

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

August/September 2016

Issue 33



Make Cyber Security a Golden Thread for Your Daily Business

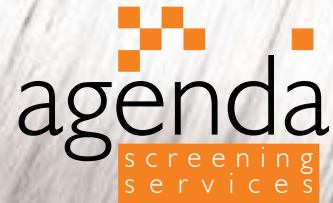
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06 14
26 28

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Front Cover Image - Studio Image

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From the Top of the Shop

By Owen Finn, Chamber President

After the seismic shock of the Brexit result thank goodness the British people will find the will to carry on and keep calm.

Our country has been built on centuries of hard work and optimism that had led us to be one of the best countries in the world to do business with. It's in the interests of the EU to maintain access for the UK market, so I can't imagine there would be any overly punitive measures in the premium end of the business market, as we all want trade to continue. Employers are split as to whether it's a good or bad decision but they will all continue to run their businesses in a way that works for them. Locally our renewables sector is continuing to invest, with the known big players creating job opportunities and helping grow the local economy.

Yes, the pound is sharply down against the dollar and the euro at present but this opens up wonderful opportunities for exporters. The savvy players will exploit this whilst we negotiate our exit over the next two years. This will start when Article 50 of the Treaty of the European Union is triggered later this year with the new Prime Minister now in place. Strong leadership and unity is what we need at this time to protect the interests of Britain. We also need a plan from the government that tells us Britain is back in charge of its destiny and a time scale for change. So many questions but few answers at this time. The negotiation process has the potential to create uncertainty for business as we seek to understand what the new economic and legislative landscape will look like for us. That is why there must be a thoroughly transparent negotiation process that allows Chambers like ourselves to influence on key decisions that affect our area.

On a slightly different subject I was at the Chamber North Lincs. Award Dinner earlier in the year and was not only impressed by the quality of successful businesses that won and participated in the awards but how the people in that area are really proud in what they do and can achieve. A real bonus was getting Cleethorpes to host the Armed Forces Day in June.

On the north bank Hull continues to prepare itself for Hull City of Culture in 2017. It is now less than six months to go before the City and surrounding area showcases itself to the world with many local businesses having the opportunity to participate in these celebrations. The Chamber intends to take part in celebrations during 2017 and will work with the organisers to promote the area.

I attended the Chamber Expo in June at the new venue of the Costello Stadium in Hull. It was a great success with the highlight being the hosting of our EU Referendum debate.



The decorated Crystal Moth on the wall of Bridge McFarland's Hull office.

Law Firm Joins High Flyers of Amy Johnson Festival

The staff of the Hull office of pan-Humber law firm Bridge McFarland signalled their commitment to the city and their support for the achievements of women in the workplace by playing a part in the soaraway success of the Amy Johnson Festival.

The firm joined the ranks of businesses which sponsored a decorated moth to be displayed on a prominent building – in this case Bridge McFarland's offices at Hull Marina – as part of a trail of 59 pieces extending all the way to the Science Museum in London.

The Festival, which opened in Hull at the beginning of July and will run until early September, commemorates Amy Johnson's death 75 years ago and features a packed programme of art, culture and entertainment. Major businesses including Siemens, Spencer Group and BAE Systems are sponsoring elements of the Festival to promote careers in industry.

Leanne Keating, Hull-born Managing Partner of Bridge McFarland's office in the city, said the firm also has strong reasons for supporting the Festival.

She said: "All our Hull-based staff are immensely proud of the city and we have developed strong roots since opening our first Hull office 15 years ago. We recognise the importance of local businesses supporting arts and culture as one of the main attractions for tourism and for building reputation.

"The Festival also highlights the remarkable achievements of Amy Johnson and reminds us of other inspirational female figures from the city."

Bridge McFarland selected the Crystal Moth, which was designed by artists Derek and Gray and has a line of pink crystals showing the route which Amy Johnson took for her record-breaking flight from England to Australia in 1930.

Di Garbera of Goldings



Goldings Puts Finance First for Young Trainees

Young entrepreneurs are able to add free financial know-how to their business planning after a new enterprise programme unlocked a European funding package.

The project is backed by more than £380,000 from the European Social Fund and Youth Employment Initiative as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. It gives people aged 16-29 access to mentors who will offer expert advice and guidance.

Top of the list is understanding finance, with the funding giving free access for the first time to the Sage computerised accounts and payroll for business training, delivered by Chamber Member Golding Computer Services. The training will also assist people who seek to develop business ideas with grants from the John Cracknell Youth Enterprise Bank.

Charles Cracknell, City Youth Enterprise Manager at Hull City Council, said: "The programme is a fantastic opportunity to help young people learn and develop a range of key business skills.

"Finance is one of the most important, because you will only survive in business if you get that right. If you don't understand finance you risk working for nothing – or even ending up owing money. It is rare for funding to become available for finance training, and that makes this opportunity even more attractive."

Di Garbera, General Manager at Goldings, said: "Without funding, the cost of the Sage training would be as much as £300 and the benefits go beyond that. People who take part can work towards a certificate and a Level 1 qualification.

"Our intention and the aim of the Making Changes for Careers project is to take young people who are not in employment or education and get them ready for traineeships or apprenticeships. You can't really calculate the value of that to an individual. We hope employers respond by providing opportunities."

Tapasya Announces New £1 Million Restaurant in Fruit Market

Ambitious plans for a striking new restaurant in Hull's Fruit Market have been announced, in the latest major investment into the city's cultural and creative quarter.

Tapan Mahapatra and Mukesh Tirkoti are the men behind the Tapasya restaurant brand, which includes Tapasya's first restaurant on Beverley Road in Hull and Tapasya Catering. They are pleased to announce plans to open a new signature restaurant in September.

Overlooking Hull Marina, Tapasya @ Marina will offer Tapasya's signature cuisine and entertaining style as well as farm-to-table seasonal ingredients. The chef previously worked for a prestigious Michelin Star restaurant in London. By creating a new high-quality Indian dining experience in the Fruit Market, the inspiring restaurant will further define Hull as a leading culinary centre.

Tapan Mahapatra, founder of Tapasya, said: "Our latest investment is a clear sign we are making a strong commitment to support and stimulate the regeneration of the Fruit Market area and promote



tourism in Hull ahead of Hull UK City of Culture 2017, of which we are strong advocates."

The announcement is the latest vote of confidence in the exciting rejuvenation of the Fruit Market area, which is being driven forward by the joint venture company formed by regeneration leader Wykeland Group and residential developer Beal Homes, in partnership with Hull City Council.

David Donkin, Property Director of Hull-based Wykeland, said: "Tapasya fits the bill ideally for our vision for the Fruit Market as a place featuring high-quality independent operations offering a

diverse and complementary leisure and retail experience, supported by a rapidly-growing commercial community."

Mukesh Tirkoti said: "The new restaurant will bring 30 new job opportunities into Hull. We will also be offering a take-away menu for boat owners in the Marina which will be the first of its kind in the area."

The restaurant will be designed by Technical Procurement Int. Ltd, specialists in building high-quality restaurants up and down the country, which also built the original Tapasya on Beverley Road.

Superfast Beverley Project Goes Live

For the first time in the history of telecoms, residents of Beverley and the surrounding villages will have a choice of superfast broadband provider.

Local technology company, Quickline Communications have built a mast at the Imerys quarry site to compete directly with other Internet Service Providers (ISPs), such as KCom and BT.

The installation of a new wireless internet mast, beside the pasture of Beverley Westwood, offers residents and businesses within a 10 mile radius an alternative to traditional telecoms, with connection speeds of up to 50Mbps.

The Superfast Beverley project is a commercial extension into East Yorkshire, streaming from the £2.5m Northern Lincolnshire project. There Quickline deployed state-of-the-art equipment as part of a Government pilot to test superfast wireless broadband, in one of the hardest to reach areas of the UK. Now their infrastructure feeds across the banks of the Humber, via Riplingham and Beverley, to provide connection speeds of up to 50Mbps, via over-the-air technology.

The company is investing a further £1.8m over the next 12 months to expand its superfast network in the Humber Region.

The company has been in operation since 2007, using technology that works via a small non-invasive device which is securely attached to the roof of a property and then receives a signal from the nearest mast location.

Steve Jagger, managing director of Quickline said: "Although our service has been available in urban areas, until now, we had focussed on hard-to-reach rural areas. The Superfast Beverley project has been months in the planning, we have been scouting a location to give us the height required to reach out across the whole town.

"We are delighted that Imerys agreed to this location as it gives us a massive 10 mile radius from the mast, making this the first time that superfast broadband is available across the town and surrounding villages using wireless technology. Both residents and businesses now have access to a true alternative."

"Unlike traditional telecoms, our technology works without a telephone landline, these are in rapid decline as most people use mobile phones to communicate. Quickline does offer voice over the internet service (VOIP) which enables people to make international calls at no extra cost and this option has been very popular with our customers who want to keep in touch with friends and relatives, particularly overseas."

"This is a very exciting time for us and our business is continuing to grow at a phenomenal rate, due to the technology we use, excellent customer service and having the right team on-board."

Quickline's Superfast Beverley project forms part of the East Yorkshire development programme. Further roll-outs will be announced in due course.

For further information, please visit www.quickline.co.uk or call **01482 247365**.



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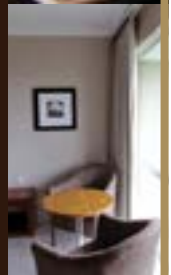
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Hull Civic Society Awards Good Mark for Rank House

The prestigious award from Hull Civic Society was presented to Probe (Hull) Ltd for development of the Rank House, a not-for-profit company which provides homes of multiple occupation.

'Good Mark' aims to encourage high quality design in the built environment and to regenerate Hull whilst counteracting negative stereotypes of the city.

The house was originally designed by the renowned Hull Architect Sir Alfred Gelder and became the home of the Rank family during the late 1800s where the well-known industrialist and movie mogul, J. Arthur Rank was born in 1888.

Probe, as a not-for-profit organisation, operates as a social enterprise and purchased the derelict property in 2014, as part of their 'Empty Homes' project.

Its ambition and aim is to create homes of multiple occupation across the city of Hull, with the aid of government funding and local business advisers, including chartered building surveyors Delaney Marling Partnership.

Steve Alltoft, general manager of Probe, said: "The conservation of the external fabric of the building was key within the overall project to maintain the appearance of the terrace of the four properties within the terrace, as part of the conservation area in which it stands.

"The Rank House is an excellent example of what can be achieved in bringing old buildings into the 21st Century from an energy use perspective whilst retaining the original character, which includes four dwellings with some on two levels and contemporary open-plan design."

For further information, please call Probe (Hull) Limited on **01482 782400**.



Emma Tackles Key Role at Hull Ionians

The top rugby union club in the Humber region is setting out to strengthen its links with the business community after appointing the first woman to its board.

Marketing director Emma Richards is the first female director at Hull Ionians, and she brings to the job the experience of more than 20 years in a senior role with BAE Systems at Brough.

Emma said: "I was the PA to the site director at Brough. It involved a lot of travelling and there were many similarities with my role at Hull Ionians, but at the same time the demands are at the opposite end of the spectrum and the challenges are probably greater here. We have to generate business interest but when you are a big brand it is usually offered to you on a plate!"

A Chamber Member, Hull Ionians will kick off their second successive season in National League One – the third tier of the game – on Saturday September 3 with Emma working hard to secure support for all the club's activities. Opponents in the coming season will include some of the biggest names in the game such as Blackheath, Rosslyn Park and Loughborough.

The club operates four senior teams with around 150 active players plus a vast mini junior section which gives opportunities to around 350 people aged between six and 19. The Brantingham Park facilities are used for a range of corporate and social events, from a Chamber Board away-day to beautiful wedding receptions for 200 guests.

Emma said: "Women make a huge contribution to the running of the club in many ways. What I aim to do is use my business experience to develop our corporate connections. It's all about getting local businesses behind us to develop the facilities here and in turn promote and enjoy a high standard of rugby within the region."

Bidex Helps Customers Take Control of Their Energy Contracts

Gareth Bullen has been appointed as a Commercial Sales Agent at Bidex e-auctions who are revolutionising the way non-domestic customers can renew their energy contracts.

Gareth said "After almost 30 years working in Energy, I have not seen a service that offers what Bidex does. A service that puts the customer back in control and gives them such a transparent and competitive way of renewing their energy contracts".

So what does Bidex actually offer that makes them so attractive to customers? Bidex offer real time auctions where suppliers bid for customers contracts, ensuring they get the best possible price.

Customers can watch the auction as it happens as suppliers compete for their account and, with Bidex e-auction customers can negotiate a new contract up to 12 months before the renewal date, offering real surety of future costs.

Gareth said: "Customers are enjoying using the Bidex service rather than more traditional

methods because of its openness, ensuring they get the best price in a simple straightforward way, and it's great to help people and work with an organisation like Bidex who give outstanding customer service".

Gareth added "Bidex Auctions are perfect for all non-domestic customers whether they are an SME or a large manufacturer".

Gareth, who lives in Bridlington, helps customers across our region and is committed to helping all fellow Members of the Hull & Humber Chamber of Commerce.

For a no obligation free demonstration of the Bidex E- Auction contact Gareth on **gareth.bullen@bidexenergyauction.co.uk** or **07785 257455**.

Health and Safety Regulation: Less Obvious Risks

By Gordon Sewell, Solicitor at Myton Law



It is fair to say that the majority of workplace accidents are linked to the task which the worker was engaged to do, albeit on occasion they do venture beyond what is anticipated with drastic consequences, but what about potential peripheral risks posed, for example, by the working environment?

The tragic death of five workers at the Hawkeswood Metal Recycling plant in Birmingham in July is a case in point – that accident occurred when a large concrete wall collapsed close to where the employees were working.

It was not the case of an employee trapping their hand in the machine they were using or a person employed to work at height sustaining injury after a fall. Hazards where the risk of injury is less obvious can be overlooked but do deserve careful consideration.

Should a risk assessment be carried out?

Whilst some regulations readily identify certain risks within the workplace with the requirement of control measures, the Management of Health and Safety at Work Regulation 1999 obliges every employer to make a 'suitable and sufficient assessment' of the health and safety risks to which employees are exposed at work.

Whilst addressing the overriding duty under sections 2 and 3 of the Health & Safety at Work Act 1974 (HSWA), the Court of Appeal, in the case of *Tangerine Confectionary Ltd and Veolia ES (UK) Ltd v The Queen* [2011] EWCA Crim 2015, gave a useful indication of what is to be expected when it said "They are not limited, in the risks to which they apply, to risks which are obvious. They impose, in effect, a duty on employers to think deliberately about things which are not obvious".

In the face of a prosecution by the Health & Safety Executive (HSE), whilst it would be a defence to show that a risk was unforeseeable, the mere possibility of an injury should command a sufficiently detailed inquiry.

Should steps be taken to reduce or eliminate the risk?

Under the HSWA, the employer's obligation to ensure the health, safety and welfare of its employees whilst at work is qualified in so far as it is reasonably practicable to do so. In determining whether any steps should be taken, the law requires there to be a material risk of injury or death, as opposed to fanciful, but the fact of an accident will usually be strong evidence that a material risk existed.

Deciding what measures ought to be adopted in order to meet the threshold of reasonable practicability, each risk is weighed (taking in to account level of risk and severity of harm) against the sacrifice (cost and time) to determine if, and what, precautions should be taken. For example, there may be no reason for a worker to venture into an area where forklift trucks are used (low and less obvious risk of injury) but without being able to eradicate the risk, given the severity of the harm that may occur, a designated walkway marked with paint (relatively inexpensive) may be considered as a reasonably practicable measure.

If an employer decides against implementing any

safeguards on account that it would be grossly disproportionate to the level of risk, it is advisable to record the decision making process carefully.

Conclusion

A risk that is less obvious is, nonetheless, a risk that requires careful consideration of whether any reasonably practicable measures should be implemented to ensure the risk is addressed and, if necessary, effectively managed.



Myton Law advises on regulation - from compliance to helping individuals and businesses achieve the best possible outcome when under investigation or facing prosecution. For more detailed information,

specific advice or details of Myton's competitive rates including a fixed fee service, please contact Gordon Sewell on **01482 485020** or via **gordon.sewell@mytonlaw.co.uk**.

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Update on New Alliance

You may have seen recent news announcements about Sharp and their new alliance with Foxconn. SoluTech believe this is great news for our customers and our business.

On the 2nd of April Sharp and Foxconn signed a historic strategic alliance, which secures a €3.1 billion investment in Sharp, in return for a 66% stake the company.

The deal has many benefits:

- Sharp remains operationally independent – despite what you may have seen in the media, this is not an acquisition, it's an investment.
- Sharp continues to trade on Tokyo Exchange – remains an independent company.
- More than €310 million will be invested in Business Solutions, including Document Solutions and Visual Solutions.
- More than €310 million will be invested in Consumer Electronics.
- €63 million will be invested in Energy Solutions.

This is such good news for Sharp and for everyone who does business with them directly or indirectly. Above all, it gives them stability and ensures Sharp's long term viability. Not only that but by utilising Foxconn's production technology and worldwide supply chains, they predict an increase in their productivity and competitiveness. The partnership also allows Sharp to increase their



investment in R&D and to develop more new, high quality products in a speedy and cost-effective way. Technologies will be produced faster and costs will be reduced, allowing them to deliver new products quicker and to be more competitive in Europe.

Sharp are committed to restoring profitability and strengthening operations once again to make Sharp a leader in the global electronics arena and a world-class company with a positive outlook. Sharp have extended thanks to SoluTech and our customers would like to thank you for your

continuous support in doing business with our companies and to reassure you of their continued commitment to our relationship. We envisage there to be many more successful years working together and I hope you share our excitement about the benefits this investment will bring to all companies utilising Sharp products.

Of course, SoluTech will keep you updated with more news about the investment as this develops, and you will soon be able to find more information on our website www.wearesolutech.com or call Louise **01482 846746**.

Inspiring Day to Get Girls Thinking About Their Future in Engineering!

The annual 'Girls into Engineering' Day organised at Wilberforce Sixth Form College, in partnership with UKSTEM and Withernsea High School, was even bigger and better than in previous years, with more pupils and companies in attendance than ever before.

Sixty girls in years nine and ten from seven different schools, including Malet Lambert, Archbishop Sentamu Academy, Bridlington Headlands School, Kelvin Hall and Withernsea High School attended this inspiring, fun and practical day on Wednesday 13th July.

Activities included 'speed interviewing' with 20 female engineers who passed on their invaluable knowledge and advice gained from working in companies including Coda, Siemens, Centrica and BAE Systems. An inspiring, introductory talk on her career

was given by Dr Catherine Dobson of Hull University's Engineering Department. Dr Dobson was inspired into engineering by Hull's own female engineering role model, Amy Johnson, currently being celebrated in the city by a festival in her name. BAE Systems brought their 'virtual cockpit demonstrator' and the day ended with a competition to make the best 'tomato-sorting' machine!

Mike Cargill, of UKSTEM, joint organiser of the day's activities, together with Beci Pinder, Assistant Head of Withernsea High School, said: "This day is about understanding the options that are out there for the future. There is a real shortage of both female role models and females taking up STEM careers. A Royal Academy of Engineering report stated that 73% of parents said they believed that other subjects (than engineering) offer better career

opportunities for girls – despite the fact that the UK needs one million more engineers by 2020. This isn't about asking girls to change, it's about showing what is available and what great opportunities there are."

Dr Karen Ashman, Assistant Principal at Wilberforce Sixth Form College, said: "Every year this event becomes more and more popular, with this year's being the biggest so far in terms of attendance and support from employers. It's great to see so many girls focused on their career goals and keen to find out more about the engineering industry. There are some fantastic opportunities becoming available locally within this sector and we are delighted to help UKSTEM & Withernsea High School promote this as a credible career option for local young women."



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Driving Humber Transport Agenda to the House of Commons

Chamber leaders met to discuss transport priorities for the Humber on 14 June at a private dinner at the House of Commons.

Hosted by Diana Johnson with support from Melanie Onn to provide a pan-Humber strategic perspective, business leaders heard from special guests, Louise Ellman MP, chair of the House of Commons Transport Select Committee and David Brown, Chief Executive of Transport for the North, the body tasked with improving transport links across the Northern Powerhouse.

It was acknowledged that the Humber had suffered from some of the lowest transport spending in the UK in recent years. Whilst the Chamber and others had been part of the joint lobbying successes for priorities such as The Hull Trains franchise, reduced Humber Bridge tolls as well as supporting the A160 into Immingham and Hedon Road improvements, there was still much to do.

Leaders including Lord Haskins from the Humber LEP reviewed a list of five rail passenger priorities which were passed to David Brown at Transport for the North to reflect on. These included:

Electrification of the line between Hull to Selby/Temple Hirst Junction.

Connectivity with East Coast Main Line and Transpennine (and eventually HS2) with electric trains replacing diesel trains to London, York, Leeds and Manchester. Faster trains, lower emissions, newer rolling stock.

Line speed improvements between Hull, Goole and Selby.

Faster trains, increased capacity, removing constraints at Hessle and Gilberdyke). Network Rail signalling improvements are currently underway between Hull and Selby.

Increased frequency, short journeys & greater connectivity with Northern Powerhouse.

To get half-hourly 'fast' services between Hull and Leeds. Increase range of direct destinations: Manchester Airport and/or Liverpool. Later trains to Hull (currently restricted to 23.30).

Direct service between Cleethorpes, Grimsby, Scunthorpe & London.

Recent Open Access application by Great North

Eastern Railway Company (GNER) for four return services rejected by Office of Rail and Road (ORR).

Development of West Hull rail corridor.

Quick win improvements by creating parkway stations at Brough, Gilberdyke and Howden including integration with other modes of transport.

These rail passenger priorities formed part of a wider strategic discussion about maximising the River Humber's unique transport geography through the Humber as the largest trading estuary in the UK. Business Leaders from both sides of the river reflected on how the river should unite rather than divide the area as a functional economic unit. David Brown from Transport for the North stressed how much he saw both banks of the river being part of the transport priorities he had to deliver for the Northern Powerhouse.

Business leaders noted that virtually all Transport for the North's money was being allocated in the North West or between Manchester and Leeds and Chamber leaders felt we needed to see bigger strategic recognition of the 'Hullapool' element including Hull and Liverpool. Given that the Humber will see no new trains in service in this part of the franchise area for the next four to five years, we would like to see short-term quick improvements to car parking at Howden, Brough, Gilberdyke and Selby. This would be a relatively cheap and easy way of showing some evidence of activity and goodwill from the train operators to our part of their franchise areas, especially for those that can only practically access our limited rail connections by using the car.

Leveraging international shipping and air routes to generate economic growth and inward investment was another discussion point and how to maximise the Humber as the 'Energy Estuary' as well as a food, chemicals and logistics cluster for exports.

Other topics, such as Castle Street in Hull, the A15 duelling to Lincoln and the benefits of having EYMS as one of the best regional bus companies in the UK were also flagged up.

Chamber Chief Executive Dr Ian Kelly summed up the evening by highlighting that "these were lively and at times robust, but always friendly, discussions", noting our lack of transport spend. But we came away with much food for thought on how to get the best out of our excellent personal relationships with Transport for the North, and in-particular how we might translate that into hard cash spending in our part of the world in the future.

Pauline Wade looks at the Burbo Bank wind farm.



Chamber Visits Burbo Bank with DONG

Dong Energy took invited guests, including Chamber Chief Executive Dr Ian Kelly and International Trade Director Pauline Wade, out on a Mersey Ferry yesterday to look at their Burbo Bank wind farm.

At an earlier reception at the iconic Liver Building, Liverpool City Region Mayor Joe Anderson paid tribute to Brent Cheshire and his Dong team and their commitment to the Liverpool City Region.

At an earlier event, Finbarr Dowling, Humber Director for Siemens and Brent Cheshire, from Dong Energy, had highlighted how their partnership in the Mersey was now also looking east to the Humber (working on both banks) in what will be by far their biggest offshore wind farm partnership in the North Sea, the Hornsea project.

Hull & Humber Chamber Chief Executive Dr Ian Kelly said: "It was a pleasure to join Dong and Siemens at these events and to understand how Liverpool City Region have listened to these two key businesses' needs in order to grow offshore wind inward investment. We will be looking to work more closely with Liverpool City region colleagues, but make no mistake about it, if we can overcome the wrinkles of local authority politics in the Humber, our Mersey colleagues were admitting to me they will soon be jealous of the huge scale of opportunity we have in the Humber if we can get it right going forward."



By Richard Frogson, Partner in the Corporate Commercial team at Wilkin Chapman Solicitors.

The implications of Brexit are likely to be far-reaching. However, at present, the effects on specific areas of business and law are uncertain. Richard Frogson takes a look at how the 'leave' vote may affect businesses.

Assuming that the government follows the referendum decision (the UK must invoke Article 50 of the Treaty on European Union in order formally to start the process of Brexit), the future is dependent on which model the UK adopts in renegotiating its relationship with the EU. Three scenarios are most likely if the UK looks to retain strong trade links with the EU market. These are:

1. Joining the European Free Trade Association and the European Economic Area, thereby retaining access to the common market (on the same basis as Norway). Under this model, the UK will retain many elements of EU Law, such as those relating to workers' rights and data

protection, and would be expected to provide a reasonable degree of free movement of workers, in exchange for free movement of goods.

2. Negotiating an ongoing customs union with the EU (in the manner that Turkey has).
3. Negotiating a more independent route, either via a standalone trade agreement with the EU, or a series of agreements covering individual trade sectors.

Will it be business as usual?

The uncertainty created by the referendum result undoubtedly presents challenges to businesses. However, from a legal perspective there are likely to be only minimal changes in the short term. When new rules are introduced, they are likely to be publicised well in advance.

For example, how will Brexit affect contracts and disputes? English law has long been a popular choice for commercial parties doing business. The law is widely considered to be comparatively certain and predictable, while our courts have a deserved reputation for independence, expertise and commerciality. These factors are independent of the UK's membership of the EU and so the

popularity of English law in this sense is unlikely to diminish.

The impact of Brexit on other areas of business will be determined by government policy. Many local businesses have benefitted directly or indirectly from EU funding. It is anticipated that Westminster will replace these funds and make adequate future provision for like funding.

Wilkin Chapman solicitors will be monitoring the likely impact of the UK's exit from the EU and will continue to issue legal updates as the UK's position becomes clearer.



If you would like any advice on how the forthcoming changes might affect you or your business, do contact any of the Corporate Commercial legal team on **01482 398398** or find further details online at www.wilkinchapman.co.uk.



Martyn Cray and Lisa Hall of Swift Group with candidate Tom Pearson of Sutton, Hull.

HETA Helping Employers Build for the Future

Leading employers throughout the Humber region are waking up to the opportunities offered by apprenticeships when it comes to replacing aging workforces.

Businesses from both sides of the Humber set out to recruit around 100 young people as HETA held open days in Hull and Scunthorpe.

Malcolm Joslin, chair of the HETA board, said: "A number of employers who I've spoken to are recognising the challenges of aging workforces and the need to take a long term view to get the apprentices in now as a long term investment.

"Recruiting a regular intake of apprentices over a number of years is a good way to build up the workforce."

Iain Elliott, chief executive of HETA, added: "There are a number of changes being planned to the

apprentice programme. The UK government wants to recruit three million apprentices by 2020 and this year may be the last opportunity for employers to recruit a fully funded learner, so the message is talk to HETA now!"

The open days attracted more than 300 young people to the Forest Pines resort near Scunthorpe and the KCOM Stadium in Hull. South bank employers included Total LOR, ABP and Phillips 66. North bank employers included the NHS, Smith & Nephew and RB.

Martyn Cray, the operations director at Swift Group, said: "We are looking at a mixture of skills. We manufacture caravans, motorhomes and holiday homes and make a lot of components in-house so we have joinery, cabinet making, plumbing, electrical. There are a lot of opportunities to develop different skills.

"This is a good way for us to meet potential candidates, see them face-to-face and find out who is clearly interested. What we are seeing that is blowing my mind is CVs from 16 year olds. They are really switched on to where employers are coming from."

The Flexible Future of Work

When it comes to office space and workplace location, the mindset of business leaders is changing. The days of the fixed-hours, fixed-location job are disappearing, replaced by a more agile way of thinking.

The UK boasts a network of professional workspaces that enable employees to turn-up, plug-in and be productive. The advantages of such an approach extend beyond financial good sense. Employees can find workspace which is nearer to home, enabling them to avoid the stresses and the expense of the commute. Workspaces are carefully designed to suit the working patterns of today's professionals, with every consideration taken in terms of technology, lighting, ambience and ergonomic furniture – not forgetting access to break-out areas and refreshments.

One particular workplace trend that is rapidly growing in popularity is that of co-working. This is the practice of working in a shared space with professionals from several other businesses.

The Regus centre in Hull has a co-working space and it is used by workers from businesses of every size. In particular, co-working fosters an entrepreneurial spirit, encouraging the sharing of ideas and best-practice with like-minded peers from different industries.

In many cases, businesses have found their next supplier or client by simply striking up a relationship with those they work alongside.

Why not commit to trying flexible working for a day, or offering the option to some of your staff? Simply turn up and the Regus front-of-house staff will tell you all you need to get you started.

A date for the diary - Regus in partnership with Ro Properties, PPH Commercial and 360 Accountants Hull is hosting The World's Biggest Coffee Morning on Friday the 30th of September supporting Macmillan Cancer Support. The corporate networking fundraiser will be held at the Regus Hull, Norwich House centre and will be raising much needed donations for Macmillan Cancer Support.

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UK SMEs will be out of business in 5 years if they don't adapt



“It’s great to see that there’s such a positive outlook among SMEs, but it’s clear that in order to deliver on those ambitions businesses need to adapt to the times.”

Only 2% of UK SMEs have adapted to meet digital demands. Online sales is the biggest focus area among SMEs to boost growth. Businesses that embrace data analytics are twice as profitable.

Well over a third (38%) of UK small-to-medium sized enterprises (SMEs) believe that if they don't adapt their business models they will go out of business in five years. However, only a mere 2% have done something about it. These are the findings of the 2016 'SME Barometer Research' commissioned by Exact, which is an annual survey looking at technology adoption among 2,500 SMEs across Europe and the USA.

One of the key highlights of the research was that two thirds (64%) of all UK SMEs face competition from new digital players in their space. Yet, surprisingly, only 6% are investing in new technology to keep up with this digitalisation movement and retain market share.

The findings come at a time when SMEs across all seven countries surveyed (UK, Germany, France, Belgium, Spain, the Netherlands and the USA) are planning for growth: 73% of UK SMEs have said they are planning to grow. Interestingly, France had particularly high growth plans with 90% of businesses stating their ambitions.

Gavin Fell, General Manager of Exact Cloud Solutions UK, said, “It’s great to see that there’s such a positive outlook among SMEs, but it’s clear that in order to deliver on those ambitions businesses need to adapt to the times. Digitalisation is going to be key to ensuring you are not only efficient, but remain competitive in today’s highly challenging environment.”

The research revealed that while only 2% of British SME leaders have already taken action to align their businesses with market developments, a further 56% are now exploring new business models, something that is shared with their European and USA counterparts.

Some of the primary focus areas are investing in new technologies and talent. In the UK, SMEs are looking to online sales (30%), partnerships and channel sales (26%) and hiring talent (27%) to boost their businesses. The USA is placing greatest faith in online sales (39%) while Germany is throwing its weight behind new partnership agreements (31%).

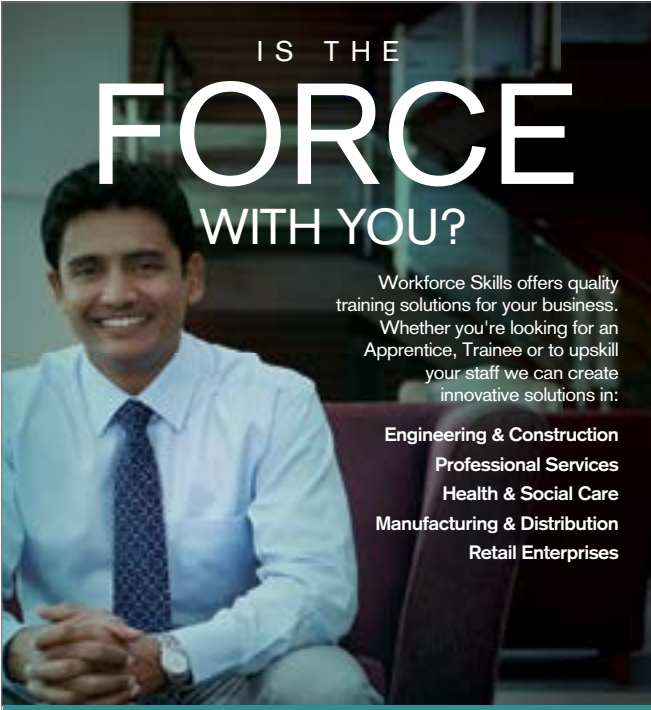
In terms of tech adoption, the momentum behind embracing cloud technologies appears to be gathering pace in the UK with 58% now using one or more cloud tools, up from 47% in the same survey last year. This remains a priority from last year’s study (63%) with 65% believing that technological changes are going

to have a strong impact on the competitive landscape in the UK in the next three years.

Other tools that are proving popular among SMEs include data analytics and reporting. Over a third (34%) of professionals surveyed said they could get a complete overview of company performance with a single push of a button. This increased availability of information is driving profit growth, with data-led businesses reporting an average profit margin of 21% last financial year, in comparison to 9% for businesses reporting limited use of data.

“The use of technology to deepen business insight means that the wider SME economy is entering a new period of rapid growth and efficiency,” said Erik van der Meijden, CEO of Exact. “As customer demands become ever more stringent, we are seeing entrepreneurial businesses taking advantage of digitalisation to broaden their service offerings. Exact provides ambitious SMEs with the technology and services they need to grow beyond their limits. As a result, companies are becoming increasingly agile, adapting to customer demands and market fluctuations in real time.”

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As one of the region's leading providers of training the Grimsby Institute has further strengthened its commitment to North East Lincolnshire's business community with the launch of Workforce Skills Ltd.

The team, which is led by Executive Director, Lucy Ottewell, specialises in delivering responsive and supportive training solutions to employers.

The dedicated business and learner engagement team work with the region's employers to bridge any skills gaps and ensure the next generation of trainees or apprentices are fully supported. Employers will have access to a team of industry specialists who are able to take advantage of a free, no obligation training and business needs analysis.

Workforce Skills specialises in a number of vocational sectors from Construction and Engineering to Health and Social Care and Retail Enterprises. We work closely with our clients to bridge the gaps in their workplace and also offer bespoke training.

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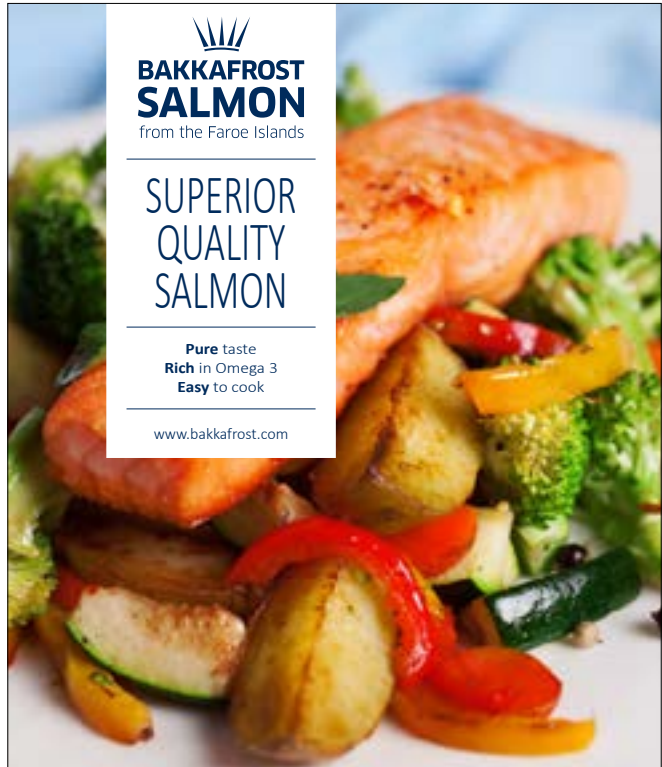
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Heptonstalls Warning to Business Owners over Continuity Planning

Heptonstalls solicitors are warning business owners of the dangers of not arranging a business continuity plan, in the event that they may become incapacitated.



Helen Forster, Associate and Dementia Champion, is urging business owners to put in place a Business Lasting Power of Attorney (LPA) to avoid serious disruption if they were to become mentally incapacitated.

There are numerous debilitating disorders, including dementia, with around 850,000 people found to be living with dementia across the



country and small businesses may suffer unless adequate plans are in place.

"Whilst many business owners may think the options are obvious, there is actually no automatic right to deal with another person's affairs," warns Forster.

She continues: "Historically, if a company director or owner was mentally incapacitated they could be removed from their position. However, under new rules in the Mental Health Discrimination Act, this is no longer the case.

"Unless you have appointed an attorney, the disruption to a business could be catastrophic as no one can sign on their behalf or even access bank accounts."

By establishing a Business LPA, a trusted person will be able to continue with daily operations.

Forster adds: "We all hope this kind of situation will never arise but, by putting an LPA in place, any risk is minimised."

To discuss Business LPA call **0800 917 8267** or visit **www.heptonstalls.co.uk**.





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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 business 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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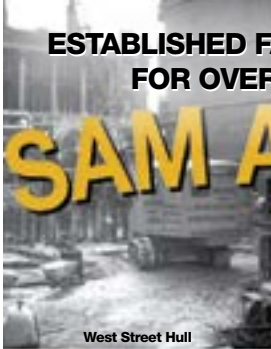
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Admin Centre Holds Annual Open Day

Admin Centre held their annual Open Day on Friday 24th June with speakers Kishor Tailor, CEO of Humber LEP, Deputy Mayor of North Lincolnshire, Cllr Peter Clark, Deputy Leader of North Lincolnshire Council, Cllr Rob Waltham, Nic Dakin MP and Keith Williams, Regional Manager of UK Steel Enterprise.

With updates from the speakers on developments in the Lincolnshire and Humber Estuary areas such as The Lincolnshire Lakes, The Green Port Hull, The Northern Powerhouse and, with it coming on the day the referendum result was announced, it led to an interesting event with lots of networking and lunch thrown in!

Admin Centre are pleased to welcome UK Steel Enterprise as clients with an office in Sovereign House, from where they are offering 'free money' through their equity investment and loan finance to growing businesses, as explained by Keith Williams on the day. If your business could benefit from these services please visit their website www.ukse.co.uk.

Admin Centre offer solutions for small businesses in Scunthorpe, North Lincolnshire. Specialising in office rental, hot desking, meeting room hire, virtual office services and business support in the Scunthorpe region. Admin Centre is ideally located next to the M180 and public transport routes making it commutable for you and your clients. There are no long term contracts when renting an office or desk space at Admin Centre, services are provided on an 'easy-in easy-out' 30 day rolling contract.

Admin Centre pride themselves on the services and facilities they offer to help small business in Scunthorpe. We also offer a range of



administration services including; virtual office services, PA and diary management, book-keeping/payroll, social media management and a range of telephony services and free business advice! Admin Centre has a great business working environment with a welcoming and friendly atmosphere and is the ideal location for small start-up businesses in Scunthorpe.

The event on 24th June was the third annual Open Day since moving to Sovereign House in 2014 following the expansion and growth of

the business from a small office in Queensway Business Centre in 2013 to their own premises. With more than 60 tickets for the free event, local businesses, entrepreneurs and people considering starting a business heard more about Admin Centres services, networked with likeminded business people and discovered what developments are coming in the Lincolnshire and Humber Estuary areas.

Fifth Daily Weekday Flight to Belfast Takes to the Skies

Flybe, Europe's largest regional airline, has started operating a fifth daily weekday flight between Leeds Bradford and Belfast City airports that, due to increased demand, will operate year round.

Flybe's weekday schedule now offers a wide selection of frequent travel options with flights now departing Leeds Bradford at 08.20, 11.05, 14.20, 15.15 and 20.25; and returning from Belfast City at 06.50, 9.40, 12.55, 15.45 and 19.00.

Tony Hallwood, Aviation Development Director at Leeds Bradford Airport, said: "I'm really

pleased to see the growth of Flybe's year round frequency on the Belfast City route adding yet more choice for passengers across the Yorkshire and Humber region. The new frequency is really important as it provides increased flexibility for customers who regularly travel to Belfast for both business and leisure.

"The timing of the additional service in the middle of the day allows business travellers to have more flexibility around their meetings schedule. In addition, with the many tourist sights that Belfast City and Leeds have to offer, I am sure that the wider choice of departure

times will be welcomed by leisure and short break visitors. I look forward to seeing the Belfast City route continuing to go from strength to strength."

Vincent Hodder, Flybe Chief Revenue Officer, added: "We are delighted that demand for this route supports the addition of an extra week day frequency year round and that we can now offer passengers a greater flexibility with even more options for convenient day return travel."

One way fares are from £29.99 including taxes and charges and can be booked online at www.flybe.com.



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ProcureMe have experience in investigating/eradicating fraud within organisations and can provide totally confidential support in this area.

Cost reductions of 85% in the provision of services and goods aren't unknown and demonstrate the potential for increasing your delivery during times of reduced budgets and resources.

ProcureMe have also recently launched a joint venture called 'The Marketplace' www.edg-themarketplace.co.uk with The Energy

Development Group (EDG) who are based in Hull and support clients who wish to establish supply chains in the Energy Sector. These clients range from Danish wind energy companies to Scottish based Oil & Gas businesses among others.

The Marketplace is a full online, secure, fully auditable, transparent and secure tender and quote management system designed to link businesses who want to win more work with real tender and quote opportunities. The system also allows businesses to connect with new suppliers which in turn unlocks better value and innovation. A one off registration fee of £275 covers set up, verification, training, support and unlimited use of the system.

A range of additional services such as managed tenders, bid writing and procurement auctions are available.

Please contact us for more details at jason@procureme.co.uk.

Hull Law Firm Rollits Celebrates 175 Years in Business

In 1841 the first edition of Punch magazine was published, Robert Peel became Prime Minister, and the Penny Black stamp was replaced by the Penny Red.

In Hull, a young Solicitor called John Rollit began practising law with his Partner William Dryden - their firm was called Dryden Sons & Rollit.

In due course, John Rollit set up his own practice at 62 Whitefriargate and soon after welcomed his two sons Albert and Arthur to the Partnership (now called Rollit & Sons). Both were eminent and colourful characters of their time, particularly Sir Albert who later became an MP.

Thomas Farrell joined in 1879 and the firm's other 'named partner', Dick Bladon became a partner in 1934. The firm remained as Rollit Farrell and Bladon until being shortened to Rollits in 2001.

Over time Rollits has occupied various premises within a stone's throw of each other in Hull's old town ...Cogan House and Cogan Chambers from 1878 to 1981, Elsworth House, Alfred Gelder Street in the late 1960s; King William House in Market Place from 1981 to 1991; Lowgate House from 1988 to 1991; Wilberforce Court on High Street from 1991 to 2016 and now from its brand new premises at Citadel House at the other end of the High Street.

Ralph Gilbert, Managing Partner said: "On 9 June 1841, John Rollit was admitted as an attorney of the Court of Queen's Bench and also a solicitor of the High Court of Chancery. His portrait is displayed in our reception at Citadel House today.

"The firm has developed and changed in untold ways over the last 175 years. It has practised from various offices in the Old Town in Hull but also in London, Beverley, Hornsea, Helmsley and, from 1990, in York. There have been in the region of 80 partners and hundreds of staff who have made Rollits the firm it is today.

"Today's society, the legal profession and the firm itself would be most alien to John Rollit as he embarked on his legal career, but we are rightly proud that we are the same firm (albeit possibly in the style of 'Trigger's broom') that started life 175 years ago and we will be both commemorating and celebrating this 'significant' birthday over the next 12 months.

"Rollits continues to provide commercial legal services from its bases at Citadel House, High Street and Rowntree Wharf, York and is proud to be celebrating 175 years in business in Yorkshire."

Rating Specialist Warns Changes are No Joke

The long-awaited revaluation of Business Rates has prompted a warning from a Chamber Member which is a specialist in reducing liabilities.

Adrian Smith Rating (ASR) says businesses should prepare now for publication in September of the draft 2017 Rateable Values – when they should consider how to budget and whether to challenge.

Adrian, who founded the company and has more than 40 years' experience advising on rates issues in the public and private sectors, said the delay in making the changes means some businesses may not be aware of the implications.

He said: "Revaluation of Business Rates usually comes around every five years, but even though the last one was back in 2010 the next will not be until April 1 next year.

"Despite the date, business owners can be sure this will be no joke. Many significant economic events have occurred since the last revaluation and they could have a major impact when it comes to assessing a fair rateable value."

The Valuation Office Agency have completed the 2017 Rateable Values (RVs) for non-domestic properties in England and Wales based on rental values at April 1 last year. The Department for Community and Local Government is currently reviewing the Rateable Value data and undertaking statistical analysis, and the new RVs will be published in September.

Adrian said: "If you pay business rates then this process will mean they will almost certainly change. They could go up or down and the change could be substantial. They will certainly influence business budget decisions and they may warrant an appeal, particularly if errors have been made, so we are offering a free initial consultation to help business owners understand how they will be affected by the changes."



To contact ASR call **01964 625415** or **01482 623930** or visit www.asrating.com.

Adrian Smith



From Pizza Box to Cloud

LCS Group making IT work for 25 years.

Amidst the leftover PC parts and cables lying dormant in the storage cupboard, a server room ticks over after making its daily data backups.

Somehow it's made the great distance to Microsoft's cloud data centre during the night, while dutifully filtering spam from mailboxes, preparing the day's security and Windows updates in readiness for the rush of users logging in for another day in the office. You see, it doesn't need to refuel, to eat, or to sleep like humans – it is present day technology.

From the HP 425e 'Pizza Box' PC in 1991 – affectionately named due to the shape of its desktop unit – and the nostalgic sound of dial-up internet, to current high powered tablet PCs made from slivers of glass and aluminium which are connected to super-fast fibre optic broadband, LCS Group has been prolific in contributing to this revolution over its 25 years in business. With

self-driving cars and full-faced robots on the horizon, the age of artificial intelligence is drawing startlingly close, but this is no time to be paving the way to panic station.

A quarter of a century has passed since HP's pizza box 400 series model emerged in the market. With a 25 megahertz processor and 48 megabytes of memory, the 425e was turning tech gurus into green-eyed monsters as they longingly stared at its £3,600 price tag. By way of comparison, if the motor car had advanced at the same pace as the IT industry, a one litre Mini would produce 8,000 bhp, do 12,000 mph and deliver 5,000 miles per gallon compared to its 1991 cousin, and all for a new price tag of £1,300.

But let's not get hung up on statistics. We know technology is fast and can transform the fortunes of a business. However, as we become more dependent upon these systems, we need to remain vigilant to protect ourselves from people that seek to damage our bank balance and reputations. Increased levels of automation and access to

electronic data has created opportunities like never before for cyber criminals, who will quickly exploit those that are naïve or ill prepared.

Protecting your business is no walk in the park. It often takes expertise, experience, commitment and constant monitoring – and that's what makes the team here at LCS tick. And though a bold statement to make, we actively walk away from more prospects than we engage. We know our strengths and weaknesses, put our customers' interests first, and accept that not all business owners appreciate the powerful, transformative possibilities of expertly managed IT.

Working to core values in expertise, responsibility and transparency, join LCS Group in celebrating our 25th anniversary by making IT work for you. If you want to talk about how your business can benefit by working with us, or would like simply to draw a comparison against your existing IT provision, then get in touch on **01472 501234** or email us at **ask@lcsgroup.com**.





l-r Anne Tate, James Swain, Tony Bramley, Emma Forrest-Leigh of Grimsby Institute

Grimsby School of Art Celebrates at Neon Nights

Learners, staff and members of the local community came together to enjoy a fantastic night of art and creativity at a special end of year arts festival; Neon Nights, to celebrate the excellent work taking place at the Grimsby School of Art.

The event, which was a collaboration between Art & Design, Computing, Games Design, Performing Arts, Music and Media courses, brought together

a colourful array of performances and exhibitions at the Grimsby Institute’s Nuns Corner campus, with performances from music and performing arts learners and an array of artwork from across all media and platforms.

The Chamber were proud to be part of the evening and sponsored the Excellence in Performing Arts Award 2016. Anne Tate, Northern Lincolnshire

Manager, presented the Awards along with Tony Bramley, Chief Executive of Shoreline and Emma Forrest-Leigh, Associate Principal for Creative and Digital Industries, Grimsby Institute. The winner of the Chamber sponsored Award was James Swain who it emerged had also been one of the performers in the ‘Grease’ After Dinner Show at the Chamber’s Northern Lincolnshire Business Awards.

Offering the Best Service

Best Service (Europe) Ltd provides internet and satellite TV systems for the marine industry, offering sales, service and support for the leading manufacturers in VSAT and TVRO, including Sailor/SeaTel, Intellian and KVH

It also offers Sky Offshore receivers and subscriptions and BMC internet airtimes or consultation; they can assist any super yacht, ferry, ship or offshore vessel.

This family-run business is led by Frank Butterfield, who is also a Director of Team Humber Marine Alliance.

The company is based in Hull but they assist customers all over the world. In this forever

changing market place, Best Service has remained constant in offering high levels of service and superior knowledge so their customers know they are in safe hands.

To provide this high level of service Best Service have two dedicated websites called **www.seattle.biz** and **www.intellian.biz**.

These sites allow customers to source a quick quotation for any Sailor/SeaTel and Intellian products.

By offering more online services, Frank and his team can support other customers through telephone or email or attend vessels as the engineers all have offshore certification.

Further to support their service levels and quality standards, Best Service has achieved ISO 9001:2008 accreditation for the past 11 years

Best Service have made themselves the ‘One Stop Shop’ for VSAT and TVRO. They offer customers the complete solution, from the purchase of the antenna, the installation and ongoing support, internet airtime and TV viewing cards.

It is no wonder that many of their customers have long standing relationships with Best Service since it was established over 14 years ago.

Businesses Celebrate at HullBID Awards



Businesses throughout Hull city centre came together to celebrate their achievements at the third edition of the HullBID Awards.

Nominees, sponsors and guests packed into the Mercure Hull Royal Hotel for an occasion which showcased the best of the city centre's various business sectors.

The awards recognised such qualities as safety, customer service and training and development, and HullBID city centre manager Kathryn Shillito emphasised that everyone was a winner.

Kathryn said: "The HullBID Awards is a celebration – an opportunity to draw together and highlight all our city centre businesses and, importantly, to recognise and reward all of them."

Kathryn outlined the achievements of HullBID during the past year, notably in the renewal ballot, and spoke of the importance of strong

partnerships to help businesses maximise the benefits of City of Culture.

She said: "We're working closely with the City Council and the City of Culture team to help businesses be prepared and to embrace this opportunity."

Neil Hodgkinson, editor of the Hull Daily Mail, HullBID's media partner for the event, said: "These awards are a superb indicator of the strength and vibrancy of a city. Without a strong, entrepreneurial, gutsy and dynamic city centre economy – both during the day and at night – then Hull will be nothing.

"You can have as many Siemens investments or City of Cultures as you want, but if there is nothing to do or see, enjoy or be entertained by, or browse and buy, then there is no lifeblood.

"The City of Culture has to benefit all of you. We need businesses to flourish, to be involved and to receive a major boost. We need people to want to come back because they had a great time. And you'll play a major role in determining whether that happens."

For full details of the winners visit www.hullbid.co.uk.



New Role for Kato

CR Parrott Consultants Limited has announced the addition of Kato Tsang to their team.

Kato joins the company as Assistant Project Manager and has experience within the institutional, commercial, healthcare, public and private sectors, gained working within architectural practices in both London and Hong Kong.

Educated at North Lindsey College, Scunthorpe, Kato moved to Newcastle where he gained a qualification in Interior Design before specialising in Architecture, studying to degree level at Newcastle University then achieving a Masters through Leeds Metropolitan University.

Kato said: "I've had a fantastic few years working on projects abroad but I'm pleased to be back in North Lincolnshire. The area is buzzing with the promise of future development and growth and I, along with my colleagues at CR Parrott Consultants Limited, am looking forward to playing a part in its future".

Head of Architectural Services Mike Berryman said: "We're thrilled to welcome Kato aboard, he has already made a great impact within the team with his experience, skills and his enthusiasm and we're very much looking forward to seeing him continue to develop his skillset with CR Parrott Consultants Limited."

Managing Director Chris Parrott said: "This is an incredibly exciting time for the company and the area, and we're delighted to be further strengthening our existing team with the arrival of Kato, who brings with him both experience and a passion for the work we do."

Make Cyber Security the Golden Thread in Your Daily Business

Police experts now say that it's a case of when, not if, a business is targeted by online criminals – so are you satisfied your firm's cyber security would stand up to the test?

In the Humberside force area, 69 per cent of business managers say cyber security is a priority – yet 63 per cent of local cyber crime victims are businesses and the force investigates an average of 531 cyber enabled frauds a month.

Between March 2015 and March 2016, businesses in the Humber region reported losses of £2,761,337 to online crime.

But don't panic. It's estimated that 90 per cent of all such attacks can be prevented by taking some simple security steps – and staff training is key.

Inspector Rich Osgerby, from the Humberside Police cyber crime unit, said: "It is believed that 50 per cent of successful cyber attacks are successful as a result of human error.

"It's evident from the reports coming in that businesses need to do more to ensure all staff have appropriate online fraud awareness training and everyone knows and understands their role in keeping the business secure.

"A substantial amount of online fraud targeted at businesses is successful due to lack of knowledge or complacency on the part of employees.

"It's also important to take into account that if you or your staff fall for scams such as a phishing email or a mandate fraud, your bank may not refund the money lost, as they could claim you



have not done enough to protect yourself.

"Cyber security should be the golden thread running through your business. It should be an agenda item at every team briefing and every meeting. This is the only way to make it clear just how important it is."

Another important thing to bear in mind, is the cost of a breach may not only be the money lost to the attackers.

Insp Osgerby added: "The Information Commissioner's Office can also issue fines to companies when customer data is compromised as a result of cyber attacks, if it finds not enough

has been done to prevent that data being stolen – and the sums are not insignificant."

To help reduce the risk to your business, you need to ensure you have the following measures in place at the very least:

- Set up structured employee education and awareness training, make sure it is conducted regularly and kept up-to-date.
- Install internet security solutions on all systems – including mobile devices – and keep all operating software, application software, mobile apps and web browsers up to date.
- Set up and enforce a strict password policy for all employees and contractors.
- Consider restricting access to inappropriate websites to lessen the risk of being exposed to malware, and create a policy governing when and how security updates should be installed.
- Introduce rules on safe mobile working, including use of unsecured Wi-Fi hotspots, shoulder surfing and protecting devices from theft or loss.
- Increase protection of your networks, including wireless networks, against external attacks through the use of firewalls, proxies, access lists and other measures.
- Maintain an inventory of all IT equipment and software – including redundant systems – and identify a secure standard formation for all existing and future IT and comms equipment used by your business.
- Restrict staff and third-party access to IT equipment, systems and information to the minimum required. Plus, keep items physically secure to prevent unauthorised access.

10 Steps to Cyber Security

Defining and communicating your Board's Information Risk Management Regime is central to your organisation's overall cyber security strategy. CESG recommend you review this regime - together with the nine associated security areas described below - in order to protect your business against the majority of cyber threats.

Network Security
Protect your networks against external and internal attack. Manage the network perimeter. Filter out unauthorised access and malicious content. Monitor and test security controls.

Malware Protection
Produce relevant policy and establish anti-malware defences that are applicable and relevant to all business areas. Scan for malware across the organisation.

Monitoring
Establish a monitoring strategy and produce supporting policies. Continuously monitor all ICT systems and networks. Analyse logs for unusual activity that could indicate an attack.

Incident Management
Establish an incident response and disaster recover capability. Produce and test incident management plans. Provide specialist training to the incident management team. Report criminal incidents to law enforcement.

User Education and Awareness
Produce user security policies covering acceptable and secure use of the organisation's systems. Establish a staff training programme. Maintain user awareness of the cyber risks.

Home and Mobile Working
Develop a mobile working policy and train staff to adhere to it. Apply the secure baseline build to all devices. Protect data both in transit and at rest.

Secure Configuration
Apply security patches and ensure that the secure configuration of all ICT systems is maintained. Create a system inventory and define a baseline build for all ICT devices.

Removable Media Controls
Produce a policy to control all access to removable media. Limit media types and use. Scan all media for malware before importing on to the corporate system.

Managing User Privileges
Establish account management processes and limit the number of privileged accounts. Limit user privileges and monitor user activity. Control access to activity and audit logs.

Establish an effective governance structure and determine your risk appetite.

Information Risk Management Regime

Maintain the Board's engagement with the cyber risk.

Produce supporting information risk management policies.

Common Cyber Attacks: Reducing The Impact

Most cyber attacks are composed of four stages: **Survey**, **Delivery**, **Breach** and **Affect**. The following security controls, applied at each stage of an attack, can reduce your organisation's exposure to a successful cyber attack.

81%
OF LARGE COMPANIES REPORTING BREACH

£600K - £1.15m
AVERAGE COST OF SECURITY BREACH

Source: 2014 Information Security Breaches Survey sponsored by the Department for Business, Innovation and Skills.

Who might be attacking you?
 Cyber Criminals interested in making money through fraud or from the sale of valuable information.
 Industrial competitors and foreign intelligence services interested in gaining an economic advantage for their companies or countries.
 Hackers who find interfering with computer systems an enjoyable challenge.
 Radicals who wish to attack companies for political or ideological motives.
 Employees, or those who have legitimate access, either by accidental or deliberate misuse.

User Education
 Train all users to consider what they include in publicly available documents and web content. Users should also be aware of the risks from discussing work-related topics on social media, and the potential of being targeted by phishing attacks.

Controls For The Affect Stage
 Once an attacker has achieved full access, it's much harder to detect their actions and eradicate their presence. This is where a more in-depth, holistic approach to cyber security can help. 50 Steps To Cyber Security outlines many of the features of a complete cyber risk management regime.

Network Perimeter Defences
 Can block insecure or unnecessary services, or only allow permitted websites to be accessed.

Malware Protection
 Can block malicious emails and prevent malware being downloaded from websites.

Secure Configuration
 Restrict system functionality to the minimum needed for business operations, automatically apply to every device that is used to conduct business.

Malware Protection
 Malware protection within the internet gateway can detect malicious code in an imported item.

Password Policy
 Can prevent users from selecting easily guessed passwords and locks accounts after a low number of failed attempts.

Patch Management
 Apply patches at the earliest possibility to limit exposure to known software vulnerabilities.

Monitoring
 Monitor and analyse all network activity to identify any malicious or unusual activity.

Malware Protection
 Malware protection within the internet gateway can detect malicious code in an imported item.

Secure Configuration
 Remove unnecessary software and default user accounts. Ensure default passwords are changed, and that automatic features that could activate malware are turned off.

User Access
 Well maintained user access controls can restrict the applications, privileges and data that users can access.

User Training
 User training is extremely valuable in reducing the likelihood of successful social engineering attacks.

Device Controls
 Devices within the internal gateway should be used to prevent unauthorised access to critical services or inherently insecure services that may still be required internally.

CESG **CERT-UK**

- For home and mobile working, ensure sensitive data is encrypted when stored or transmitted online so data can only be accessed by authorised users.
- Restrict the use of removable media such as USB drives, CDs, DVDs and secure digital cards, and protect any data stored on these to help stop data being lost and to prevent malware from being installed. Have a proper BYoD (Bring Your Own Device) policy in place.

Many SME directors fear that as they do not have the ability to employ online security experts, they may not be able to protect their assets sufficiently. However, there is a wealth of free information available that can help you to put the basics in place.



The Cyber Essentials scheme provides an easy way of showing your business can be trusted when it comes to cyber security – and a quick way of spotting which firms also make the grade.

It identifies the security controls you must have in place within your firm's IT systems in order to qualify for the accreditation, and although relevant to firms of all sizes, it also recognises that some small and medium sized enterprises may need more help, guidance and support than larger firms with IT experts on staff.

Another tip is to sign up for the newly-formed Humber Business Resilience Forum, which launched in June.

Humbreside Police has teamed up with The Regional Cybercrime unit, Hull University Business School and leading firms from across the area to create a 'one-stop-shop' for businesses, allowing them to access the most up to date knowledge and expertise on cyber security issues via its website and open business seminars.

You could also become a member of the Yorkshire and Humber Cyber-Security Information Sharing Partnership (CiSP).

Run by Cert-Uk, the forum is part of national initiative - which includes regionalised online groups – that aims to reduce the impact of cyber

crime on UK businesses by increasing awareness of the potential threats and sharing experiences and information.

Members include law enforcement professionals and industry leaders, such as Microsoft, Virgin Media, QinetiQ, BT and EE, as well as small and medium enterprises (SME) from varying sectors.

Membership also provides access to the Fusion Cell – a joint industry and government analytical team which examines, analyses and feeds back information from a variety of sources and can conduct bespoke malware and phishing analysis for members.

If you think you have been targeted by online fraud, please visit www.actionfraud.police.uk/ or call **0300 123 2040**.

To find out more about staying safe online, visit Cyber Security: Has It Clicked? (www.humbreside.police.uk/campaign/cyber-security-has-it-clicked/). Get Safe Online (www.getsafeonline.org/business) or the Humber Business Resilience Forum (www.hbrf.co.uk).

To find out more about the CiSP, visit www.cert-gov.uk

The Importance of Tackling Cybercrime

The internet has revolutionised business. Companies of all sizes have taken advantage of computers to improve the speed and efficiency of their operations, and to create a more convenient interface for consumers. Yet with these opportunities there also comes an increased risk of cyber fraud attacks.

Steve Hanson, Barclays' Head of Business and Corporate for Humber and York, looks at the threats facing our region's businesses.

Falling victim to a cyber fraud attack can result in major financial losses, while data breaches can severely damage customers' trust in a company. Fraudsters can easily monetise stolen information by selling it online, and the impact of this on businesses' reputations can be severe. Individuals have been given increased anonymity as internet and email-based transactions have become the norm in business. Fraud, more than ever, may cover many different jurisdictions, with victims, beneficiaries and fraudsters potentially located in different countries. This makes it difficult to investigate fraud and, crucially, very hard to recover funds.

For this reason, it is vital that businesses look to prevent fraud, rather than hope to cure its consequences.

What are the most common cyberfraud scams about which bank customers need to be aware?

Whilst no list could ever be exhaustive, there are three main areas where businesses are currently most frequently attacked: social engineering, malware and network attacks.

Social engineering is the method by which fraudsters aim to trick people into breaking normal security procedures - to give up sensitive information, such as bank login details, or for them to enable malicious software to be installed onto their device. They may also trick the victim into carrying out a fraudulent payment themselves. Most cyber fraud attacks depend heavily on human interactions - fraudsters have long identified that the easiest way to breach an organisation's defences is to target its people, not its systems. The most common forms of social engineering are invoice fraud, vishing (vocal interaction with a staff member with the aim of forcing the staff member to reveal sensitive information), phishing (email or written interaction with the same goal) and smishing (text).

'Malware', short for 'malicious software', is used by criminals to disrupt computer operations and

access confidential information. Malware can be installed into your computer through clicking a link in an email, opening an attachment to an email, or by unwittingly downloading software from a malicious source.

Network attacks - as workforces have become more mobile, employees no longer always work on a single trusted network, making security more difficult. Fraudsters can exploit this, by intercepting emails as they move across unsecured public servers, or even bombarding organisations with millions of spam emails forcing servers to crash, crippling online business operations.

Fraudsters are constantly finding new ways to attack so businesses need to review their processes regularly.

What is the most common mistake that cyberfraud victims make?

It is very easy not to give cyber fraud the focus that it requires when there are so many other issues for business leaders to deal with. This is particularly true because the return on investment is difficult to quantify, as success lies in the avoidance of loss rather than the creation of income. It is understandable then, that it's not always at the top of the priority list. However, the potential damage - both financial and reputational - is so significant that all business leaders owe it to themselves to be serious in addressing the risks.

Another trap businesses fall into is not sharing information about the risks with those staff most likely to come into contact with the fraudsters. It is vital that frontline payment staff who could unwittingly release funds to fraudsters after being targeted for a social engineering attack, such as invoice fraud or phishing, are kept aware of the potential threats and are encouraged to be vigilant.

Many of the frauds committed online today are extremely sophisticated and complex which means that trying to recover funds after the fraud has taken place can be incredibly difficult. As such, whilst it may not be the most exciting or glamorous subject, each business leader should be as prepared as possible to protect their business from fraud.

What advice would Barclays give to customers to keep them safe from cybercriminals?

The key advice we always give is to be vigilant. There are many ways to protect your business from each type of cyber fraud, but they ultimately add up to this same message. This, of course, is easier said than done, but creating a culture of awareness across all members of your team, particularly those with responsibility for making payments, or managing large transactions, could make a significant difference.

Investing in up-to-date cyber defence software is imperative to protecting your business from the financial and reputational consequences of cyber fraud. You should also ensure that your internet browsers are updated to the most recent versions. Testing your own controls to ensure they are operating as appropriate will also enable you to identify system weaknesses before fraudsters get to exploit them. Always ensure that important files are backed up to a removable hard drive disk or to the cloud.

Consideration should also be given to how much information you make public on the internet about the individuals in your company. In the era of internet sharing through social media sites it is easy to get carried away, but be aware that this information could make it easier for a fraudster to take advantage.

It is important to create a culture in your company where employees are encouraged to report fraud threats, so they do not feel they need to hide a breach they may have been unwittingly involved in. Ultimately, raising awareness of fraud is key to its prevention - the more people in your organisation who are aware of the risks, the less likely an attack on your business is to succeed.

What does Barclays do to protect its customers from cyberfraud?

At Barclays, we are dedicated to helping protect businesses from the risks of cyber fraud attacks. We host hundreds of events a year for customers to help raise awareness of the risks and advise on the best ways to mitigate exposure to those risks. We have produced a report entitled 'Cyber



Steve Hanson

Head of Business & Corporate Banking

fraud – protecting your business’ which contains advice to help companies understand the issues and which has specific guidance on reducing risk exposure for the key cyberfraud attacks we’ve identified: social engineering, malware and network attacks. It also provides information on where to seek further information and support and is available on our online fraud hub (details below). We have also partnered with the Met Police in the production of the ‘Little Book of Big Scams’ and with the IOD on ‘Cyber Security: Underpinning the Digital Economy’. We have also

produced a series of short animated videos to help businesses understand the issues quickly.

Our retail banking division was also the first UK bank to launch a TV campaign to help make the public aware of the scams that could affect them.

At a personal level, I am proud to sit on the board of the Humber Business Resilience Forum (www.hbrf.co.uk). Our aim is to make the Humber region more resilient to cyber attacks and to become one of the most secure places in the UK to do business in cyberspace. The Forum provides

local businesses with education and insight to enable them to prepare for, respond to and emerge from an attack.

Prevention is always better than cure so we are committed to helping businesses protect themselves from online fraudsters.

Visit our business fraud hub at barclayscorporate.com/fraud to learn more. Or www.barclays.co.uk/fraudsmart is our site to help personal banking customers understand the risks.



Building a better future. Piece by piece.

How Barclays is helping build-your-own computer company Kano unlock its potential.

Kano Office, London
Yonatan Raz-Fridman and Alex Klein, Co-Founders, Kano
Juliet Rogan, Relationship Director, Barclays

Kano's vision is simple. A computer anyone can build and program themselves. Recognising Kano's potential to inspire a generation of coders, we provided a US\$1m working capital facility to support Kano's vision. Co-founder and CEO, Yonatan Raz-Fridman says "Our ambition is to help young people become a powerful force. Coding is increasingly important in today's society, and Barclays is helping us to impart a valuable skill".

Call Steve Hanson on 07827 807600* or visit barclays.com/corporatebanking



Cyber Risk Insurance - A Business Essential?

Cyber insurance is rapidly becoming a business essential yet, in spite of the growing threat of cyber attacks to both the public and private sectors, only about 10 per cent of large businesses have any form of cyber cover and this is significantly less for SME businesses.

This is a reflection of general misunderstanding of where traditional covers stop and ignorance of cyber cover's benefits or even existence.

Can your business work without access to the internet, email, phones etc. and will your customers be happy to trust their data with you afterwards?

Assessing the potential risk and cost of an attack is not easy, just not knowing what to do and who to turn to can have a huge effect on a business's reputation, which of course in turn can lead to catastrophic damage.

Cyber Risk Insurance

Policies can cover a wide range of risks, including liability arising from accidental release of personal data as a direct result of a hacking attack or a



virus emanating from your computer systems or any inability to access your systems as a result of hacking or a virus. Also liability arising from libel/

slander/plagiarism/breach of any intellectual property rights due to electronic communications carried out by you would also be covered.

Premiums start from as little as £175 and bearing in mind that fines, which are covered, equal to 4% of your turnover are on the horizon, it would look like money well spent after an incident. If you haven't assessed your Cyber Risks you should, Cyber Insurance is probably as important as Fire and Theft cover now and you wouldn't operate without that!



CYBER RISK INSURANCE



Do these things worry you?

They should! Do something about it

Talk to Johnstone Insurance Brokers about Cyber Risks and the Insurance solutions we can put in place.

01724 872939

Find out more at: www.johnstoneinsurance.co.uk | chris@johnstoneinsurance.co.uk



Luke Pykett (right), Marketing Director and Richard Osgerby from the Humberside Police Cyber Crime

Cyber Threat: A Business Priority

Ask anyone involved in fighting cyber-crime on a daily basis about what businesses should know, and the first thing they will say is that no organisation is immune.

The second most frequently raised point is that no business can afford to ignore cyber-crime.

The Government's recent Cyber Breaches Survey 2016 found that two-thirds of businesses have experienced a cyber-attack in the past year.

"The losses are both direct and indirect, with many businesses citing downtime or lost productivity as a costly side-effect of some cyber-criminal activity" Luke Pykett, recently appointed Marketing Director explains.

The reality is that every business connected to the internet can expect to fall victim to cyber-crime at some point as criminals expand their ability to steal money directly or to turn stolen data into money.

"Most businesses stick their head in the sand and presume it won't happen to them. At some point moving forward, it's inevitable that they will be targeted. It's a quick and easy win for the cyber terrorist" explains Luke.

"The problem is that, while most IT professionals are aware of the threat cyber-crimes poses to their business, senior executives are often unaware or don't realise the exact scale of the problem."

Despite increased media coverage of high-profile breaches, many top executives still believe their organisation has no valuable data and will not be targeted.

"We are encouraging customers to perform a cyber threat audit to see what potential loopholes they could be missing, even if they feel they are already covered. They could be surprised at the results."

Genesis have recently been working together with the Yorkshire & Humberside Police Cyber Crime Unit on a number of events to educate businesses in the area. These were key to highlighting the very important message of the real impact that these attacks are having on businesses in our area and how they should not be ignored.

"It's been a great opportunity for some of our customers and businesses in the area to see the facts directly from the police. They have some hard hitting facts that can't afford to be ignored."

There was one clear message that came out of all these events - It's now not a matter of if your business will be targeted - but when.

"The cyber threat arena is ever-changing so we will be hosting future events to educate businesses in other key cyber awareness areas. This isn't something that will go away - it will just get bigger and bigger. Keep an eye on our website www.genesisIT.co.uk or follow us on Twitter @GenesisIT to discover the first details on these."

If you would like to register for a free Cyber Threat Consultancy audit, contact Luke on **01482 210999** or email luka.pykett@genesisIT.co.uk.



CYBER THREAT CHECKLIST

ARE YOU CONCERNED ABOUT A CYBER-SECURITY BREACH IMPACTING YOUR BUSINESS?

START BY ADDRESSING THE FOLLOWING



IMPLEMENT BEST PRACTICE

Create secure passwords, keep software updated and monitor your devices.

EDUCATE YOUR STAFF

Train your staff to be cyber-aware to avoid visiting harmful sites or opening unsolicited emails.



PROTECT YOUR DEVICE

Adopt the right network security software. Assess the security of your server and ensure your data storage is safe.

BACK UP, BACK UP, BACK UP

Remember to back up your information. There are many options and a hybrid cloud solution maybe for you.



KNOW THE FACTS



UK businesses suffer more cyber attacks than the rest of Europe.



Breaches of 'Data Protection Act' caused by human error in the workplace.



Make Your Business App-y

As technology evolves, so must businesses. With the ever increasing popularity of mobile and tablet devices, there is seemingly no end to the possibilities for business, and Genesis can help you achieve your goals for a business mobile application.

The experienced development team at Genesis have already successfully developed and deployed mobile apps for a wide range of businesses from aviation and agriculture to vehicle rental businesses. With a proven track record of delivering highly successful IT and software solutions since 1986, Genesis ensures a versatile platform for your systems that can adapt to changing business priorities. Apps can be developed for iOS (Apple iPhone or iPad), Android and Windows.

"Apps don't just have to be about marketing to customers or creating the latest PokemonGO. Most businesses are looking to streamline processes in house, so they can free up time to focus on other areas. With the high level of experience we have in developing apps for business, we are able to provide app-based solutions that can deliver significant benefits to our customers and are far more effective than the basic apps other software companies are offering. Businesses today are looking for every opportunity to improve how they operate and connect with their customers, and apps are a great way to do this." Luke Pykett, Marketing Director explains.

Genesis designed an app for Brandesburton based Robinson Contract Services Ltd to streamline its delivery process of contracts.

Julia Cook, managing director of Robinson Contract Services Ltd said "Genesis built a bespoke haulage delivery system that links in real-time collections and deliveries from the driver's in cab tablet to our main system in the office.

"It also provides sat-nav information; telephone and email functions; and a tracking system. The app allows for much more efficient management of our haulage fleet, as well as saving the administrative burden of entering weigh ticket data.

"It is proving invaluable in providing accurate and immediate information to both ourselves and our customers."

For further information on how mobile apps can help your business or protect your business mobile devices from cyber threats, call Luke on **01482 210999** or email luke.pykett@genesisIT.co.uk.



Local IT Support Company Celebrates 30 Years

Genesis Business Systems celebrates 30 years of business in August 2016. From its inception in 1986, Genesis has grown to provide a wide range of IT services to support businesses in and around the Yorkshire region.

"It's unbelievable to think of the amount of technology changes that have happened in business since 1986" Luke Pykett, Marketing Director said.

"We initially offered IT support and financial systems but this has now grown to a whole range of products and services to offer the best of breed in solutions."

The company not only have key relationships with many technology providers, they also develop for them too.

Many businesses now use Genesis as a 'one stop shop' to look after all their business IT needs – eliminating any problems often occurring from splitting these support services across multiple companies.

Most recently businesses are getting in touch to discuss cyber threat prevention but that's just one of the solutions we can help with – from IT systems and support, to financial, crm, payroll and service management systems to cabling, telephones, website design and beyond.

"We've always provided a warm and friendly service to our customers, offering advice without all the technical jargon. Genesis are constantly looking to the future and keeping ahead of changes within the industry."

Red Flag Alert partners with Inteltrain to boost business data analysis

Intelligence analysis experts Inteltrain have announced a partnership with online business information bureau Red Flag Alert to use the cutting-edge Level 3 Diploma In Intelligence Analysis offered by Inteltrain.

Red Flag Alert (RFA) is a leading provider of real-time business intelligence data for companies; it appreciates the need to ensure that its employees are trained to the highest standards enabling them to fully support their customers. This endorses the quality of the Level 3 Diploma in Intelligence Analysis course, which delivers key skills and techniques not previously adopted within commercial business.

Inteltrain is a leading provider of specialist vocational qualifications for those working in the intelligence and cyber security sectors. They have identified a current lack of specialist training available for those working in roles such as fraud, data and client/business intelligence as well as other analytical roles. All the courses they deliver have nationally accredited qualifications attached to them and a number of Red Flag Alert staff are being trained via the recently developed Level 3 Intelligence Analysis programme.

Nick Atkinson, Commercial Manager at Inteltrain, said: "We are delighted to be working with Red Flag Alert. A number of their key personnel are going to be using our unique Intelligence Analysis programme to further develop their own skills and techniques in gathering, disseminating and using client and business intelligence, enabling them to have more informed discussions with clients, helping them get the maximum return from their investment in Red Flag Alert's services."

RFA will be offering this training to its own customers and Nick said: "Through the development of skills and techniques, RFA customers will be able to improve the quality of their decision-making to build on what is already an excellent online business information bureau."

The programme was developed in conjunction with the highest levels of British Military Intelligence to combat the lack of specialist training for those working in roles that rely heavily upon gathering and interpreting client/business intelligence and data.

Red Flag Alert's customers range from High Street banks through to small and medium sized businesses.



Gareth Dunn, Red Flag's Marketing Manager, said: "We already provide a market leading source of Business to Business data and we are passionate about helping our customers benefit as much as possible not just from our service but also any other forms of data to which they have access."

"Working with Inteltrain means that we add value to what we offer. It allows us to provide both our internal teams and our customers with insight into how they can best utilise the information they are handling."

You can find out more about the range of cutting-edge programmes offered by Inteltrain at www.inteltrain.com



Updating Business Systems Lowers Risk of Hacking

Cyber security experts Phortress have issued a warning to small businesses who are putting themselves at risk of being hacked by not updating security systems often enough.

The UK-based company says that there is a particular problem with the popular website service Wordpress.

Phortress says that it has witnessed a recent increase in the number of small business Wordpress sites being hacked due to insecure/out-of-date plugins and out-of-date installations of Wordpress.

A lot of the clients that Phortress has helped recently that have had their sites hacked have been running Wordpress.

The main reason they were targeted was that, because they were not keeping Wordpress or its plugins up-to-date, they exposed customer data and allowed their servers to be used to send out spam and act as a site for use in phishing scams.

The warning from Phortress comes just weeks after a new report from the Federation of Small



Businesses found that smaller firms are collectively attacked seven million times per year, costing the UK economy an estimated £5.26 billion.

Despite the vast majority of small firms (93%) having taken steps to protect their business from digital threats, 66% have been a victim of cybercrime in the past two years. Over that period, those affected have been victims on four occasions on average, costing each business almost £3,000 in total.

Phortress is a leading IT Security Solutions Specialist that helps organisations across the

globe to secure their networks, systems and data.

Based in the UK, Phortress offers IT security services to businesses, both large and small, as well as government bodies, police forces, hosting companies and web development agencies.

They also test websites, networks and social engineering for clients, and recommend what work has to be carried out.

You can find out more about the company at phortress.net.

Why the 'My Way or the Highway' Approach Works

When you're the boss and the buck stops with you, it's unsurprising that you've got some very clear ideas about how your business should be run. This vision will involve the big goals, the long term plan of how to achieve them, and even the little tasks that make up the long term plan. You know exactly how you want each step of your vision to be executed—nothing wrong with that.

That approach, the idea that the people in your company should do things as you've envisaged them, is known as 'My Way or the Highway' and is often seen as an overly aggressive or even negative management technique.

But it works. And it doesn't have to be negative or aggressive. You can get your way without having to show anyone the highway.

If everyone knows your plan, they're all focused on the same goal. When people know the process they're supposed to be using and stick to it, all work is carried out consistently and to the high standard you (and your customers) expect.

So how do you make sure your plan is clearly communicated and your processes are unmistakably outlined without coming across as a tyrant? Two simple things: Communication and Collaboration.

1. Communication.

I've personally found that sitting down regularly with my department heads (and larger groups in more occasional meetings) to explain my general plan and vision for OpenCRM gives them an insight into how their roles and projects fit into these bigger goals.

They can then pass on the relevant information to their teams, giving everyone the knowledge that what they're doing fits into a bigger journey.



When people know that they're working to a plan, rather than just plodding along, they're much more likely to view their own part of that process in a positive way. Especially if the tasks they're doing have been engineered in a way that is productive in terms of the overall plan and practical for their day-to-day job...and that's where the second step comes in.

2. Collaboration.

In order to achieve the various goals you have for your company, you will undoubtedly have a clear idea of how the individual steps should be carried out by your team.

When I have a new process I'd like to introduce, the first thing I do is document my thoughts as clearly as possible. I then liaise with my team leaders to ensure that they agree with this process I've set out.

Sound odd for a 'My Way or the Highway' approach? Yes. But after all, they are the ones on the ground and will be expected to sense check and deliver the objectives.

If they do find one (or more) issues with my logic, revising my process plan doesn't change the fact that the job will get done the way I want it to, it means that it can now proceed in a more practical and informed way.

But what if someone doesn't like your plan at all?

There is always the possibility that someone will entirely disagree with my plan, either for the company or the process. This is where the 'My Way or the Highway' approach can take an ugly turn if you're not careful.

I personally have found that taking the time to listen to their concerns and opinions about my

vision does wonders. If two people are able to discuss their disagreement, they can either persuade each other to their own opinion or at least make it clear that the other person's voice has been heard.

In the past, when I've had an employee who strongly disagrees with my vision for the company, once they know that their opinion has been heard and potentially hear further details behind my reasoning, they're far more likely to go along with my plan.

They know that 'My Way' isn't about being tyrannical, it's about having a focused vision for the company. They also know that I'm not so precious about my vision that I can't hear other opinions about it, I am always open-minded when I hear a good idea.

The 'My Way or the Highway' approach works because it gives your company clear direction and method, but that only works if both the plan and the participants are well informed.

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 or drop us a line at 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



Oaklands Hall Hotel Invests £60,000 into the Creation of New Junior Suite

The Oaklands Hall Hotel have just completed the creation of their new Junior Suite, based in the oldest part of the building. This has come from a £60,000 investment which has seen two of the smaller bedrooms knocked into one.

The bedroom is made up of four parts; the main bedroom itself with a seating area, a bathroom which encompasses a luxurious bath with a television and overhead chandelier, and completed with a walk-in shower, a his and hers sink room with a ceiling high mirror and finally a closed off space with the toilet and bidet.

The Junior Suite was created to fill a gap in the market for a higher spec of bedroom that features all of the luxurious finishing touches that a top city hotel would offer. With bespoke furniture and a wardrobe that has been fitted out to house a champagne fridge and Nespresso Machine, the new Junior Suite at the Oaklands Hall Hotel is the height of luxury.

The new bedroom has come from a collaboration between 3 companies, The Creative Larder, Design Intervention and Rick Elliis from Red Kitchens and Bathrooms.

Steven Bennett, Chef Patron and Operations Director at the Oaklands Hall Hotel "It was important for us to make this investment to help keep the hotel moving forward. There's a huge demand for high quality in the area, not only just for brides and grooms, but for guests who are staying in the area be it for work or play. We have such a unique opportunity with the hotel, and although it's an old building that has been developed here, there and everywhere over the past 100 years, there's so many incredible features and spaces that we're now able to use to their full potential. The Junior Suite came from two of our smallest bedrooms that are based on the main landing. There's been a lot of handwork that's gone into the bedroom and we're all really happy with the results."

Charlotte from The Creative Larder "The hotel already features three bespoke 'Bridal Suites' that have been individually decorated. For the Junior Suite, we chose a neutral colour scheme that boasts beautiful finishing touches with marble and gold in the bathrooms, keeping it light and bright and a mixture of silvers and golds in the main bedroom, a colour palette that hopefully most people will love. We've added some pops of colour and beautiful prints to give some personality to the room as well as giving a nod to the building's beautiful period features.

Over the next 12-18 months, the hotel will see further investment in revamping the reception area, Churchill Suite and The Comfy Duck restaurant!

Together Lends Over £30 Million in Yorkshire and The Humber

Specialist lender Together has announced it has lent £31 million in the Yorkshire and Humber region in the first half of 2016.

Together completed 300 transactions in the region between January and June, highlighting the growing demand for alternative finance, which has seen a huge surge in recent years.

Seventy nine of the 300 deals were successful applications for bridging finance, a short-term loan often used for purchasing property or refinancing. Bridging finance nationally has seen a significant increase in popularity, with total lending increasing by 56% in Q1 2016 compared to Q1 2015.

Bob Stones, Together's regional development manager for the Hull and Humber region, said: "The first half figures for the Humber region make for great reading. There is a huge market in the area for alternative finance due to a booming property market and a large number of businesses opening and developing here. We take a common-sense approach to lending and consider each application on its own merit, providing funding to a wide range of customers that includes property professionals, investors, landlords and SMEs."

The largest transaction in the region since January was for £2.3 million, whilst four of the competed deals in the area were for more than £1 million.

Bob added: "We have a broad network of professional introducers that includes accountants, solicitors, banks and financial advisors, who will refer clients to us knowing that they can be assured of service excellence and a speedy decision."

For more information visit www.togethermoney.com or contact Bob directly at robert.stones@togethermoney.com or on **07841 871 092**.

New Director Adds to the Fresh Approach of Legal Firm

Kelly Bannister has been appointed as the new director at James Legal Solicitors after just three years at the firm.

Ms Bannister has worked in the legal profession for 14 years and, at age 35, is now the second director, alongside Nick Miller who set up James Legal in 2007.

Having worked in other law firms in Hull, Kelly has specialised in Commercial Property, dealing with a large number of cases in a busy working environment. Timing is key in property law and it is Kelly's professional attitude and motivation that impressed Nick Miller.

He said: "At James Legal we are all about client service and teamwork. Kelly is a true team player and regular feedback from clients supports the fact that she goes above and beyond the call of duty to help them. Kelly was promoted to Head of Property 18 months ago and this move to director is a natural and well deserved progression."

Kelly said: "It feels good to have hard work recognised and I feel really happy to be given this opportunity. During my time at James Legal the firm has grown significantly and continues to do so as we recruit and expand our departments. It is exciting to see those changes happening and I am happy to be a part of this."

For more information on James Legal visit www.jameslegal.co.uk.



Five Reasons Why Businesses Choose Specialist Lenders

With more flexibility to consider cases on their individual merits, specialist lenders like Together have experienced a swell in demand in recent times. Unlike mainstream lenders, Together takes a common sense approach to each lending decision, assessing every case on an individual basis.



Regional development manager for Hull and Humber Bob Stones explains...

Specialist lenders such as Together are helping small businesses and SMEs, who may not fit within the more rigid criteria set out by mainstream lenders, to access the funding they need to realise their ambitions.

Whether it's a matter of short-term cash flow or businesses looking to expand, specialist lenders can act as a crucial facilitator. At Together we are able to deliver funds quickly and work to tight timescales, which is one of the reasons why our network of financial advisors, accountants, solicitors and banks refer clients to us, knowing that we can offer quality service and a swift decision.

Together's current loan book stands at in excess of £1.7 billion, with total new lending for the year ended 31 March 2016 at £971 million. We have also expanded across the UK, including the Humber region – but why do SMEs come to us for funding?

To purchase property

Often we are able to provide finance in situations where mainstream lenders are unable to meet the necessary timescales. When a property purchase requires a quick completion, for example, specialist lenders like Together are able to provide fast and flexible funding.

Recently, we provided a second charge loan for a client in the region that needed to secure the release of equity from their property. This allowed them to use the released funds to purchase a residential property, which the client then renovated and was able to sell at a profit.

To seize an investment opportunity

Likewise, whether businesses are looking to seize an investment opportunity, to purchase equipment or stock, expand operations, or to acquire retail or office space, Together's flexible approach means that we are able to work with businesses of all sizes and across multiple sectors in order to secure the funding they need.

To refinance existing debts

Refinancing existing debts can help small businesses by consolidating debts into one, making them easier to manage and enabling the business to plan ahead.

Being able to refinance when necessary can also help businesses improve cash flow, whilst paying off creditors and maintaining relationships with key suppliers can be crucial in securing the reputation of the business.

To clear a tax bill

Although the business may have an intended outlook of how to structure its debt in the future, sometimes it can be difficult for businesses to forecast a shortfall. So when it comes to clearing a tax bill, more often than not, finance is required quickly and can be vital in maintaining operations. Lenders like Together can help in these instances.

To release equity

Another reason businesses may need to use a specialist lender is to release equity, which allows the client to raise money against the value of a residential property.

In a recent example our client, a leisure park operator, required funding to purchase a pub from the existing administrators. We secured the funding using additional security in the client's residential property which allowed them to complete the deal.



For more information visit www.togethermoney.com or contact Bob directly at **robert.stones@togethermoney.com** or on **07841 871 092**.

together.TM | Supporting the
professional sector

Trusted partners... common-sense lending



As a principal lender, with over 40 years' experience, we're dedicated to working closely with our professional sector partners. Our expert team is here to support you and your clients in a range of short-term property funding requirements.

Taking a common-sense approach, we aim to put your clients in the best possible position to complete.

Contact Bob Stones the
Regional Development Manager
for Hull and Humber.

Call us on - 07841 871 092 or
visit togethermoney.com/hull

Loans, mortgages & finance.

Payroll Hub – The Simple Way to be Auto Enrolment Compliant

Payroll Hub is a fully managed payroll solution designed for businesses that would rather focus on its valuable time making profit than worrying about managing its own payroll and auto enrolment.

What is Auto Enrolment?

Automatic enrolment, part of the government’s workplace pension reforms, has been introduced to combat the issue that people are living longer but are saving less for their retirement. The government has estimated that as many as seven million people are currently not saving enough for an adequate retirement income.



How does this impact my business?

The new legislation includes strict responsibilities for managing your auto enrolment pension every time your payroll is run, with penalties for non compliance. Penalties range from £50 per day (up to four employees) to £10,000 per day for large employers.

For the typical employer of under 50, it is £500 per day.

If you have not yet staged, you need to plan now for that day. If you have staged, you need to ensure you are complying.

The simple way to be Auto Enrolment compliant

Ensuring that you are Auto Enrolment compliant in time needn’t be complicated, especially if you hand over the entire process to the experts at Payroll Hub. Our payroll team will ensure that you have everything in place ready to meet your staging dates between now and 2018 and ensure your payroll processing is compliant.

You have better things to do than worry about the new Auto Enrolment legislation!

For further information, call **03333 202409** or visit **www.payrollhub.co.uk**.



Payroll Hub
Powered by **A P Robinson & Co**

Automatic Enrolment Solutions

Payroll Hub are UK payroll experts whose Auto Enrolment Solution is fully compliant with Automatic Enrolment legislation.



Non-compliance daily penalty of **£50 to £10,000**



Fail to pay penalty up to **£5,000** for individuals



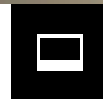
Fail to pay penalty up to **£50,000** for organisations



03333 202409



enquiries@payrollhub.co.uk



www.payrollhub.co.uk

A local relationship with one of the world's strongest banks*

Since opening its first branch in the Hull and Humber area in 2004, Handelsbanken has steadily made a name for itself among local customers looking for a more personal long term relationship with their bank. Its distinctive approach is based on a belief that experienced local bankers are best placed to understand the customers that live, work and trade in their community. For this reason, the overwhelming majority of decisions are made by the local branch.

Demand for Handelsbanken's modern-day take on traditional banking has helped the bank grow to serve over 200 British towns and cities.

For customers of Handelsbanken, the branch is the bank. Not only are employees empowered to make credit decisions and build tailored

solutions locally but they are also available to handle a customer's day to day banking requirements in person.

In addition to everyday banking services for corporate and individual customers, Handelsbanken offers a range of mortgages, loans, savings and wealth management and provides online and mobile services.

If you would like to find out more about Handelsbanken's different way of doing banking, the team would be delighted to meet you over coffee.

You can find your local Handelsbanken branch on the www.handelsbanken.co.uk website.

**Bloomberg, July 2015*



Local relationship banking

At Handelsbanken relationship banking still lives up to its name. You only ever deal with people you know by name and decisions are made locally by us at the branch. Our simple aim is to provide the best possible service to our customers.

Scunthorpe branch | Sarah Smith - Branch Manager

Tel: 01724 846409, E: sasm01@handelsbanken.co.uk

Hull Hesslewood branch | Neil Harrison - Branch Manager

Tel: 01482 310851, E: neha02@handelsbanken.co.uk

Hull Marina Court branch | Ian Gatenby - Branch Manager

Tel: 01482 319153, E: iaga01@handelsbanken.co.uk

Beverley branch | Anna Adcock - Branch Manager

Tel: 01482 310251, E: anad07@handelsbanken.co.uk

Grimsby branch | Di Jones - Branch Manager

Tel: 01472 358080, E: dijo02@handelsbanken.co.uk

**Your home may be repossessed if you do not keep up repayments on your mortgage.
Please note that our lending facilities are only available to persons aged 18 or over and are subject to status.
Written quotations and terms and conditions are available on request.**

handelsbanken.co.uk

Handelsbanken

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Our wealth management services are provided by our wholly owned subsidiary Heartwood. Heartwood is a trading name of Heartwood Wealth Management Limited which is authorised and regulated by the Financial Conduct Authority in the conduct of investment business. The value of any investment and the income from it is not guaranteed and can fall as well as rise, so that you may not realise the amount originally invested.

Preparing for Any Post-Brexit Storm Clouds

Businesses need to be prepared for any post-Brexit storm clouds gathering over the Humber, advises Andrew Mackenzie, Hull-based director of Begbies Traynor Group.

Despite signs of increasing prosperity in the run up to the EU Referendum, there are UK-wide worries that the Brexit decision may trigger a slowdown in some business sectors, and Hull and the Humber is not immune. While the effect of the vote remains to be seen, some experts are cautioning that we face a period of uncertainty that may take at least another six months to rebalance.

Begbies Traynor's latest quarterly Red Flag Alert research, which measures levels of business distress, reveals that, while big businesses like



Siemens have given reassurances, they have also recently cast doubt over the potential ultimate level of its post-Brexit ability to export wind turbine blades produced in Hull to Europe. Predictably it is SMEs who bear the brunt of financial problems. Small businesses make up 94% of the firms suffering from distress across Yorkshire.

With the business environment facing unpredictability over the coming months, if you require support and guidance, seeking it sooner rather than later is essential. Twice as many businesses turn to Begbies Traynor for financial advice than anyone else and our team bring a practical understanding and hands-on approach

that can quickly analyse the issues and establish the best way forward.

Our aim is to assist businesses in the most appropriate manner – and the sooner we're contacted, the more we can do to help.



Contact Begbies Traynor's Hull office for confidential advice on **01482 483060**.

Begbies Traynor Group is a leading UK professional services consultancy providing independent professional advice and solutions to businesses, financial institutions, the accountancy and legal professions and individuals.

Our services include:

- Restructuring and turnaround
- Corporate and personal insolvency
- Forensic accounting and investigations
- Financial consulting
- Corporate solutions, including funding
- Asset retrieval
- Real estate services

Please contact:

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Offices across the UK.
www.begbies-traynorgroup.com

Businesses Warned to Be on their Guard to Avoid the Rates Traps

Business rates are one of the biggest overheads a company can face, and evidence is emerging that many are counting the extra cost of rushing into deals which promise reductions and fail to deliver.

The forthcoming revaluation of business rates presents another opportunity for the consultants to come calling, and Adrian Smith is urging business owners to be on their guard and only to take advice from experienced, registered practitioners.

That means someone who can prove their membership of the Royal Institution of Chartered Surveyors, the Institute of Revenues and Rating Valuation, the Rating Surveyors Association or even – as in Adrian’s case – all three.

Adrian founded Adrian Smith Rating (ASR) in 2000, by which time he was already highly qualified and experienced in all aspects of business rates. He started with the Inland Revenue in 1975, carrying out surveys and assessments to establish rateable values.

He set up ASR because he realised he felt better working on the other side of the fence, advising businesses on how to get a fair deal with their rates. From the start he picked up consultancy work with two firms of chartered surveyors, and more commissions followed as he built a reputation for openness and honesty.

Adrian knows that a business will receive unsolicited phone calls or letters often several times a week from people offering to save them money on rates. He knows that because he usually gets the call to fix things when a deal doesn't work out.

He said: “We became aware of one company which was charging around £700 plus VAT, plus commission of 25 per cent. They said the fee became payable once the proposal was acknowledged by the valuation office – but that doesn't mean the claim has been recognised as justified, it just means they have acknowledged receiving it.

“The small print said that, in the event of the business not paying the fees, instructing another agent surveyor in the same matter or withdrawing the instruction, they would be liable for various penalties, with interest for late payment.

“The way it added up, if you have a rateable value of £20,000 it could cost you nearly £700 when receipt of your appeal is acknowledged and a further £1,250 to get rid of the company you hired to pursue the appeal.

“You could end up paying £2,000 to people who don't do anything for you and when everything is finished the original rates bill is still there waiting to be paid. One business we are aware of which

tried to withdraw an instruction when their rates bill went up instead of down was still liable for the cancellation fees.”

Another scenario involved a company which faced a demand of £36,000 for business rates which were backdated over three years. ASR assisted the company in successfully challenging the demand, but Adrian’s focus is on helping clients avoid problems in the first place.

He said: “There is no requirement on an occupier to advise the billing authority that they have moved into premises but the authority will find out in other ways. How far they go with backdating depends on the circumstances, and it is important that you have an idea of how to deal with the situation.

“Every business has a legal and moral responsibility to pay the fair business rates for which they are liable, and the safest and best way is to manage your rates in the same way that you would manage salaries and rent. That means adopting a proactive approach.

“Take professional advice from someone to ensure you understand what is achievable, and make sure the people you use have the correct accreditations.”



For more info, contact Adrian Smith or Chelsea Braithwaite on **01482 623930** or **01964 625415** or email us on **info@asrating.com**

www.asrating.com



For **Entrepreneurs Only** 

"Every business has a legal and moral responsibility to pay the fair business rates for which they are liable."



Chamber Expo 2016 was a Real Hoot this Year!

It's official – Chamber Expo 2016 was a real hoot!

Wise business folk from across the region swooped on the Costello Stadium in Hull for a spot of networking and to find out about some of the latest technological innovations, such as 3D printing.

Grimsby MP Melanie Onn cut the ribbon to declare Chamber Expo 2016 officially open before touring the exhibition with Chamber President Owen Finn, casting their eagle-eyes over the stands before coming face-to-face with this beautiful owl on the East Riding Group stand.

The company uses expert falconers and birds of prey such as falcons and hawks for pest control,



Grimsby MP Melanie Onn is shown around Chamber Expo 2016 by Owen Finn.

but the owls are used for displays, talks and educational visits.

A lively debate on the EU Referendum followed, featuring Ms Onn and former BCC Director General John Longworth, who later took questions from the audience.

Bruce Massie, who organised the event, said: "I was very pleased with the way this year's event went, especially as we were at a new venue.

"I would like to thank the team at the Costello Stadium for all their help and hard work in making the event such a success and we already have some ideas on how we can make next year's Expo even better.

I would also like to thank all of our standholders and sponsors, and look forward to seeing everyone back again next year."

Many stands had incentives, giveaways and offers for visitors to have a try for, and one lucky winner of a bottle of champagne was Laura Toyne, from Stratstone Hull, who had brought some of their BMW range of cars along to show off.

Laura's business card was drawn from those collected during the speed networking sessions by Action Coach Pam Featherstone and a delighted Laura was presented with her champagne prize on the stand by Katie Beal.

Laura Toyne (left) receives a bottle of champagne from Katie Beal.





DB Cargo UK Head of Commercial Law Joins Myton

Chris Thornes, Head of Commercial Law at DB Cargo UK, the UK's leading rail freight operator, joined Hull-based shipping, transport and international trade firm Myton Law on July 1, in a move supported by DB Cargo (UK) Limited and Schenker Limited, both part of the Deutsche Bahn Group.

During ten years at DB Cargo UK, formerly English Welsh and Scottish Railway, Chris oversaw property law requirements for the UK's largest rail freight operator property portfolio. Latterly, he also managed commercial law requirements, including haulage and international procurement contracts.

Now, Thornes takes up a director position at Myton Law, Yorkshire's only specialist shipping, transport, insurance and international trade law firm serving regional, national and international clients.

Thornes' arrival increases the volume of the firm's rail sector work, brings expertise in commercial property and strengthens Myton's company and commercial capabilities.

He will continue to provide support to DB Cargo UK's legal team and Schenker Limited on property and commercial legal work.

Myton Law directors John Habergham and Scott Yates are delighted.

"Rail is a logical extension of our work for the shipping and road transport sectors. We know Chris well and are pleased to have attracted

someone of his calibre. It was important to us that, as two valued clients, this appointment had DB Cargo UK and Schenker's backing," says John Habergham.

Myton Law's Scott Yates said, "Many of our clients have property portfolios and Chris' commercial property skills, in particular, will be of value to them. Plus, his experience of high value corporate and commercial transactions will add further strength to our current provision."

Chris Thornes said "I thoroughly enjoyed my time with DB Cargo (UK) Limited and Schenker Limited and look forward to continuing to work for the Deutsche Bahn group in my new role."

Chris qualified as a lawyer in 2001. Specialising in commercial property he moved to Walker Morris in Leeds working on property retail, development and investment projects. He joined EWSR in 2006 becoming Head of Commercial Law for DB Cargo UK Limited five years ago.

Career highlights include managing the legal agreements for the London Olympics rail logistics centre, working closely with the LDA and Olympic Delivery Authority.

DB Cargo (UK) Limited is the leading rail freight haulier in the UK, operating freight and infrastructure services, as well as passenger charter trains throughout the country.

www.mytonlaw.co.uk

Reduce Your Costs By Monitoring Your Energy Consumption

Sign up for our free Chamber webinar and see UI SmartDash in action. If you can see it, you can control it.

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What is Utility Insight SmartDash?

Utility Insight SmartDash is our easy-to-use energy and water monitoring system.

Utility Insight takes complex data from half-hourly meters, sub-meters and other monitoring systems and makes it simple. You can see your yearly, monthly, weekly and daily half-hourly utility usage. Utility Insight helps you monitor your consumption so you can stop wasting energy and water and start making savings.

Our SmartDash is available to log in on your desktop or to download the mobile app.

It's a powerful weapon in your fight to reduce your energy and water consumption.

It is important that Chamber Members understand the impact energy monitoring can make to your business. It will allow you to start to ask the following questions that can save you money:

- Why is your usage higher on certain days?
- How much energy are you using when your site is closed and why?
- What does your energy profile say about your business and what could you save by changing it?
- What is happening in the peaks and troughs of your energy use?

Join our free webinar which will equip you with this understanding. The webinar is designed to show businesses all the benefits of seeing your utility consumption, even if you have other energy monitoring fitted to your site. The webinar can help you ask the right questions to unlock savings from your data.

Save more money. Find out how with Utility Insight SmartDash. Register today at: <https://attendee.gotowebinar.com/register/6012974381189689860>

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AA Global Brexit Briefing Warns of Need for Clarity

International trade for a post-Brexit Britain will call for greater care than ever in rising to the challenges and seizing opportunities.

Kirk Akdemir, Chief Executive of AA Global Language Services, said there may be benefits for businesses in exploring markets beyond the EU and there may be better deals to be had from striking new agreements with European partners.

But he added that every new discussion carries a level of risk which must be minimised by securing a clear understanding of the terms of any transaction. That means not taking any chances with languages and translation, and also making sure you are aware of any potential cultural issues.

Kirk launched AA Global in Worcester nearly 30 years ago and opened in Hull in 2012 to support an expanding client portfolio in the north of England, building a team of 14 permanent staff and more than 10,000 freelance translators and interpreters worldwide.

In addition to meeting the translation and interpreting requirements of many public sector bodies, AA Global has a strong private sector client base and is a key supporter of the Chamber's International Trade Centre.

Kirk said: "We are specialists in translation and interpretation services and we also promote cultural awareness to help you understand the people you are doing business with – and above all to make sure you don't offend them!"

"Whatever your opinions of Brexit, if you trade internationally you will see significant changes. If you target markets outside the EU then you could end up dealing with countries, languages and cultures that you have never experienced before.

"Even if you are still buying or selling with the same contacts within the EU, aspects of the deal could change under a new regime. It is vital that you fully understand the terms of any deal, and a huge part of that is the ability to communicate effectively."



Does Your Business Need a Travel Management Company?

Booking travel is easy, isn't it? Nowadays many are using the Internet instead of popping down to the high street. Despite being easily accessible, booking travel can still be time consuming and that's the same for many UK businesses.

If your employees regularly travel on business, how do you currently control what they spend? Do you always know whether your employees are minimising any risks to their safety? If you already use a TMC, you probably have this covered, if not, here are five reasons why your business should consider using a travel management company...

Expert knowledge - TMCs have the existing knowledge of travel patterns and the ability to check multiple suppliers generally within one system. This ensures you not only get the best rate but the TMC will reduce the time spent negotiating, researching, changing or paying.

Support - Monitoring and analysing your business travel spend can be time consuming for your business. Using a TMC will help with achieving your objectives, whilst keeping you focussed on your goals, whether that's reducing travel costs or implementing travel policies. Having an experienced Account Manager on board will provide effectiveness and structure.

Automated Payment Solutions - Having to manage reconciliations and expense claims, whilst keeping track of supplier payments, can become confusing. Keeping all payments central and managed through a Travel Management Company creates transparency for you. There will be no nasty hidden overseas credit card or booking fees as they will try and keep all payments upfront and included with their service fee, thus helping you to budget and plan future travel spends.

Traveller Tracking - If there is a major disruption and you need to find your traveller fast, how will you do this when your booking has been made through various suppliers /channels and not through a TMC? When you need to know where your traveller is, your TMC is experienced and can do this via their Traveller Tracking System. Extremely helpful when a strike occurs, TMCs will gain the latest Travel Alerts ensuring a traveller is kept quickly in the knowledge and can discuss options relating to a specific occurrence. When a company is responsible for the welfare of its travellers a TMC will take over the duty, with you, safe in the knowledge that your travellers are being taken care of.

Compliance - A TMC will have all policy requirements in one place and be able to advise how the traveller can meet their travel needs whilst staying within the capped business spend. When this is not possible they help explore options, finding middle ground to come towards a solution.

Businesses demonstrate significant savings on their travel spend when moving to a managed travel agreement, compared to unmanaged direct bookings undertaken themselves. These savings and knowledge that their travellers/bookings are expertly taken care of is exactly why choosing a TMC is the desirable option.

If you not only want to save time but money on your business travel costs and would like to know more please contact our experienced travel management team on **01482 325780**. Alternatively email sales@good-travel.co.uk.

International Trade Centre



Export Documentation Price List 1st September 2016

CERTIFICATION FEES	EC Certificate of Origin	EC Invoice	EUR / ATR	Other Document
Completed by Exporter				
HHCC Member	£19.00	£19.00	£17.50	£28.50
Non-HHCC Member	£38.00	£38.00	£35.00	£57.00
Completed by HHCC				
HHCC Member	£40.00	N/A	£40.00	£85.00
Non-HHCC Member	£80.00	N/A	£80.00	£150.00
Express Service Fee				
HHCC Member	£7.00	£7.00	£7.00	£7.00
Non-HHCC Member	£14.00	£14.00	£14.00	£14.00
Rejection Fee	£5.00	£5.00	£5.00	£5.00
Extra Copies Original Document				
HHCC Member	£9.50			
Non-HHCC Member	£19.00			
Copy Document				
HHCC Member	£6.50			
Non-HHCC Member	£13.00			

OTHER FEES			
Amendment Approval	£14.00		
Signature Scanning (per signature)	£10.00		
Letter of Credit Service	On application		
Blank Documents			
Dangerous Goods Note	£0.75	Standard Shipping Note	£0.65
EC Cert of Origin	£0.75	Copy EC Cert of Origin	£0.45
Arab Cert of Origin	£1.50	Copy Arab Cert of Origin	£0.80

Postage: The Chamber will charge P & P on returned and processed documents. To minimise this cost to you, please supply a 1st class stamped addressed return envelope.

Note: The above scale of charges are not applicable to Arab/Egyptian document certification and legalisation fees which are subject to a separate scale of charges, rules and regulations. The above fees are basic fees and DO NOT include the additional costs for certification by offices such as the Foreign and Commonwealth Office, the Department for Environment Food & Rural Affairs, foreign embassies or any other authorities. Additional fees and associated charges are available upon request from the Hull and Humber Chamber of Commerce.

HULL OFFICE

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GRIMSBY OFFICE

Tel: **01472 342981** | Fax: **01472 349524**

Opening Hours

Monday - Friday 9.30am – 2pm / 3pm – 4.30pm

Double Award Nominations for Heptonstalls

Heptonstalls Solicitors is celebrating after being shortlisted in two categories for a major regional legal awards.

The firm, which has a presence in both Goole and Pontefract, has been confirmed as a finalist in the categories for the Private Client Award and Rising Star Award at the 2016 Yorkshire Legal Awards.

The firm's nomination comes after the private client department experienced a significant upsurge in business over the last 12 months increasing its caseload by over 60%.

Meanwhile Helen Forster, Associate Solicitor and Dementia Champion, is in the running for the hotly contested Rising Star Award.

A finalist in the same category in 2014, Helen has since gone on to build her reputation and expertise and is now the leading specialist in the firm for deputyships and Court of Protection Matters.

Shaun Pinchbeck, Partner and Head of the Private Client Department at Heptonstalls, said:

"As a firm we are very proud to be shortlisted.



L-R: Laura Kiddy, Kiran Devi, Sarah Jeffers, Shaun Pinchbeck, Helen Forster, Debbie Kenning and John Gill of the Heptonstalls Private Client department have been shortlisted for two Yorkshire Legal Awards.

To be nominated for both awards is a terrific achievement and it is testament to how hard both the department and Helen have worked to achieve our aim of providing outstanding service to our clients."

Alex Gray, Commercial Director at Barker Brooks Communications which organises the awards, said: "The Yorkshire Legal Awards are now in

their 16th year and the award categories are hotly contested. Therefore, being shortlisted for the ceremony is a fantastic achievement for Heptonstalls."

The final will feature law firms from across the region and the winners will be announced at the awards ceremony at New Dock Hall, Leeds on Wednesday 13th October.

Lincolnshire Company Launch Product to Global Athletics Community at Rio 2016

First Media, a creative company based in Louth, Lincolnshire, were chosen to collaborate with Worldmark Films and the International Olympic Committee (IOC) to produce an interactive e-learning course on health and well-being for female athletes. The course, which has already been trialled by the IOC, will officially be launched to the global athletics community during Rio 2016.

First Media, who specialise in e-learning, were pleased with the finished product and excited about the growth of their reputation on the international stage. Having worked closely with clients in the sports sector for over

a decade producing e-learning materials and interactive events, the company were able to demonstrate their skills and experience to win the contract. Shane Traill, Director at First Media commented:

"We are delighted to have had the opportunity to work with the IOC. It was an interesting project that required a high level of collaboration and sensitivity due to some of the content. Working with sport and health experts from around the world, we created 13 tailored learning modules, covering subjects from Bone Health and Nutrition to Sexual Harassment and Injury Prevention. Using a

mix of film, interactive activities and custom illustrations, we transformed the learning into interactive, bite-size chunks."

Having worked alongside the sports industry for over a decade, enjoying ongoing projects with national organisations such as the FA, League Football Education and the Premier League, now, First Media's work is being showcased on an international stage. The Lincolnshire based company hope that this will be the beginning of ongoing relationships with the global athletics community and further international projects.

New Members

4 Innovation Research & Consultancy

Anne Velenturf
Beverley
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Supporting the Transition Towards the Circular Bio Economy

Atlas Leisure Homes

Richard Moore
Hull
01482 562101
Caravan and Lodge Manufacturer

Attric Limited

Les Brodie
Hull
01482 324558
Information & Asset Data Management

Best Service (Europe) Ltd

Frank R Butterfeild
Hull
01482 324747
Marine Stabilised Antenna/Marine Communications

Black Fox Translation

Derek Taylor
Hull
07811 598419
Technical Translations

Buttercup Recruitment Ltd

Anna Arskey
Patington
07983 782007
Recruitment Consultancy

Cilajet UK Ltd

Michael Gregory
Hull
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Value Added Distributor of Aviation Grade Paint Sealant

Clark & Daniel

Patrick Clark
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Restoration & Cleaning - Commercial, Industrial, Residential

Comtec Int UK

Jonathan Isaac
Hull
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B2B Suppliers of PPE & Workwear

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Richard Morgan
Barton Upon Humber
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01405 760005
Logistics Solutions & Consultancy

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Lisa Fleming
Scunthorpe
01724 279900
Housing and Community Investment Group

Rotary District 1040

Kevin Grogan
York
07725 497632
Voluntary Service Organisation (Charity)

Snack in the Box

Mark Goodhand
Kirkella
07955 757755
Confectionery

The Business Network Hull and East Riding

Francesca Marritt
Winterton
01724 732351
Networking

Trenton Nissan

Keith Butters
Grimsby
01472 483555
Motor Retailer

Turbo Systems Ltd

Stephen Lang
Hull
01482 325651
Food Processing Equipment Supplier

University of Hull - Alumni Relations

Christopher Cagney
Hull
01482 466638
Education

Whitethorn Accountants

Chritopher Gay
Hull
01482 797352
Accountancy, Taxation and Payroll





Name: Rob Draper

Company: Stratstone Hull BMW & MINI

Job Title: Head of Business

I began my career with BMW, when I joined Stratstone Hull in 1997, working through the ranks as a Sales Executive; Business Manager & Sales Manager at the site. I was then asked to join BMW Financial Services as a Regional Manager, in 2004, and stayed with them until 2015, latterly having a national responsibility for Customer Retention. In June 2015, I was delighted to be offered my current role as Head of Business for Stratstone Hull BMW & MINI.

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

YTS at HumberSide Engineering Training Academy for £25 per week.

What do you always carry with you to work?

BMW Wallet with business cards; you never know who you will meet and need to give them your details.

What is the biggest challenge facing your business?

Managing Growth; Stratstone Hull have had a 500% growth in car sales since I last worked at this site.

What can you see from your office window?

BMW i8.

If you could do another job what would it be?

F1 Driver.

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

Determination, fairness and ability to see the big picture.

What was your biggest mistake in business?

Staying in one role for too long.

What advice would you give to aspiring entrepreneurs?

Don't be afraid to try new things, what's the worst that can happen?

Who do you admire most in business?

Jørgen Vig Knudstorp – CEO of LEGO – took an established brand that was starting to lose market share and totally reinvented the company and took into different market sectors.



Chamber Events Diary 2016

St Leger Ladies Day with The Chamber

Thursday 8 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
Beverley Racecourse

Take advantage of your Chamber Membership to attend the wide range of events we organise to help you 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.

Health and Safety - the focus of the next edition of Business Intelligence



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