482 300300  
& On the door at the event  
£12 Adults (10% reduction for HCU Patrons)  
£5 Jobseekers and Higher Education Students  
£1 Accompanied children under 14  
AND 14 - 18 Students

Do  
come &  
listen

[www.hullchoralunion.org](http://www.hullchoralunion.org)

Registered Charity No. 1071325

This year sees the 400th Anniversary of Shakespeare's death, which occurs on 23rd April, St. George's Day. To celebrate this occasion, Hull Choral Union is performing some settings of his words in its concert, *Music for an English Spring*, in the Jubilee Church, King Edward Street Hull, to be held on that same day.

George Shearing, renowned jazz pianist and arranger, set some of Shakespeare's words in his Songs and Sonnets. These are mainly from the plays - "It was a lover and his lass" ("As You Like It."), "Who is Silvia?" ("Two Gentlemen of Verona"), amongst others and one is the sonnet "Come live with me and be my love". The collection pays homage to Shakespeare's innate musicality and demonstrates Shearing's facility to set these words. The pieces are new to the choir and it loves singing them. To round off Hull Choral Union's tribute to this Anniversary are some of Vaughan William's settings, which include "Over Hill, Over Dale" ("Midsummer Night's Dream").



What better way to commemorate St. George's Day and Shakespeare's death (some say his birth date too)? Do come to listen to choral music from Tudor times to the present day.

### Enjoy singing and like a challenge?

Join Hull Choral Union to sing

- some of the greatest choral music
- often with an orchestra and professional soloists
- for your health and reduce stress!

### Ability to sight-read NOT essential

Please contact Gaynel Munn, on **01482 654567** or email **feedback@hullchoralunion.org**





Guest of the British Caribbean Chamber (BCCC) House of Lords Dinner (from left to right) John Kennedy, Chairman Boka Group; Kenny Anthony, Prime Minister of St Lucia; Lord Howard of Lympne, BCCC Patron; Dr Ian Kelly, BCCC Group Chief Executive; Angus Thirlwell, Group Chief Executive of Hotel Chocolat and David Beasley, CEO of Classlane Media.

## Howard's Way – to the Caribbean

At a recent House of Lords dinner, Lord Howard of Lympne, Patron of the British Caribbean Chamber of Commerce, which is based in Hull/Humber and linked to the Hull & Humber Chamber of Commerce, played host to the Prime Minister of St Lucia, Kenny Anthony.

The Dinner, arranged by the British Caribbean Chamber, set the agenda for a trade and investment visit to the Eastern Caribbean

and Trinidad and Tobago in February. This was aimed at exploring 'exclusive investment opportunities' in both Grenada and St Lucia, as well as more traditional 'trade links' into Trinidad and Tobago, where the two largest businesses on the island are British-based BP and BG, formerly British Gas.

Major UK investors in the Eastern Caribbean attended the Dinner, including Peter De Savary, famous for his role in the America's Cup but also a formal Ambassador to the island of Grenada. John Kennedy Chairman of the Boka Group and Angus Thirlwell, founder of Hotel Chocolat, both with major investments in St Lucia, also attended to highlight the market opportunities in both these two British Commonwealth Caribbean islands, which are currently expanding rapidly through tourism, especially from the UK.

Dr Ian Kelly, group Chief Executive of the British Caribbean Chamber, said: "At the top end of the market, these two exclusive Caribbean islands offer excellent opportunities for both

trade and investment, which Prime Minister Kenny Anthony was kind enough to review for us on this special visit to explore opportunities for investment in particular. A gentle rivalry developed over the evening as our Patron Lord Howard (an official 'Friend of Grenada') and Peter De Savary teased other guests about the benefits of Grenada, whilst John Kennedy and Angus Thirlwell championed the delights of St Lucia."

Prime Minister Anthony highlighted his commitment to trade into the UK market by noting a Memorandum of Understanding between his St Lucia Trade and Export Promotion Agency (TEPA) and the British Caribbean Chamber. This included a Market Access Internship Programme where TEPA staff will be seconded into the BCCC office in Hull, UK from February 2016.

David Beasley, of Classlane Media, is one of a number of Yorkshire business leaders involved in the programme of activities aimed at promoting trade.

# Achieve a Higher Level of Competence and Confidence

Business Intelligence readers...hello! My name is Luke Thornton and I'm a coach, who happens to specialise in 'communication'.

In a nutshell, I help people achieve a higher level of competence and confidence with their ability to communicate.

Particularly common areas I work on with clients include presentation skills, public speaking, body language, general delivery and just being ourselves.

I work with clients over time (one-two times per week, for a series of weeks for example) to fine tune their communication skills and provide clear direction and feedback in order to arrive



at our goal which we determine at the start of our journey together. I have found that this approach, regularly meeting, leads to long term

success and significantly higher skill retention, especially when compared to one off workshops.

## Benefits of Good Communication

- Improved networking opportunities
- Publicity
- Improved confidence & self esteem
- Career advancement
- Leadership skills development

So if you, a member or staff or otherwise could benefit from coaching, get in touch to organise a conversation and we can speak further about your situation.

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- Provide a cheap way for staff to get to and from the office
- Reduce congestion and improve relations with local communities
- Reduce your CO<sup>2</sup> emissions
- Improve your corporate image
- Forms a key part of your travel plan



Find out more at:  
[www.travellincs.liftshare.com](http://www.travellincs.liftshare.com)

# How Do You Spend Your Free Time?

After a full day at work, time spent recharging your batteries is never wasted, but what if you could spend just a few of your precious down-time hours earning a healthy residual income?

As a self-employed Arbonne Independent Consultant, you'll have full ownership of a business that you can build and develop at your own pace and keep your 'day job'.

You've maybe heard of 'Arbonne', so before we go any further let's smash a few myths, Arbonne is not a franchise, a girly 'lipstick' business, or a 'here today, gone tomorrow' gimmick.

It is however, the successful blend of botanically based Swiss heritage product with a sound business model.

Arbonne was established 25 years ago and has been in the UK since 2007. Oh and already has at least 12 National Vice Presidents in the UK!

The product development of the wellbeing, health and sports nutrition ranges is given as much investment and support as the beauty and pampering ranges. No animal testing, full vegan and allergy tested, with US Banned Substance Control Group clearance.

Arbonne Independent Consultants receive ongoing training, including personal development support. There's no requirement to buy and hold stock, there's no cash handling involved or deliveries to make and manage.



Like what you've read so far? <http://stellaonyett.arbonne.com>  
Happy to chat **07770 580567** or email me [stellaonyett@gmail.com](mailto:stellaonyett@gmail.com)



## East Yorkshire Brewery Awarded Quality Certificate

Great Newsome Brewery is be one of the first breweries in the UK to be awarded the Society of Independent Brewers (SIBA) Food Safety and Quality Certificate.

The East Yorkshire based craft brewer was awarded the standard following a rigorous audit of its brewery and practices back in September.

The SIBA FSQ has been developed as an industry leading quality standard for craft breweries throughout the UK.

"To be one of the first breweries in the UK to be audited and awarded a SIBA FSQ certificate is fantastic recognition for all the hard work that goes on behind the scenes by the team here at the brewery", said Matthew Hodgson from Great Newsome Brewery.

"I believe having a quality standard like this helps small brewers like ourselves especially when talking to potential and existing customers. It gives them the same confidence to buy from us as they would from a much larger business", he added.

The SIBA FSQ audit reviews all elements of brewing practises from storage and handling of raw materials through to record keeping and safety at work. The biannual audit was launched earlier in the year with the first audits being carried out in September.

Great Newsome Brewery is an award winning craft brewery including three World Beer Awards and is based close to the city of Hull in East Yorkshire. The brewery uses home grown malting barley from its farm to brew its range of beers and uses quirky names such as Sleck Dust, Pricky Back Otchan and Frothingham Best. Established in 2007 it now supplies its award winning cask and bottles beers throughout the UK and overseas.



## New Name

Originally set up by Alexis Powell-Howard and Vicky Elbourne in 2012 and called Mentis Therapy and Training, the company has been rebranded and called Fortis. A re-launch party

was held to mark the change of name. The company were winners at the 2015 Chamber Northern Lincolnshire Business Awards and continue to go from strength to strength.



## MD Nominated for Two Northern Power Awards

Debbie Heald, the part owner of security manufacturer, Heald Ltd has been nominated for two Northern Power Women awards.

Based in Homsea, Heald Ltd design, manufacture and install vehicle mitigation systems that are distributed worldwide. Its products include bollards, roadblockers and barriers that aim to prevent criminal organisations from carrying out targeted attacks on high profile sites such as government buildings, airports and shopping centres.

Managing Director Debbie purchased a 50% share in the business in 1994 and since then the company has experienced significant growth; employing 38 people from the local area and expanding export opportunities.

The Northern Power Women Awards seek to encourage gender diversity in the North of England and increase opportunities for women in business. The awards, which will take place on 3rd March in Deansgate, Manchester, recognise positive role models who actively demonstrate their interest in transforming business culture.

Debbie has a keen interest in supporting women in STEM careers and hopes to use her position in the security industry to inspire others. She has been nominated in the 'Outstanding Entrepreneur' and 'Small Business' categories.

Judges of the awards include a number of leading business figures; Ali Gayward, UK Commercial Manager of EasyJet, former Business Minister Jo Swinson, Carl Wood, Managing Director of Trinity Mirror and Damian Walters, Regional Director of CBI.

Debbie commented: "These awards top off an amazing 2015. It is an honour to be recognised in such outstanding categories and in particular for awards that are instrumental in championing the impact female business owners have on the economy."

## Ways to Cut Business Costs

Do you run a small business? If so, you might be wondering if there are any ways for you to save some money at work.

Our reliance on energy like gas and electricity is increasing as we become more reliant on technology in our everyday working lives.

Here are five simple ways for SMEs to cut costs and save money.

### 1. Get a Smart Meter Installed

Your business can work on its levels of energy consumption once it knows how much energy is currently being used. A smart meter from an energy-efficient provider will help you to reduce your usage as well as reduce your costs.

### 2. Use Power Wisely

If you have any high energy processes to run at work, see if you can schedule them to run during off-peak hours.

Not only will it make them more efficient but if you also have a lower rate off peak you will save this way too.

### 3. Waste Not, Want Not

Do the lights need to be left on in your office overnight? Are you leaving doors and windows open while the heating is running? All of these things contribute to increased energy consumption, most of which ends up wasted. Remember the cheapest energy is the energy you don't use.

### 4. Switch Providers

Energy providers all like to claim that they can offer you the best deal, but it's not always true. Your energy provider might not be giving you the best possible deal for you and your business. Speak to UGP today to have a free bill analysis with a chance of receiving up to £100 off your first bill.

### 5. Know Your Contract

A lot of small businesses get caught up in the day operations and often allow their contract to be rolled onto a 'deemed rate' when their contract ends. This is typically around 60% higher than a contracted rate would be and thus has a huge effect on your bills, if your latest bill was unusually high speak to UGP today for a free quote on **07740 744014**

## The Consumer Rights Act 2015

### The Three Key Risk Controls for Businesses



By John Seale, Trading Standards Practitioner and Business Consultant at JMKT.

The Consumer Rights Act presents real risks to businesses' consumer contracts. These three key controls can enable companies to manage their exposure.

Key Risks - The CRA is not a legal revolution, but getting it wrong exposes you to -

- Unenforceable or rejected contracts.
- Provide free repairs or replacements.
- Imposed price reductions.
- Enforcement action.

Key Changes - The CRA updates familiar consumer rights, with key changes including -

- The time limit to reject goods changed from a 'reasonable time', to 30 days.
- One chance to repair or replace faulty goods before consumers can reject or require a price reduction.
- A strengthened right to repeat performance for inadequate services.
- Clarified rights on price reductions.

The three key areas for managing risk.

#### 1. Information and Representations:

Anything said to consumers, if incorrect, may give consumers rights to a remedy. Conversely some contracts aren't binding if a consumer isn't given the required information. Careful control of the information is therefore our first tool for managing risk.

**2. Evidence and Proof:** In a dispute, the burden of proof falls mainly on the consumer. The CRA, however, assumes that faults found within six months are the responsibility of the seller, unless proven otherwise. Our second control is therefore being able to evidence the condition of products at delivery.

**3. Terms and Conditions:** Businesses cannot restrict liability. Any restrictive terms are void and illegal and may lead to enforcement action. Being clear in your terms is however not illegal and being clear on estimates, timescales etc. controls your exposure and reduces disputes.

This is not a comprehensive guide. For more advice contact John Seale - **07443873058** - [johnseale.jmkt@gmail.com](mailto:johnseale.jmkt@gmail.com). Full article and FAQs at [jmkt-msl.com](http://jmkt-msl.com).



Kathryn Shillito and Matthew Grove with Bob Carver (left) and Dave Green.

## Double Boost for HullBID Ahead of Ballot

HullBID is heading into its renewal ballot on the back of a double boost to the organisation's powers and profile.

A donation of £11,000 from traders will help the BID build on the success of a security radio system which has become a key tool in the fight against crime.

Meanwhile a top award for the BID's former Chair has underlined the organisation's importance and influence in the business community.

The radio service contribution came from the Hull City Retail Crime Partnership (HCRCP), which ran a scheme across the wider Hull area from 2006 until 2010. The organisers had a surplus of £22,000 when the service stopped and they decided to split the money 50-50 between the HullBID system and Humberside Police.

Kathryn Shillito, HullBID City Centre Manager, said: "The radio system is one of BID's great success stories and we recognise that it has its

roots in the excellent service operated by the HCRCP. We are committed to building on their hard work and this donation will help us to do that."

Former HullBID Chair Vickie Jackson MBE was recognised for an outstanding career in business at the Hull Daily Mail Business Awards. Vickie, who stepped down as Chair after the 2011 ballot success, was presented with the Mail's Lifetime Contribution Award.

Jim Harris, the current Chair of HullBID, said: "The award underlines the significance of Vickie's achievements in the business and charity sectors and we are particularly pleased that it recognises her work for HullBID where she continues to be a great asset and influence."

Kathryn added: "As we head into the next ballot Vickie's achievements coupled with the donation for the radio system will help us demonstrate the importance of HullBID's role at the heart of the city centre business community."

## IT Specialist HBP Systems Develops Five-Year Plan

Expansion of its operation in Hull has been a key factor in the ambitions of specialist IT provider HBP Systems to double the size of the business over the next five years.

The company is already on track for significant growth, having just achieved their best-ever year, increasing turnover to £3.8m over the same period.

Managing Director Joanne Dixon says the past year has been a phenomenal one for the Woodhouse Road, Scunthorpe based company.

She said: "The growth has been achieved because of the continued investment in our IT services and solutions allowing us to diversify and expand our product portfolio giving us the ability to provide businesses with an end-to-end IT solution. As a company we strive to go above and beyond for our customers and this is clear as, 97% of our clients stay with us."

Growth in business has seen growth in employment too, with staff numbers going beyond 50 for the first time ever.

"Because our business ethos is based around the skills and approachability of our employees we've chosen the right people carefully, and I'm confident that the way they work will sustain that client retention rate and help us extend the client base further." Joanne explained.

The invested interest in staff's continuous personal development has been met with accolades from media outlets both regionally and nationally. "We have been shortlisted as finalists in a number of business awards for our commitment to business growth and innovation within the IT sector. It brings me incredible amounts of joy that our IT Support Supervisor Ryan Garlick, has been nominated as a finalist for his commitment to HBP Systems in the nationally recognised British Chamber Awards. We are hoping he'll be named as the national winner of the Young Person in Business title at the Chamber Awards in London on November 26th." Joanne commented.

Other significant developments this year have included adding Sage X3 software to the product range, which means HBP Systems can offer comprehensive, flexible, market leading accounting packages for corporate enterprises. More importantly Joanne and the HBP team will continue striving for excellence allowing HBP to support the small and medium sized enterprises that have been its core client base since 1991.

# New Showroom Follows Birthday

Local window, door and shop front supplier Window World have announced that, after recently celebrating their fifth birthday, they will be opening a new showroom.

Managing Director Danny Clarke said: "With our fantastic referral levels and continued growth we are really excited to take Window World to the next level."

The Hessle Road based showroom will showcase many products, including their new extra energy efficient window, Eurocell Eurologik.

Danny explained, "Eurocell is not only excellent value for money but it also offers many different colour options with short lead times so it is a great addition to our business. Local businesses and builders within Hull and the surrounding areas are looking for new and exciting colours for their shop fronts and facades; Eurocell gives us this, saving on energy bills at the same time.

"The new showroom responds to the needs of our customers who required a place to showcase all of the products on offer. We will be displaying a large selection of options and colours in a friendly and inviting environment.



**Danny Clarke holds aloft the FA Trophy at Wembley Stadium with North Ferriby United**

"Our success is due purely to focussing on customer service. We work a lot with our customers to see what they want; we have recently employed an in-house sales and marketing team purely from listening to our customers' needs."

Window World, who started with just Danny and one other member of staff back in 2010, has now grown to 14 employees. Constant growth has meant that Window World are now one of the major players in the area.

Anyone requiring Windows, Doors or Shop fronts for their business can contact Danny regarding the open day or any of their services on **07917762152** or the office **(01482) 216330**. More information can be found at [www.windowworldonline.co.uk](http://www.windowworldonline.co.uk) or @**WindowWorldHull** on Twitter.



## IT Services Company Helps Deploys the HumberTag System

Leading Hull IT Support Company, Virtual Networking, which provides outsourced IT support, cloud services and business resilience services has recently been involved in the deployment of the HumberTag system.

The fast growing business employs seven IT specialists and was awarded the prestigious contract, which includes the ongoing support of their mission critical IT systems, based on their reputation for focused service delivery, something they view as their USP in a competitive marketplace.

Scott Clark, Managing Director of the company, said: "It has been an amazing opportunity to work as part of the HumberTag project. Having worked with the Humber Bridge for nearly 12 years we have seen them embrace technology to improve efficiency as a business, but by implementing the HumberTag they have taken this to a whole new level!"

Virtual Networking worked alongside the Humber Bridge and SICE, the manufacturer of the new toll systems, for the past 12 months. Since their partnership, Virtual Networking has built the Humber Bridge IT infrastructure from a simple back office server to a network of highly available Virtual Servers.

Virtual Networking plans to continue to add a select number of large, prestigious businesses to its client base by offering a 24/7 service that is based on customer sovereignty.

It expects growth to come from the local regeneration of the area and is looking to target the green and renewable verticals. Businesses that are interested in knowing more about how Virtual Networking can improve their existing IT services and support levels should contact [scott@virtualnetworking.co.uk](mailto:scott@virtualnetworking.co.uk)



## Celebrating Success

Business leaders from across the region gathered to celebrate success at the recent Hull Daily Mail Business Awards and local telecommunications firm The Cobus Communications Group were delighted to pick up the winners award for Community Involvement in 2015.

Presented for inspiring an environment where community involvement was part of everyday life at Cobus and for the lasting legacies that they have created. Cobus Managing Director,

Michael Smith, commented "It's been a fantastic year for Cobus and although I formed the Cobus Foundation in 2010 to give something back to the local community and our chosen charities I didn't anticipate just how involved the whole team would get. It's been really pleasing for me to see all of the good work and money raised and to be recognised in this way for our combined efforts by winning this prestigious award'.

The awards, which culminated in a glittering ceremony at the Mercure Grange Park Hotel in

Willerby, honoured excellence in 15 categories and featured a speech from City of Culture boss Martin Green and was hosted by TV presenter Helen Fospero.

It's the second time that Cobus have been nominated at these prestigious awards and staff are delighted that their fundraising efforts for local charities continues to help organisations across the city and has also been recognised by our peers.



David Norton of Root2 Recruit and Katie George from Icelandic Seachill

## Winner Winner Fish Dinner!!!!

David Norton from Root2 Recruit, Lincolnshire's Online Fixed Price Recruitment agency, was thrilled to notify Katie George, HR Manager from Icelandic Seachill's Chilled site, that they had won Root2's recent competition for a free Fixed Fee Recruitment campaign worth £995.00.

The competition ran from September through to November, with the aim of supporting the launch of Root2 Recruit, which offers a refreshing alternative to traditional recruitment methods. Firstly they no longer charge percentages based fees and charge a single flat fee regardless of salary or number of hires from each campaign. David is looking forward to working with the Icelandic Group and delivered an online demonstration to explain how the process works.

The local seafood company, with global links, offer a wide variety of fresh, chilled and frozen fish and seafood products for the retail and foodservice industries. They will use the campaign to recruit an IT technician.

Online demonstrations of the fixed price recruitment process can be booked by visiting [www.root2recruit.co.uk](http://www.root2recruit.co.uk)

## Time to Enter 2016 Chamber Northern Lincolnshire Business Awards

The Northern Lincolnshire Business Awards 2016 launched on January 19.

Organised by the Hull & Humber Chamber of Commerce in partnership with Phillips 66, the Awards, now in their 15th year, will be open to all businesses throughout Northern Lincolnshire.

Entries will be sought from new and established, large and small companies. As well as general categories, applications are also invited for awards in International Trade, Innovation, Training, Excellence in the Community, Business Growth and Business Person of the Year. A lifetime Achievement Award will be presented as well as an Award for the overall Business of Excellence

Entries can now be made online at [www.nlincsba.co.uk](http://www.nlincsba.co.uk) Deadline for entry is Wednesday, March 2. Companies can apply for up to three Awards, assuming they meet the Awards criteria.

The three final nominees in each category will be filmed by Juice Media and those films shown at the Awards Dinner and Presentation evening, to be held at Grimsby Auditorium, Cromwell Road, Grimsby on Friday May 13.

The Dinner and Awards Presentation will be filmed by Estuary TV and shown on their Channel.

As well as celebrating the outright winners of each Award, the Dinner will have a 'Grease the Musical' theme with entertainment provided by professional West End performers and local students.

The Dinner will include a sparkling wine reception sponsored by Oaklands Hall Hotel/The Lincolnshire Chef and tickets can be booked on a dedicated application form through the website [www.nlincsba.co.uk](http://www.nlincsba.co.uk)

For further information on any aspect of the Awards please look at the dedicated website, [www.nlincsba.co.uk](http://www.nlincsba.co.uk), email [info@nlba.co.uk](mailto:info@nlba.co.uk) or telephone Anne Tate on **01472 342981**.



# Centre Offers Crucial Support to Exporters in The Humber

One of the biggest concerns for businesses contemplating trading abroad is that it can seem all too daunting.

Concerns about everything from adapting to new cultures and languages to preparing the correct documentation can act as a deterrent for would-be exporters.

But it does not have to be like that as long as you have right support and the International Trade Centre team at Hull and Humber Chamber of Commerce is there to smooth the way to successful exporting.

The team offers a comprehensive package of international trade services to help companies succeed in foreign markets.

Whether you are planning to export for the first time, or you are expanding on your existing export activities, the International Trade Centre team can offer practical advice and assistance.



Their aim is to help companies with:

- Error Free Exporting
- Improved Customer Service
- Prompt Receipt of Payments

The International Trade Centre is able to offer an extensive range of products and services to companies and business people nationwide.

Hull & Humber Chamber of Commerce Members can benefit from reductions in some of the fees for documentation, networking events, consultancy, seminars and training courses.

The International Trade Centre team is able to offer an extensive range of products and services, available through its overseas networks, including market research, overseas visits, trade fairs and trade missions.

The centre of excellence also provides a full export documentation service, a translation and interpreting service and monthly international trade networking events.

### Trade Visits

The ITC has great experience in delivering overseas trade missions and exhibitions and has built up a wealth of knowledge and contacts which the team is happy to share with companies looking to develop in overseas markets.

### Helpdesk

The Helpdesk has been established to advise companies on any technical or regulatory questions that they may have. They can help you to deliver goods at the right place, at the right time, in good order and condition at the most economic cost.

### Documentation

The team offers detailed advice and services related to all export certification, authorisations and legalisation requirements that you may have.

### Global Business Networks

Business-to-business support through the network

of global Chambers of Commerce is available for British businesses large and small in many markets across the world.

### Training

The Chamber runs a wide variety of importing and exporting training courses for international traders. It provides seminars and workshops on general export and import procedures and we can also offer bespoke training and consultancy to meet your exact international trade needs.

### Language Services

The team can provide a full translation and interpretation service to meet all of your business language needs.

### Chamber Foreign Exchange

Chamber ForEx can help companies protect their business against adverse rate fluctuations and make the most of any positive movements, whilst giving access to exclusive offers and highly competitive rates of exchange.

# Opportunities Open Up in The Caribbean

The International Trade Centre has strong contacts across the world with one of the areas attracting interest being the Caribbean.

At a recent House of Lords dinner, Lord Howard of Lympne, Patron of the British Caribbean Chamber of Commerce, which is based in Hull/Humber and linked to the Hull & Humber Chamber of Commerce, played host to the Prime Minister of St Lucia, Kenny Anthony.

The dinner, arranged by the British Caribbean Chamber, set the agenda for a trade and investment visit to the Eastern Caribbean and Trinidad and Tobago in February. This was aimed at exploring 'exclusive investment opportunities' in both Grenada and St Lucia, as well as more traditional 'trade links' into Trinidad and Tobago, where the two largest businesses on the island are British-based BP and BG, formerly British Gas.

Major UK investors in the Eastern Caribbean attended the dinner, including Peter De Savary, famous for his role in the America's Cup but also a formal Ambassador to the island of Grenada. John Kennedy Chairman of the Boka Group and Angus Thirlwell, founder of Hotel Chocolat, both with major investments in St Lucia, also attended to highlight the market opportunities in both these two British Commonwealth Caribbean islands which are currently expanding rapidly through tourism, especially from the UK.

Dr Ian Kelly, group Chief Executive of the British Caribbean Chamber, said: "At the top end of the market, these two exclusive

Caribbean islands offer excellent opportunities for both trade and investment, which Prime Minister Kenny Anthony was kind enough to review for us on this special visit to explore opportunities for investment in particular."

Prime Minister Anthony highlighted his commitment to trade into the UK market by noting a Memorandum of Understanding between his St Lucia Trade and Export Promotion Agency (TEPA) and the British Caribbean Chamber. This included a Market Access Internship Programme where TEPA staff will be seconded into the BCCC office in Hull, UK from February.

**"At the top end of the market, these two exclusive Caribbean islands offer excellent opportunities for both trade and investment."**

# Why it Makes Sense to Trade Internationally

It makes sense to trade internationally. That is the message being conveyed to Hull and Humber businesses by the man who leads the UKTI in the region.

Regional Director Mark Robson is urging companies to back 'Exporting is GREAT', the UK's most ambitious export campaign to date, which was launched late last year.

Through the campaign, and for the first time, real-time export opportunities will be presented across media outlets and digital channels to businesses of all sizes, across all sectors and regions of the UK.

The campaign will provide advice and expertise to support businesses at every step on their exporting journey, from initial interest to selling in-market.

This will include a year-long Exporting is GREAT roadshow that will travel the length and breadth of the country giving face-to-face assistance to first-time exporters using the latest technology to connect businesses with export opportunities.

Mark said: "The idea of the campaign is to get the message out to companies that trading internationally makes good sense for them.

"We saw the value of international trade during the recent recession when companies that traded abroad found themselves less vulnerable to problems in the UK market because they were trading and spreading risk across a range of markets.

"We are seeing an increase in companies trading internationally but we need to increase the number and the Government has set a target of 100,000 more businesses trading internationally in the next five years, including hundreds more in Hull and Humber."

Mark believes that there is much to recommend international trade. He said: "Trading abroad

opens up new opportunities and gives companies a way into new markets and customers.

"More than 1,000 Humber companies of all types and sizes sell overseas already into a large range of countries.

"Some companies trading in products that may have run their course in the UK are finding new markets opening up abroad.

"They also find themselves exposed to different ways of thinking, different methods of doing business, and that is good for the development of skills and encourages innovation.

"I think that we need to do more to get the word out and to help companies realise that, in a digital age when your website can be seen by anyone and you can ring anywhere in the world on your mobile, it makes less difference what country a customer is in, they are all just customers.

"I think the thing that is holding some companies back is fear of the unknown and the concern that they are taking a risk by expanding into international markets.

"They worry about things like trading in another language, dealing with a different cultures and getting the documentation right, and how much time it will all take.

"However, the reality is that, apart from time, all the problems are solvable. We can advise them, for instance, on things like language and culture and the Chamber of Commerce can help them with documentation. Time is something they will have to sort for themselves.

"The experience of companies that have decided to press ahead, having weighed up what may be seen by some as the risks, shows the benefits. They are finding new opportunities and we are seeing companies grow as a result."



## Five Top Tips

Selling overseas doesn't have to be difficult, it's just a bit different, but you must think about it to avoid costly mistakes;

1. Check the full costs of delivering the product/service and build that into the price.
2. Think about being paid at the beginning.
3. Getting documentation wrong causes delay. Check with experts at Hull and Humber Chamber.
4. Partners overseas are key to many exporting businesses, but pick carefully and agree a contract with clear performance standards.
5. Trade Fairs are a good way of meeting people and raising your profile. They can be expensive so plan ahead to meet people, don't leave it to chance.

### Upcoming events:

NOT DIFFICULT JUST DIFFERENT

Scunthorpe Civic Centre 2nd March:

<http://not-difficult-just-different-scunthorpe.eventbrite.com/?aff=Partner>

North Ferriby Hallmark Hotel 10th

March: <http://not-difficult-just-different-hull.eventbrite.com/?aff=Partner>

Contact:

T: 0300 365 1000

E: [yorkshireevents@mobile.ukti.gov.uk](mailto:yorkshireevents@mobile.ukti.gov.uk)

Twitter @uktilyorkshire

[www.ukti.gov.uk](http://www.ukti.gov.uk)

**"More than 1,000 Humber companies of all types and sizes sell overseas already into a large range of countries"**



# The opportunity is out there You could be too

*With rising confidence amongst businesses in Yorkshire and the Humber driving economic growth, SMEs are increasingly developing and implementing expansion plans throughout our region.*

UK Trade & Investment (UKTI) works with UK-based businesses to ensure success in international markets. UKTI also encourages the best overseas companies to look at the UK as the global partner of choice.

According to UKTI, 85% of UK companies report that exporting has allowed them to achieve higher growth levels when coupled with their use of UKTI services. Through spreading of risk, companies are also significantly more likely to survive when doing business overseas. Firms that export are on average 34% more productive. Exporting can also increase a firm's long term competitiveness. Almost two-thirds of businesses developed a new product or modified an

**“ 85% of UK companies report that exporting has allowed them to achieve higher growth levels when coupled with their use of UKTI services. ”**



existing one, as they became aware of new ideas or new markets through global development.

UKTI can assist all companies, from experienced exporters to those looking at international markets for the first time. Offering first-class export advice and guidance, they pledge to support businesses through the entirety of their export journey, offering tailored support to each and every company.

Exporting is GREAT is the Government's most ambitious export campaign ever. It aims to inspire and support 100,000 additional UK exporters to sell their goods and services overseas by 2020. The campaign's mission is to turn the UK into the world's greatest exporting nation, capturing the imagination of

the public, boosting business confidence and national pride and empowering more UK companies to go out and succeed in global markets.

This campaign offers a wealth of events and other resources designed to pinpoint potential opportunities across the world and allows UK businesses to take advantage of these opportunities.

The business opportunities section on [www.exportingisgreat.gov.uk](http://www.exportingisgreat.gov.uk) website is a free, tailored service providing international sales leads to UK firms. Furthermore, learn about exporting through UKTI's online learning tools and engage in comprehensive training material which will give you and your company the ideal platform for growth.






UKTI's e-Exporting Programme aims to help UK companies get their brands to millions of global consumers and grow their business through online exports. With the support of a UKTI Digital Trade Advisor develop and implement an international online strategy to provide your firm with international demand through e-commerce.

Along with a popular series of interesting and engaging events nationwide, covering a wide range of advice for growing businesses, the Export Hub truck will also be visiting a number of key locations across the country with on-hand advice and guidance offered on board.

For more information or to book onto any upcoming UKTI events visit:

[www.uktiyorkshireevents.eventbrite.co.uk](http://www.uktiyorkshireevents.eventbrite.co.uk)

## It's not Difficult, Just Different The 5 Steps to Exporting

-  Deciding to go for it
-  Deciding where to go
-  Getting out there
-  Completing the deal
-  Growing further

**Start your export journey right here right now!**

We run a number of events in the Hull and Humber area which are aimed at First Time Exporters and will facilitate their start in International Trade.

Visit [www.uktiyorkshireevents.eventbrite.co.uk](http://www.uktiyorkshireevents.eventbrite.co.uk) to find out more.

### Dates and Locations

Scunthorpe	2 <sup>nd</sup> March
North Ferriby	10 <sup>th</sup> March



## Opportunity awaits

Right now there are thousands of people all over the world looking for the expertise, goods and services of UK businesses. The demand is out there. You could be too.

**Get in touch and benefit from our expertise**

+44 (0) 300 365 1000  
[yorkshire@mobile.ukti.gov.uk](mailto:yorkshire@mobile.ukti.gov.uk)

# 2016 - A Sea Change in Insurance Contract Law



Major changes in insurance contract law will have a significant effect on commercial insurance policies, including cargo policies taken out under Incoterm CIF, says shipping, transport and insurance lawyer John Habbergham of Myton Law.

From August, the Insurance Act 2015 will result in certain sections of the Marine Insurance Act 1906, which deal with duty of disclosure and warranties and are perceived as bearing down harshly on the insured, being written out.

### Warranties

Currently a business must comply with warranty terms in its insurance policy exactly, otherwise the insurer has no liability under the policy, even if breach does not cause loss.

From August, an element of causation is introduced and they will be suspensive – the insurer will not have to pay a claim only whilst the warranty is breached.

### Disclosure

Any policy holder has a duty to tell the insurer

before the policy is issued of material facts, which may have an impact on whether the insurer will issue the policy and at what price. Previous claims are a clear example, but other facts can be less obviously material and it was felt that the law expected the policyholder to second guess what the insurer wants to know.

The Insurance Act 2015 introduces ‘fair presentation’ - disclosure will require co-operation from both sides - the insured knows the facts; the insurer knows which facts matter and should assess what they are told and ask further questions if appropriate.

The new regime will apply to all business insurance, including a cargo policy which the

seller is required to take out under an Incoterm CIF sale. The Act provides a default regime - insurers can contract out and issue a policy on more favourable terms to them. Whether such a policy will be ‘reasonable’ is a moot point. Those involved in international trade – sellers, buyers and insurance brokers will need to tread warily.



For more detailed information or specific advice, please contact John Habbergham on **01482 485020** or via **john.habbergham@mytonlaw.co.uk**  
**www.mytonlaw.co.uk**

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### Advertorial

#### CASE STUDY: Developing New Export Markets

Investing time exploring new opportunities is becoming a fruitful journey for Britcom, the UK's leading exporter of trucks, established over 35 years ago.

The Special Projects Team at Britcom have already uncovered new opportunities including sugar estates in Mauritius, explosive/blasting in Mozambique, mining operations throughout Africa, forestry in Malaysia and Oil & Petrochemicals in the Caribbean.

Our latest success story: A substantial order for New & Unused right hand drive Renault Kerax 6x4 Tractor Units bound for the Caribbean..



Based on our long term close working relationships with a number of manufacturers, and working in conjunction with them, we are now able to procure suitable vehicles for these new projects. The opportunity to purchase and supply units from manufacturer's redundant stock or frustrated export orders, such as 8x4 and 6x6 units, allows us to develop previously untapped territories for Britcom in right hand drive markets, and we are continuing to explore opportunities in other new markets.

Blakey Jones, Export Manager goes on to say "Having the right stock available is key, but also being able to efficiently deliver the units to any part of the World at short notice without complications is essential for the customer seeking to exploit their opportunities at short notice. The projects often need a door to door service with units that can be commissioned immediately on arrival."

With over 35 years experience in exporting and a strong established reputation for providing quality, Britcom are well positioned to offer all that's required, and more.

In addition to supplying the units, we offer substantial parts supply packages, driver training and workshop and diagnostic support – essential in continuing to develop long term relationships with our customers.

www.britcom.co.uk

**BRITCOM**

# Removing the Fear From International Trade

International trade has never been more important to the UK economy as companies seek out new markets to address the problems caused by those sectors that declined in recent difficult economic times.

The Government has already made clear its intention for the country to become a more export-orientated economy, bringing in investments and driving long term sustainable economic growth.

For those prepared to learn new ways of working, international trade offers great opportunities, according to the Government, the ongoing troubles

in the Eurozone show how important it is for companies not to rely on traditional export markets or a single market but to look further abroad. Nearly 45 per cent of UK exports go to the Eurozone but there's a big world out there, argue ministers.

So why do not more companies trade internationally? One reason is that most companies have a lack of knowledge about how to export and many find the necessary research time-consuming, especially when staff numbers may have been reduced.

The resultant lack of knowledge can put people off. They assume that it will be too complicated either to export or attract foreign partners to develop UK projects with them.

However, according to the Government, businesses that begin to export gain 34 per cent uplift in productivity and are 11.4 per cent more likely to stay in business.

And there are plenty of things that companies can do to ease their path to international success, including:

- Understand the culture of the country with which you are trading. Some countries like the direct approach in meetings, others value the slow burn in developing relationships. Learning which one works is crucial
- Send key members of staff abroad to scout out the market conditions. That understanding can help them spot and exploit opportunities
- Understand exchange rates so that you can work out the true value to your business of exporting. Get it wrong and a company could end up losing money.
- Call in advisers with knowledge of trading abroad, including contacting your regional UK Trade & Investment contact to see what help is available.



## Lawyers with true sector experience

Myton Law is a niche firm located on the Humber with expertise covering international trade, shipping, marine, transport, logistics and insurance law.

## Plain talking and pragmatic

We provide a cost effective, commercial approach to managing legal matters for our clients and act for companies involved in all aspects of international trade.

- international trade
- conditions of carriage
- goods in transit disputes
- cargo disputes
- multi-modal disputes
- personal injury
- renewable energy
- commercial and transactional



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Kirk Akdemir, Chief Exec of AA Global



## AA Global Helps Exporters Avoid Pitfalls of Watery Male Sheep

The Chamber's official partner for language and translation services says an increase in requests for multilingual marketing material is a sign of increasing business confidence.

But Kirk Akdemir, Chief Executive of AA Global Language Services, also warned of the importance of getting your translation right and avoiding confusion over watery male sheep!

Kirk said: "A few years ago, many UK manufacturing companies received brochures offering very attractively priced, high quality, watery male sheep in large quantities, ready for immediate delivery.

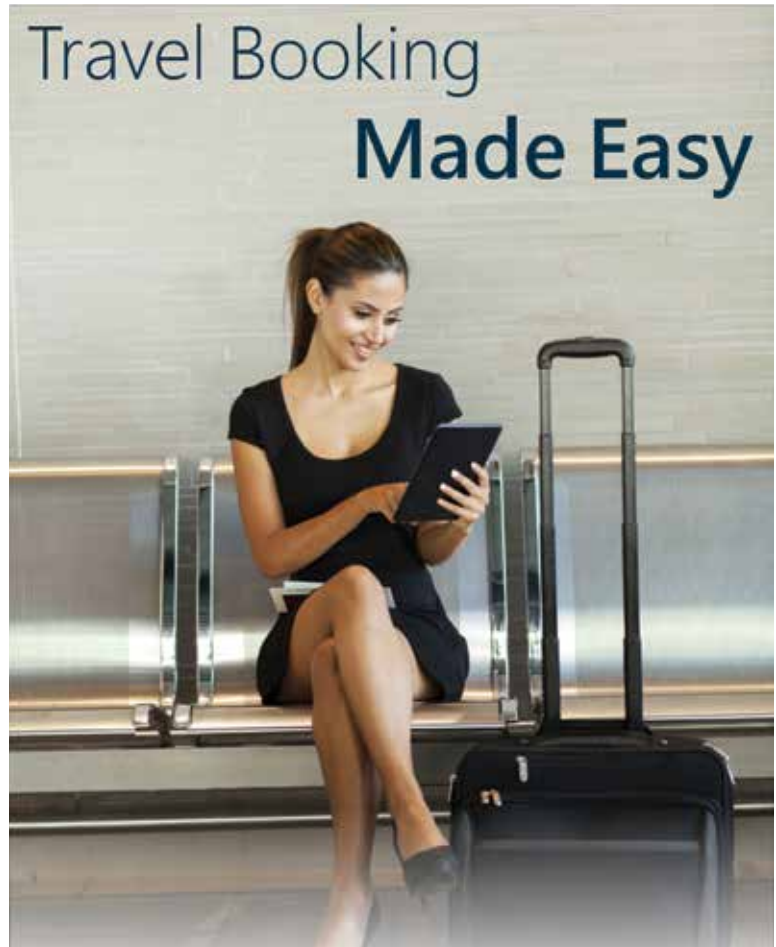
"Luckily there were pictures on the brochures so the recipients could make out that the company were actually marketing hydraulic rams! The campaign raised many a laugh – but no orders!"

AA Global was launched in Worcester nearly 30 years ago and expanded into Hull in 2012. The company has built on its strong track record in the public sector by adding major private sector clients, and Kirk said more companies are showing interest in exploring overseas markets.

He said: "The New Year has brought increasing interest in new horizons. We are receiving more requests to translate marketing material from businesses who are looking to develop international opportunities, and we see that as a sign that confidence is on the rise.

"Our role is to help businesses build on that confidence, whether they are seasoned or fledgling exporters, and we know from experience that a company gains a competitive advantage by being able to operate in the language of their clients.

"We also emphasise that there is more to communication than language skills. We use professional people rather than computer programmes and within our database of more than 5,000 interpreters and translators we bring the all-important benefits of local knowledge, enabling us to assist with cultural consultancy and elements of market research."



## Travel Booking Made Easy

After taking on board a PA Life Magazine survey, Good Travel Management want to make things as easy and stress free as can be. We're fully aware, and appreciative, of how relentlessly busy employees can be. The fact that 30% of a PA's time is spent booking travel, means they're spending beyond 11 hours (that's 1.5 days) a week doing this, resulted in us having one main objective: saving you time.

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

Then there's always an issue or last minute alteration. This can usually be enough to generate a frown, however, we're on with solving those little stresses for you too. Firstly, we ensure all of our consultants are trained in the art of pro-active thinking; they're willing to push it that little bit further so you don't have to. Next, they try to anticipate every potential problem, query or question which may occur, and not only find a smart solution, but ready themselves with one. Essentially, this saves correspondence time for us all.

We also recognise travel plans do change and can change right up until the last minute. Therefore, we've invested in new technology that's smart enough to allow us, for example, to change an air ticket in just five minutes or five simple keyboard entries.

Our clients can demonstrate an average saving of 15% of total travel spend when moving to a 'managed travel agreement' with GTM compared to unmanaged direct booking.





# Embrace European Business with Confidence

Crossing the sea to trade in Europe can be hugely profitable but are you equipped to avoid the problems and make sure it is all plain sailing?

“A journey of a thousand miles must begin with a single step” but when you take that first step how do you know what you are walking into? This is true of any business venture but trading in a

foreign country or working with a foreign supplier can be as different as driving in France.

That’s where The European Network (TEN) can help you. TEN is a European-wide association with qualified lawyers in nearly every EU country, ready to provide you with specialist advice in English on any legal question.

TEN members are personally known to each other, and meet regularly, so we know you will receive high quality advice and a personal touch from a trusted network of advisors. Advice will be given to you in English with upfront fixed price charges so you can proceed confidently.

Graham & Rosen Solicitors are your local member

of TEN and are ready to work with you on any European legal matter or put you in touch with a specialist lawyer in Europe.

Specialist advice will make sure that you know what you are entering into, explain the local laws and help you plot your course to European business success.

For further information contact Richard Palmer on **01482 323 123** or **rfp@graham-rosen.co.uk** or see **www.TEN-law.net**



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# Multi-Million Pound Investment Sees Opening of Pioneering Dry Bulk Storage at The Port of Hull

Investment of more than £4 million in a purpose-built facility for the storage of dry bulk cargoes has given Associated British Ports' (ABP) Port of Hull a pioneering multi-purpose warehouse facility which will be used to store biomass.

The building, which took almost a year to construct, boasts a range of features which makes it the only one of its kind in operation in the UK.

ABP Dry Bulks Manager, Craig Barbour said: "ABP really is leading the way in wood pellet storage in the UK following the £130 million investment in dedicated handling facilities in both Immingham and Hull. A warehouse like this was the obvious next step.

"We thought long and hard about what we wanted from the facility and what we've got is a building that can be used to store any dry bulk cargo safely whilst reducing risk to our staff. It's a great example of best practise and leads the way in terms of industry standards."

The 50m x 120m warehouse was built by

Lincolnshire construction firm A Torn Construction Ltd, and is capable of holding up to 26,000 tonnes of cargo. The building can be easily adapted to store other dry bulk products as it has blanked-off fire doors within retaining walls. The design has eliminated internal ledges to make the cleaning process more efficient when the building is being used for storing biomass.

As well as specialist fire protection measures, including an incipient aspirating fire detection system, the warehouse also features internal LED lighting, wireless carbon monoxide and heat monitoring, an expanding foam fire suppression system, smoke extraction capabilities and an internal and external mist air system to control dust.

Craig Barbour continued: "The shed will be used for dry bulk cargoes primarily, supporting ABP's agreement with Drax and so far it's performing exceptionally well. It's a valuable asset and has the best controls available to make sure it's able to remain operational.



**Craig Barbour outside ABP's brand-new dry bulk storage facility (image courtesy of ABP/David Lee Photography)**

"The LED lighting and improved access points means that productivity has increased without the need to compromise on health and safety."

## Financial Package and Construction Contract Sealed for Pioneering Energy Works Power Plant

The developer of a pioneering green energy power plant has announced it has sealed a financial package and construction contract to enable the scheme to be delivered.

The announcement by Spencer Group, one of the UK's leading privately-owned multi-disciplinary engineering businesses, means construction of the £200m Energy Works scheme in Hull began in January 2016, with

the 25MW facility due to be operational by January 2018.

Hull-based Spencer has steered the Energy Works project since its conception in 2010, making a multi-million pounds investment through Energy Works (Hull) Ltd to take the scheme to its delivery phase.

The development will be funded by three new equity partners in Energy Works (Hull) Ltd. These are Bioenergy Infrastructure Group (BIG), an independent power producer established to invest in the construction of new biomass and energy from waste (EfW) plants in the UK; Noy Fund, an investment group based in Israel focused on major infrastructure and energy projects; and John Hancock, through its affiliate Hancock Natural Resource Group (HNRG), a long-established timber,

agriculture and renewable energy investment management company. Spencer will remain a shareholder in the business, to ensure ongoing local involvement in the facility's management and operations.

Energy Works will be delivered under an engineer, procure and construct (EPC) contract by global engineering and construction company M+W Group. Spencer will carry out the civil works as well as managing the construction phase and subsequent management of the operations of the completed plant on behalf of the investors.

Energy Works will generate renewable electricity from domestic and commercial refuse-derived fuel, using an innovative process called fluidised bed gasification.

# Employment Law Experts Warn of More Changes Ahead

Pan-Humber law firm Bridge McFarland is advising businesses to plan ahead if they are to avoid falling foul of constant changes in employment law.

Joanne Wright, Chartered Legal Executive based at the firm's Hull office, said 2015 brought a number of notable changes which impacted on businesses. Joanne expects this to continue in 2016 and she advises employers to look even further into the future.

During 2015 employers found themselves having to deal with a ban on exclusivity clauses in zero hours contracts, simplification of apprenticeships and financial penalties for paying less than the national minimum wage.

Changes for 2016 include reporting on the gender pay gap, the introduction of the national living wage for employees aged 25 and over of £7.20 per hour. Also restriction of tax relief for travel and subsistence expenses for workers engaged through an employment intermediary and, in October, further increases to the national minimum wage.

Issues on the horizon include the Trade Union Bill, which will seek to increase ballot thresholds, introduce new information and

timing requirements regarding industrial action and impose legal requirements for the supervision of picketing.

Changes to the Employment Tribunals Act 1996 will also impose financial penalties on employers who do not pay tribunal awards.

Businesses will also see the introduction of a levy to encourage more apprenticeships and an extension of shared parental leave to grandparents.

Joanne said: "Employment law is updated frequently and it is important for employers to stay abreast of the changes to avoid falling foul of them."

For more information or to book yourself on the Bridge McFarland Employment Law Update seminar in March 2016, please contact Hannah Krebs at [hk@bmcf.co.uk](mailto:hk@bmcf.co.uk).



Joanne Wright of Bridge McFarland

## Shopping Local

British Land, the owner of St Stephen's Shopping Centre, are increasing focus on local procurement at their properties around the UK – encouraging their property teams to 'shop local'. Local suppliers often offer better service levels and value for our occupiers – and they are therefore contributing positively to local economies and communities. This is a win/win for all involved, including potential environmental savings.

At St Stephen's Shopping centre, 11 contracts worth £123,000 have been won by local businesses. Hull-based firms appointed in 2015 include JD for fire alarm services and sprinkler maintenance, Bemrose for car park tickets and Innovation Supplies for cleaning products. Yorkshire firm Dale Power was also awarded the generator maintenance contract. In each case, the local provider offered excellent value, delivering cost savings and faster response times.

St Stephen's is achieving results on local procurement by working with facilities management partner Incentive FM, actively encouraging local firms to tender and putting local procurement on the agenda at quarterly meetings. The St Stephen's team recently invited Hull firm Houlton to tender for £45,000 of painting works and was delighted when the local firm secured the contract.

To build further on these successes, the Centre Manager, Jim Harris, is working with the local Business Improvement District (BID), Hull and Humber Chamber of Commerce and the Local Enterprise Partnership (LEP) to promote a 'shop local' approach to business members.

For more information about local procurement in the first instance please email [enquiries@ststephens-hull.com](mailto:enquiries@ststephens-hull.com)





## All You Have To Do is Ask!

Many companies are exploring new and innovative ways of getting the job done as they begin to grow.

For some of them that can mean turning to outside business support, whether it be outsourcing sales calls and accounts or bringing in specialist HR and marketing firms.

Done well, outsourcing allows companies to concentrate on what they do best, freeing up their teams to be more creative and focus on the job in hand.

In addition, it can help them save money, become more flexible and manage growth more effectively. It also allows businesses to gain access to expertise and technologies.

Increasingly, businesses have seen the sense in such an approach. There are plenty of established companies that can help and, with the reduction of the public sector and cutbacks by many companies, the area is seeing the creation of new enterprises run by skilled practitioners who, having lost their jobs, are striking out on their own.

These companies can bring an immense range of expertise to the table and it makes a lot of sense to tap into their knowledge to help SME owners and take many of the worries away from the daily task of running a business.

One big advantage of buying in such 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 only those skills they need.

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

When it comes to financial support, financial institutions and accountants can help and the Department for Business, Innovation and Skills has plenty of information on its website, everything from information on grants to details of industry trends. The information can be found at [www.gov.uk/government/organisations/department-for-business-innovation-skills](http://www.gov.uk/government/organisations/department-for-business-innovation-skills)

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



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Email: [info@cj-digital.co.uk](mailto:info@cj-digital.co.uk)

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*Andrew Whitlock  
The Vale Academy*

**Just a quick e mail to thank you for your very efficient service we received today. Year 6 teacher was very happy. Once again many thanks and I am sure we will be in touch in the future.**

*C. Daines  
Saint Mary's Catholic Primary School*

## Agenda Screening Services

### Chris Zanetti Joins the Board

After conducting a record number of high quality, cost effective and bespoke pre-employment screening checks in 2015 Agenda is delighted to announce that Chris Zanetti has joined the Board as a non-executive director to continue the momentum.



Chris is a proven business consultant with a proven track record that includes operational and strategic expertise and the holding of executive positions at international companies such as Mars, Allied Domecq, Seven Seas and Merck Consumer Healthcare. Chris assisted in the development of Agenda's 2020 strategy giving him a unique insight into the company vision, values and Great Place to Work ethos. Agenda has already invested in state of the art technology, new facilities and employed 10 additional staff in 2015 with more to come in 2016.

On being offered the Board position Chris said "I am delighted to be more involved in such a dynamic and forward looking company. Having assisted in the development of Agenda's 2020 plans I am looking forward to steering the delivery of these plans together with the other directors."

Paul Sanders, Managing Director at Agenda said "Chris's strategic thinking and vast experience in growing companies made him an ideal choice to join the Board. He understands that whilst we want to double in size, we also want to be a Great Place to Work and retain our core values – I am confident that his skills and experience will help us to achieve our goals."



[www.agenda-screening.co.uk](http://www.agenda-screening.co.uk)



**Do you have a Business Rates Surveyor or Consultant working to ensure that the re-assessment of your property's Rateable Value for the 2017 Revaluation is fair and reasonable?**

**Be pro-active, not re-active.**

**Adrian Smith Rating 'audits' the business rates payable in respect of a client's property or properties, and finds ways of reducing past, present and future costs.**

**Our core values are 'Professionalism, Expertise, Enthusiasm, Pro-activity and Care'**

The Valuation Office Agency is currently working on the next business rates revaluation which will come into effect on 1st April 2017. It will re-assess all business properties based on rental values as at 1st April 2015.

The next business rates revaluation for non-domestic properties in England, and Wales will come into effect on 1st April 2017; seven years since the last revaluation which was based on rental evidence on and around 1st April 2008. Despite the date being 1st April, it will be "no joke" for businesses.

A significant amount of time has passed since the current 2010 rateable values were set, and many economic events that have taken place since that time that need to be considered when arriving at a fair rateable value.

Please contact Adrian Smith Rating for professional advice and be pro-active not re-active when considering past present and future business rate liabilities.

**Why not give Adrian a call, and ask how he can help you and your business, the friendly face of business rates.**



**T: 01482 623930**

**or 01964 625415**

**E: [info@asrating.com](mailto:info@asrating.com)**

**[www.asrating.com](http://www.asrating.com)**

# 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**

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Creative Design Agency

# Fortis Therapy & Training

Award-winning mental health service provider, Fortis Therapy & Training, has created therapy support packages for businesses within the Humber region, helping to improve relationships in the workplace.

Fortis support with therapeutic interventions, which have been carefully and expertly designed to:

- Support employees when returning to work after absence
- Improve attendance and staff retention
- Improve emotional well-being and mental health awareness
- Support staff therapeutically when struggling with stress, anxiety and depression
- Promote effective communication for individuals within the organisation



This is achieved through one-to-one confidential therapeutic interventions, interpersonal mediation, coaching, training, and staff development workshops. When needed, Fortis can provide clinical supervision for staff, whose role is to support or work with colleagues who may be experiencing challenging and difficult situations. All services can be provided at Fortis' base in Grimsby or at your place of work, or in other premises, depending on how to best support the individuals concerned.

Since establishing in 2012, Fortis has developed a reputation of excellence within the region,

winning the 'Small Business of the Year' Award at the 2015 Northern Lincolnshire Business Awards. The Fortis team, who all access regular training, are qualified, experienced, insured and regulated by professional bodies, ensuring an effective and highly skilled service. Each team member is passionate about supporting local businesses to improve relationships, communication, and mental health.

Whilst offering a cost effective and responsive service for support, Fortis are also able to provide retainers or Service Level Agreements (SLA), which are agreed between Fortis and your organisation to determine time scales, identified link workers, details of the service and costings.

For more information, please contact the Fortis Therapy & Training team by emailing [enquiries@forthistherapy.co.uk](mailto:enquiries@forthistherapy.co.uk), or by calling **01472 241794**.



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# Stop Pinching Your Customers and Start Keeping Them

We can all recognise how important it is for companies to take a strong approach when addressing customer loyalty. It's all about building the relationship between the brand and the customer, which is not always easy to do, especially with consumer behaviour becoming more and more difficult to read.

According to a recent survey by Verint (info.verint.com/LP=2418), there were three common reasons customers give for switching brands: cheaper pricing, a bad customer service experience, and mistakes that have been made which have not been quickly corrected.

Having a great product will, as you know, help immeasurably with that first reason —if your customers believe you have the best product around, they won't mind paying a little extra for the quality.

Training your staff to provide great customer service is obviously vital, but giving them the tools they need to provide this service is equally important. Similar tools and training will also help your team build lasting relationships with your customers.

And it's these two points where a CRM system can really make the difference to your customer retention strategy.

Building a strong relationship with each of your customers starts with basic organisation and we

all know CRM systems were built for this exact reason. You have all your customers' details to hand, you know the last time you were in touch with them and when you're planning on calling them next. This data gives your team the information they need to start building a relationship with your customers.

But there is a lot of other information your company holds on your customers, most of which is going to be siloed away, available only to certain departments. This is where a good CRM system, like OpenCRM, can help you go the extra mile.

There are some obvious examples for how a very broad and deep CRM can make a real difference: only your marketing team knows who's interested in a new product, only accounts knows when someone is paying on time, and only the support team knows when a customer isn't happy with a product.

Imagine if your sales team could see that the person they're about to call is having some trouble with a feature or has been engaging with that latest marketing email. They could offer some free training as a gesture of goodwill or bring up that new product you're in the process of launching, maybe even offering an early bird discount because they've paid their last three invoices early?

It's these simple gestures that tell your customers that your team is interested in them and invested

in building that relationship. It also makes them feel special, supported, and valued.

Using a CRM system that fully integrates with all of your departments will give you a rich, detailed, and most importantly, a full history of your customers' dealings with you.

By being able to manage the whole breadth of your customers' experience with your company, you can better understand where the pain points are, addressing these issues before your customers even consider shopping around for a new provider.

If you have any questions about OpenCRM, please get in touch. I would love to hear from you. Find us at [www.opencrm.co.uk](http://www.opencrm.co.uk) or drop us a line at [hello@opencrm.co.uk](mailto:hello@opencrm.co.uk)



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

open crm



## New CEO at HCF CATCH

David Talbot spent 21 years as an RAF officer specialising in logistics and training. He left the forces as a Squadron Leader in 2007 after an exciting career that included numerous operational deployments.

On leaving the military David initially worked for Serco, providing the support services for RAF Cranwell and then running a multi-activity contract at RAF Scampton, the home of the Red Arrows.

David took on a new role with TQ Education and Training Ltd (a Pearson company) in 2010, where he specialised in outsourced work based learning, business development and operational delivery. In addition to being responsible for growing the business, David had a wide portfolio of activity. This ranged from delivering over 700 apprenticeships a year to providing residential outdoor activity courses for community projects, corporate organisations and schools. He eventually moved on to work for BAE Systems as the Head of the Aircraft

Maintenance Academy at Humberside Airport, training the next generation of aircraft technicians working on fast jet aircraft for BAE's military contracts within the UK and overseas.

The opportunity arose in late 2015 to lead the next phase in the development of HCF CATCH and David took over as Chief Executive on 4 January this year. HCF CATCH is an industry led partnership that supports the process, energy, engineering and renewable industries. David is looking forward to the challenge of engaging with the stakeholders within the region and supporting the HCF CATCH members in developing the skills needed within the Humber.

# New Members

## AIS Group

Charlie Guthrie  
GRIMSBY  
0844 800 1810  
*Training & Industrial Insulation & Fire Protection Systems*

## Beanmedia UK Limited (Creative Design Agency)

Kai MacMaster  
COTTINGHAM  
01482 772709  
*Creative Design Agency - Web, Print & Digital Design*

## Browns Leaflet Distribution Ltd

Mr Rob Brown  
HULL  
01482 786363  
*Leaflet Print & Distribution*

## C&J Digital Solutions

Jason Franklin  
GRIMSBY  
01472 809853  
*Audio, Visual and Office Technology & Installation*

## Case Training

Steve Rusling  
HULL  
01482 320200  
*Charity Supporting Adults with a Learning Disability*

## Centre for Enterprise

Gareth Bullen  
BRIDLINGTON  
07775 682632  
*Transform Customer Service, Employee Engagement & Profitability, Creating Entrepreneurial Businesses*

## Creator College

Mal Williamson  
HULL  
07977 394 394  
*Education*

## Earthmover Tyre Solutions Ltd

Sadie Hubbard  
HULL  
01430 425885  
*Earthmover & Plant Tyres Repairs & Sales*

## East Trans

Kevin Donovan  
Near Grimsby  
01469 550400  
*Logistics*

## First Hand Training Solutions

Michelle Binns  
COTTINGHAM  
07899 652057  
*Training - Health & Safety, First Aid, Asbestos Awareness, Employ at IQA*

## Fuelmate Ltd

James Curtis  
HULL  
01482 387777  
*Fuel Card Supplier*

## Hamilton HR Solutions Ltd

Catherine Hamilton  
HESSLE  
07597 202214  
*HR Consultancy*

## Hornsby's (Bus & Coach)

Nicholas Hornsby  
SCUNTHORPE  
01724 282255  
*Bus & Coach Transport*

## Hull CVS Ltd

Jenny Jenkinson  
HULL  
01482 324474  
*Infrastructure Charity*

## Humber Media

Greg Fytyma  
HULL  
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*Online Marketing*

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Beverley  
01482 679371  
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## Jadan Press Ltd

Pam Wainman  
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01482 610902  
*Litho & Digital Print & Design*

## John Cracknell Youth Enterprise Bank

Charles Cracknell  
HULL  
01482 613489  
*Supporting Enterprising Young People*

## John Mercer Ltd

Sarmad Khan  
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01724 859365  
*Textiles Wholesale Warehouse*

## Kexgill Group

Richard Stott  
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## Knaption Wright Ltd

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## Liberty Business Services

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01482 667790  
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## Motor Racing Tours

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Winteringham  
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*Business Consulting*



# City Centre Festival Success for SHE Knows



With the update in the Construction, Design and Management Regulations (CDM) in 2015, SHE Knows has been responsible for the Arcadia Spectacular Spider Stage invading Bristol to celebrate its European Green Capital Status.

The spider is a massive three-legged alien ship that seems to have landed in the middle of the Bristol City Centre – complete with lasers, shooting pyrotechnics, alien abductions from the crowd and DJs in the head of the spider. With over 50

crew taking 15 days to construct and de-rig the stage this project needs to comply with the CDM Regulations.

“Undertaking health and safety risk assessments, liaising with the visiting HSE, local council and fire service during the construction phase, as well as helping to test all the lasers and pyrotechnics.. Well! It certainly brings a different dimension to the definition of construction” said Mrs Crossland-Clarke.

“Construction in the event industry is becoming more frequent for SHE Knows, it’s great to mix the two together. I would love to see the Arcadia Spider coming to Hull for the City of Culture celebrations”

See: [www.she-knows.com](http://www.she-knows.com)

[twitter.com/SHEKnowsLinda](https://twitter.com/SHEKnowsLinda)

Contact: **0845 370 3727** or by email at [info@she-knows.com](mailto:info@she-knows.com)

## Construction Design Management Regulations 2015 update



Do you know what the updated regulations mean to your company and its responsible people? Duties under law for the:

- ▲ Client
- ▲ Principal Designer
- ▲ Designers
- ▲ Principal Contractor
- ▲ Contractors

Do you consider elimination, reduction and control of risks through design? Whether you provide fabrication, deliver events or build houses, these duties apply to you.

Book an overview morning, tailored to your company’s role within the CDM 2015 Regulations and how to apply its requirements.

**0845 370 3727 | [she-knows.com](http://she-knows.com)**

SHE Knows Ltd | Sidings House | Freightliner Rd | Hull | HU3 4XA

# Chamber Energy Solutions



**UNLESS YOU'RE  
BLASTING OFF TO  
WORK IN SPACE,  
SAVING ENERGY ISN'T  
ROCKET SCIENCE.**

## Unless You're Blasting Off to Work in Space, Saving Energy isn't Rocket Science

### Why Are We Wasting?

Businesses of all sizes can save on energy consumption with surprisingly little effort. Certainly a lot less than the 422 metric tonnes of total thrust it took to lift British astronaut Major Tim Peake into orbit!

Reducing waste benefits the environment and saves businesses money. According to a recent survey by the Federation of Small Businesses (FSB), energy efficiency measures can reduce small firms' bills by 18-25%.

And the motivation is there. Nearly 80% of the firms questioned listed savings on energy costs as a key driver. However, although most businesses surveyed were keen to be energy efficient, only a fifth were offered advice on how to be.

### It pays to be a use-less business

Making the right choices is difficult without expert advice. However, there are some easy wins for businesses of all sizes if you decide to make a stand against waste.

Savings from individual appliances don't sound much on their own but they can add up to big cuts in your bill.

Our top business energy-saving tips page describes 12 simple steps businesses can take immediately to trim down their energy consumption, from using LED lighting to switching off computers.

### Take control of waste and save 20%

These small steps are just the start. Using an independent consultancy like Chamber Energy Solutions opens opportunities for all businesses to make much bigger savings.

### Saving doesn't need to cost the earth

There are many ways companies can reduce waste without making expensive investments. Controls can be put in place to turn your energy off automatically or manually using a smartphone, or switch appliances off and on, down or up.

Our utilities experts can also show businesses how to get your staff on board to help reduce your energy consumption. And with detailed reports of your energy use, the information will be there to advise you on what else you can be doing to save energy and waste.

Call **0333 000 0132** or email **help@chamberenergysolutions.co.uk** to find out how.

## Chamber Healthcare

### Delegation - When SME Owners Can't Do It All

Ask any small business owner and they'll no doubt tell you that setting up on your own brings pressure like no other.

In short, you're suddenly responsible for your own livelihood and all decisions rest on your shoulders. This pressure is unrelenting too, and as your business grows so do the risks. Pressure can drive you to thrive and we know from our own research\* that SME owners are flourishing, as the greater responsibility and freedom they are afforded spurs productivity and their overall wellbeing. However, there is a balance that should be recognised between taking the lead and managing the pressure and associated stress of spreading yourself too thinly. AXA PPP healthcare's research also revealed that a third of SME owners felt they could delegate more, and nearly half believed that their work spilled over into their home life.

\*This research was conducted in June 2015 on behalf of AXA PPP healthcare among owners of businesses employing 30 or fewer staff.

Prioritising who is responsible for specific job functions can help in fostering workplace wellbeing. It gives autonomy to others and leaves you with more time to concentrate on where you can add value. Therefore, SME owners have an opportunity not only to increase their own wellbeing and productivity but also that of their team and, in doing so, the overall health and prosperity of their business.

To find out what else we discovered from the research, visit our NEW SME page dedicated to our findings.

[www.axapphealthcare.co.uk/business-health-centre/business-resources/inside-the-minds-of-smes/](http://www.axapphealthcare.co.uk/business-health-centre/business-resources/inside-the-minds-of-smes/)

Name:

Steve Sutcliffe

Company:

Sutcliffe Consulting  
Engineers Limited

Job Title :

Managing Director



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

My first job back in 1980 was as a Trainee Technical Assistant for B.Danby and Co. I was paid £18 per week, which basically paid my Mum Joyce back for the previously weeks borrowings for Badminton subs and beer.

**What do you always carry with you to work?**

My leather satchel, diary, telephone, business cards and a sense of optimism.

**What is the biggest challenge facing your business?**

Finding or training dedicated Building Services Engineers capable of delivering the projects to a high professional standard.

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

Provide further tax incentives for SMEs to invest in people, training and technology. It would be the first time the Monster Raving Looney party has had a Prime Minister!

**What can you see from your office window?**

Our office is situated looking over Freetown Way in Kingston upon Hull. I can see the Hull Theatre, Heritage Centre, Trinity Naval School (the old Nautical College) and Kingston House. I can also see our front garden designed and planted by my wife Sharon, which won Hull in Bloom!

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

I would be a professional Golfer flying round the world in my private plane to sunny exotic

locations watched by adoring fans cheering at my ability to hit a three iron to four feet from the pin from 200 yards. In reality, due to the obvious lack of ability I find myself running SCE sitting writing this article looking out on rainy cold Hull.

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

I think other people would be better judges but I like to think I am dedicated, committed and trustworthy.

**What was your biggest mistake in business?**

This is a difficult question as in the early days there are too many to mention. However, on balance, I think it would come down to taking on too much work for the available resources and we had no systems in place to forecast future requirements. Since then we have grown and introduced procedures. I am sure there are still many more lessons to learn.

**What advice would you give to aspiring entrepreneurs?**

The same advice my father in law Bert Perrins (H.K.Perrins and Company) had for me. Put in a full day's work every day and the good days will far outweigh the bad days. Be prepared to push yourself out of your comfort zone, it is challenging and rewarding.

**Who do you admire most in business?**

Elon Reeve Musk, business magnate, engineer, inventor and investor. Founder of Tesla, Paypal, Solar City and Space X. Willis Carrier, inventor of Air Conditioning. Peters and Waterman for travelling the world to write in search of excellence.

## Chamber Events Diary 2016

### Chamber Annual Dinner

Friday 26 February 2016  
Willerby Manor Hotel, Willerby  
Sponsor: Saville Audio Visual

### 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  
Sponsor: Gail Spavin Wealth Management

### 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

Date and Venue TBC

### 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](http://www.hull-humber-chamber.co.uk)

**Green Vision – The Focus of The  
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