


# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

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## Hull: City of Culture 2017





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# BUSINESS INTELLIGENCE

Hull & East Yorkshire (Head Office)  
34/38 Beverley Road, Hull HU3 1YE

Tel: 01482 324976

Northern Lincolnshire Office  
Port Offices, Cleethorpe Road, Grimsby  
North East Lincolnshire DN31 3LL

Tel: 01472 342981

www.hull-humber-chamber.co.uk

Email - To help us deal with your message more quickly, please select the most appropriate address from below:

General: info@hull-humber-chamber.co.uk

International Trade: itc@hull-humber-chamber.co.uk

Training: info@chambertraining.com

Press Releases: press@hull-humber-chamber.co.uk

Website comments or suggestions:  
webmaster@hull-humber-chamber.co.uk

## Contributing Editor

John Dean & Francis Griss

Email: deangriss@btinternet.com



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22 28

**distinctive**  
PUBLISHING

## Production & Design

Distinctive Publishing  
Unit 6b, Floor B, Millburn House, Dean Street,  
Newcastle Upon Tyne NE1 1IE

## Advertising

Tel: 0845 884 2343

Email: john.neilson@distinctivegroup.co.uk

Tel: 0845 884 2336

Email: angie.smith@distinctivepublishing.co.uk

**www.distinctivepublishing.co.uk**

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## Chamber Fund Will Support City of Culture Legacy

Chamber Vice President Phil Ascough outlines our big City of Culture initiative.

Chamber Members throughout the Hull and Humber region will get the opportunity to support the arts and culture sector through a new venture which will be launched in 2017.

The Chamber Culture Fund will invite bids from arts and culture practitioners and projects and will make annual cash awards to help their development and delivery. The awards panel will also provide mentoring and advice to promote sustainability of projects.

Details of the project will be announced early in 2017 to mark Hull's year as the UK City of Culture and the Chamber's 180th anniversary.

The aim is that the first awards will be made in the autumn of 2017. They will be repeated annually until the Chamber's 200th year in 2036–37. The 20-year timescale underlines the importance of the City of Culture legacy and ties in with such major long term projects as the redevelopment of Hull New Theatre, the Ferens art gallery and the public realm.

But the awards will not be limited to Hull. Bids will be invited from across the Hull and Humber area, reflecting the Chamber's own footprint.

Funds will be generated from the Chamber's investments by stockbrokers Redmayne Bentley, whose expertise also supports our Henry Samman Fund. The amounts awarded will therefore depend on the return on those investments, but we will also urge businesses to put their own mark on the project through sponsorship. All donations will be welcome and will be recognised in the publicity for the project.

Bids will be considered on merit by a panel which I will chair and which will include former Chamber President Julian Wild and art and culture consultants Elaine Burke and Clare Huby, who have worked on projects including Larkin with Toads and the Amy Johnson Festival.

Details of the timescales for bidding, the number of awards and their likely value and the criteria for assessing applications will be revealed in the coming months.

# Top Restaurants Mean Business with the Chamber

Two restaurants with a customer base that reads like a who's who of the region's top companies have underlined their status within the business community by joining the Chamber.

1884 Dock Street Kitchen and 1884 Wine & Tapas Bar led the redevelopment of the marina area in Hull, winning a string of prestigious awards in the process.

They are both under the same ownership but they operate separately and independently with their own head chefs and general managers.

Their story began with the opening in 2010 of The Wilson, a versatile venue which won many friends as an informal café bar by day and fine-dining establishment in the evening.

But it was 1884 Dock Street Kitchen which set new standards in fine dining when it opened in 2012. The restaurant won praise from the foodies with the Yorkshire Restaurant of the Year Award in Welcome to Yorkshire's White Rose Awards, and a Taste of England Gold Award in the Visit England Awards for Excellence. In 2015 they collected the restaurant prize in the Remarkable East Yorkshire Tourism Awards (REYTAs).

In 2015 the owners transformed The Wilson to create 1884 Wine & Tapas Bar. It was a success from the start, attracting glowing reviews for a dining experience which maintained the high standards set by its sister restaurant, but with a



Food and surroundings at the two 1884 restaurants.

less formal approach – bringing a splash of the Mediterranean to the Humber riviera! 1884 Wine & Tapas also emulated the success of Dock Street Kitchen by winning the REYTAs.

They share the commitment to creating quality and innovative dishes which showcase the finest

local produce. Many of the people who visit 1884 Restaurants have travelled further than the food on their plates. For menus and reservations visit [www.1884dockstreetkitchen.co.uk](http://www.1884dockstreetkitchen.co.uk) tel **01482 222260** and [www.1884wineandtapasbar.co.uk](http://www.1884wineandtapasbar.co.uk) tel **01482 216306**.

## Blue Logic Proud to Sponsor 2016 Yorkshire Legal Awards

Blue Logic was delighted to sponsor the 2016 Yorkshire Legal Awards at New Dock Hall, Leeds. As well as sponsoring the event, Blue Logic's Managing Director Mark Ambler also presented the Law Firm Award (11-30 partners), won by Blacks Solicitors LLP.

Mark said: "Blue Logic is extremely proud to be sponsoring the 2016 Yorkshire Legal Awards. These awards are a fantastic showcase for the legal sector and celebrate thriving and vibrant businesses in our region.

"As a leading Managed IT Services provider in the region we offer quality IT support and IT solutions to the legal sector in Yorkshire. It is nice to be able to put something back into the business community and recognise excellence where it is deserved."

The Yorkshire Legal Awards celebrate the region's legal sector and its achievements over

the past year. Launched in 2000 to recognise the outstanding talent across the region, this is a key date on the business calendar.

The event offers professionals the chance to come together to celebrate and network. The award categories cover corporate firms of varying sizes to leading barristers, senior partners and impressive newcomers. Other notable winners on the evening included Squire Patton Boggs (Corporate & Commercial Award), Barton Legal Limited (Niche Law Firm) and Shulmans (Commercial Property Award).

The event itself was a black tie affair with a champagne reception and dinner. The awards were hosted by BBC Breakfast News presenter Louise Minchin and organised by Barker Brooks Communications and judged by a prestigious panel from the Yorkshire legal community.



R-L: Mark Ambler, Managing Director at Blue Logic and Chris Allen, Managing Partner at Blacks Solicitors LLP.

For more information on the IT services Blue Logic provide please visit [www.bluelogic.co.uk](http://www.bluelogic.co.uk) or call **0333 200 59 50** where a member of the Blue Logic team will be happy to speak to you.

Visit [www.yorkshirelegalnews.co.uk/yorkshire-legal-awards/](http://www.yorkshirelegalnews.co.uk/yorkshire-legal-awards/) for more details about the awards.

## Different Outlook Gives LTP the Edge in UK's Transport Fast Lane

One of the UK's leading independent transport practices is celebrating more success around the country. Beverley-based Local Transport Projects (LTP) has won important contracts in Northern Ireland and London at the same time as successfully completing another in the capital.

Established in 2004, LTP provides transport planning, traffic engineering and highway design services to local government, developers, health providers and the education sector.

The company has recently begun work for Fermanagh & Omagh District Council on developing a high quality 4km cycle route in Enniskillen, working with council officers and other local stakeholders over a three-month period.

Andy Mayo, LTP director, said: "We're looking at how to include the best possible options on linking a large new college development to Enniskillen town centre, including cycle paths, quiet streets, off road routes and taking into consideration high quality surfaces and cyclists' likely destinations."

In London, LTP is in the middle of the transport planning and highway design for a primary schools' extension programme for the London Borough of Hillingdon. This is for three primary schools in Hillingdon: Newnham Infant and Junior School, Hillside Infant and Junior School and Warrander Primary School.

LTP has also just put the finishing touches to a year-long project to produce a Motorcycle Highway Design Guide for Transport for London which sets out the key highway design requirements for motorcycle safety in London.



"Motorcyclists are a unique road user group which, for a variety of reasons, are at higher risk of being involved in a collision," added Mr Mayo, who authored the report.

Part of the contract has required LTP to provide motorcycle-related highway design training to transport technical staff managing the operation and design of highways at Transport for London and the London boroughs.

The latest successes come as LTP hosted an industry open day for 100 guests and customers at its new Grade A, 2,200 sq ft offices home at Armstrong House in Beverley's Flemingate development overlooking Beverley Minster.

Tony Kirby, LTP director, said: "These contracts and our new customers are part of our ongoing success and the continued growth which has seen us move into these new, larger offices. All of which adds up to a refreshingly different, no nonsense outlook that is as first class as the view from the windows of our new home."

See: [www.local-transport-projects.co.uk](http://www.local-transport-projects.co.uk)



## Hull Trains is the UK's Rail Operator of the Year

Hull Trains has been recognised as the UK's Rail Operator of the Year at the annual National Transport Awards 2016.

The highly coveted title was awarded to Hull Trains for its commitment to customers, dedication of its people and its clear and unwavering values which place the customer at the heart of its operations.

For the past three years, Hull Trains has successfully achieved first place for customer satisfaction in the National Rail Passenger Survey, despite going through a period of unprecedented growth. In January it announced a record-breaking satisfaction rate of 97% - the highest score ever by a long-distance train operator, plus 100% satisfaction on weekend services. It has also been amongst the top of the Which? passenger league for reliability, availability of seating, cleanliness and the overall conditions of the train for two successive years.

It has continued to invest in multi-million pound fleet improvements and initiatives further to improve customer satisfaction, including industry-first Passenger Information Screens; the UK's first free 4G-enabled single-sign-up Wi-Fi and onboard USB charges, to name just a few.

Will Dunnett, Managing Director at Hull Trains said: "Rail Operator of the Year is the award that the rail industry covets most and we were able to succeed from a field of over twenty passenger and freight operators.

"This gives us yet another reason to be flying the flag for the Humber region. The award recognises that customer satisfaction and reliability is key to a successful long-distance service. It's clear to me that we are in this position because we have a dedicated, passionate team that place our customers at the heart of everything we do.

"We're delighted that the rail industry has recognised what we and our customers have known for some time; that Hull Trains is and continues to be Britain's best loved and most successful rail operator."

## Grotech Cleans Up for Paving Company

Britain's drives can look good all year round thanks to the speedy work and expertise of Goole-based specialist contract manufacturer Grotech Production Ltd.

The Britannia Road firm are used to challenges, but the developers of a new block paving cleaner really put them to the test when they needed their previously small scale product upscaling for a major industry showcase.

Doncaster builder Dave Moore had developed Block Blitz in response to demands from customers to keep their new drives looking like new. He knew it could be a commercial success but had no expertise or experience of large scale manufacturing and turned to Grotech Production Ltd just weeks before he launched it at an industry showcase.

"The Glee Conference is a horticultural showcase where major multiple buyers find

new products," said Dave. "We booked it first then started looking for a manufacturer."

Upscaling to industrial quantities demands specific formulations, manufacturing methods and packaging which are all compliant. This is where Grotech Production Ltd helped Block Blitz turn their idea into a commercial reality.

The partnership paid off for Block Blitz who came away from Glee 2016 with two industry awards and a clutch of contacts keen to stock their product.

Stephen Moore, customer relationship manager for Grotech Production Ltd said: "Many great ideas come unstuck when developers try to upscale their products, our team was able to use their expertise and experience to guide Dave through the changes that needed making to develop Block Blitz into a mass market product."



# Fruit Market Development Ripe for Property Investors

New Belvoir Hull owner scoops top sales brief.

Within months of becoming one of the most recent newcomers to join the highly acclaimed Belvoir network of award-winning residential property specialists, Kuljeet Aujla has bagged himself the plum job of selling 18 apartments in the city's modern and exciting Fruit Market development.

At 23 years of age and one of Belvoir's youngest franchisees, Kuljeet Aujla says the regeneration of Hull's Fruit Market and Marina area is creating a vibrant area to work, live, eat and play.

Kuljeet signed up for his franchise with Belvoir earlier this year. He found high profile premises on Prospect Street and after a total renovation and make-over, the smart new office opened during the summer, ready to offer a specialist service in all aspects of management for both property sales and residential lettings.

Belvoir's Managing Director, Dorian Gonsalves, adds: "Since the establishment of the Belvoir brand over 20 years ago, we have grown to become a dominant force in the specialist



residential lettings, sales and management industry with a growing network of over 170 property letting and management franchises stretching across the whole of the UK.

"Nationwide Belvoir takes care of a property portfolio valued at more than £1 billion and we guard our reputation very closely by carefully selecting the right people whom we know have the right qualities to succeed. Attitude and aptitude

are more important than age so we are always delighted to welcome on board young people like Kuljeet who are driven by ambition and a determination to succeed.

"I am confident that his strong business background, positive approach and youthful enthusiasm will ensure that Belvoir Hull is going to make quite an impact on the local property market."

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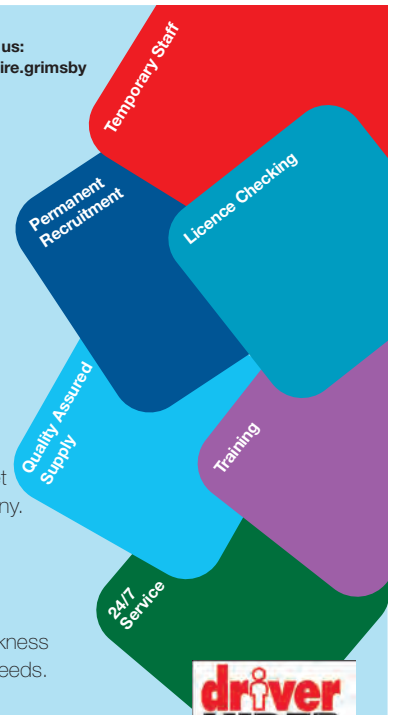
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L-R: Outside the new Truck Stop are: Graham Andrews (Director) and Joseph Richardson (Managing Director)

## New Truck Stop at Glews Open For Business

Jos Richardson & Son Ltd have announced that their new Truck Stop at Goole is now open for business.

The new facility, located just off the M62 at Junction 36, boasts a 60 bay overnight parking space for HGVs complete with security lighting, barrier entry and WiFi.

The seven lane HGV fuelling station is a one stop shop with a full range of products including Bunkering, Shell Fuels, AdBlue and Gas Oil on each island and bunkering transactions can be completed at the pump. The Truck stop will also take a variety of fuel cards including Euro Shell, UK Fuels and Key Fuels. Drivers will also be able to pay for overnight parking with SNAP Pay.

The development of Glews Services has been ongoing since February 2016 and the Truck Stop is phase one of a two-part plan to re-develop the site.

The second phase commenced when the existing forecourt shop and petrol station closed until January 2017. This phase of the development includes upgrading the Shell petrol station, with improved access and parking for car drivers and

extending the onsite SPAR convenience store, which will include a hot food to go offer and a Subway with a seating area; and a new shower and toilet block.

Joseph Richardson, Managing Director of Jos Richardson and Son, said: "This development has been a long time in the planning and was made possible by the building of the roundabout just outside Glews. We are delighted with how it is taking shape and we look forward to completing the second phase of the project on time. This is a much needed facility for the area, providing services for local haulage companies as well as national and international freight coming to the ports of Hull and Goole. It will also provide more job opportunities for the people of Goole."

Graham Andrews, Director responsible for the Truck Stop, said: "This is a first class facility for HGV drivers and a convenient refuelling stop for drivers coming to and from Goole, Hull, Leeds, Doncaster and Scunthorpe. There is secure fencing and lighting, clearly defined parking bays, and well lit walk-ways making a safe space. With all the facilities coming in phase two of the development Glews Services will be the Truck Stop of choice in the region."

You can find out more about Glews services by calling Graham Andrews on **01405 764526**.

## Free Wi-Fi Now on Eyms Route 66 Between Hessle and Hull

East Yorkshire Motor Services has announced that free Wi-Fi is now available on all six of its single deck 'branded' buses operating 'Route 66', which runs every ten minutes during the day on weekdays between Hull city centre and Hessle Square via Bethune Avenue and Hull Royal Infirmary. The route also runs but less frequently during the evenings and on Sundays and Bank Holidays

This follows the success of Wi-Fi on EYMS routes between Hull and the University and between Hull and York, which the company introduced in February. The introduction of this passenger amenity led to EYMS' on-bus Wi-Fi being nominated for one of this year's prestigious Hull Digital Awards.

EYMS Chairman, Peter Shipp, said: "Wi-Fi is not cheap to install, but I hope it will be an added attraction for passengers on Route 66 as it certainly has been on the University and York routes. We have seen almost 200,000 sessions of Wi-Fi use on those routes so far, with a lot of very positive comments. Currently we have no plans to offer Wi-Fi throughout our extensive route network in Hull and the East Riding, but we will shortly be announcing its introduction on another of our longer routes. Watch this space!"

The Company says that the majority of daytime journeys on this route will be operated by the Wi-Fi buses, but points out that other buses may have to be substituted on occasion to cover routine maintenance or repairs on the buses normally allocated to the routes. Also occasionally another bus may be brought in to try and keep the service on time if a bus is running very late due to roadworks or other traffic incidents.

As with the earlier installations the equipment is manufactured by Icomera, the firm based at Chatham in Kent who are a major UK supplier.



# Social Media in Business

By **Lewis Couth**,  
Senior Solicitor in the employment team  
at Wilkin Chapman Solicitors



The use of social media has exploded in the past decade which connects billions of people across the world every day.

Whilst social media sites, such as Facebook, Twitter and LinkedIn can be a valuable marketing tool for businesses, they also bring with them unique challenges for employers.

Careless use of social media by your employees can have a major detrimental impact on your business, damaging its reputation and image in one quick 'click' of the button! Employees too often post negative comments about their employer or its employees or post confidential information about business clients without thinking about the consequences. Due to the speed and coverage of social media the potential for damage is so great and one negative or confidential post could, before you know it, be viewed by thousands.

## So what can you do?

Social media policies are key here. There have been numerous employment case law examples of dismissals which have been held to be unfair due to the inadequacy of the social media policy. You should ensure that you have a sound and comprehensive social media policy which stipulates what is and is not permitted, when and how social media can be used and the potential consequences of breaching the rules – being dismissal.

## Your top tips

- Have a sound and comprehensive social media policy
- Ensure that your employees are trained on social media issues/the policy
- Ensure consistency of treatment
- Amend other policies – such as the disciplinary policy/mobile phone policy to cover social media issues

Wilkin Chapman can review or provide you with a robust policy which would not only help you defend such a claim but would, more importantly, limit the potential for abuse and damage.

For further details contact Lewis Couth on 01482 398398, email [lcouth@wilkinchapman.co.uk](mailto:lcouth@wilkinchapman.co.uk) or visit [wilkinchapman.co.uk](http://wilkinchapman.co.uk)

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## ASR Issues Alert as Bogus Callers Offer Rates Reductions

Business owners are being warned to beware of bogus callers who are aiming to cash in on confusion around changes in rateable values.

Adrian Smith Rating Ltd (ASR) was alerted by two clients who received calls from people claiming to represent local authorities and saying they could reduce rates liabilities.

In each case, the callers backtracked when the businesses said they would refer the matter to ASR.

Martin Williams, of commercial vehicle bodybuilders and repairs company Martin Williams (Hull) Ltd, said: "A man called us and said he was from the local authority but I told him we had someone who deals with that for us. We have been through a few rateable value changes in our time and we have been working with ASR for a few years now."

Adrian Smith, founder of ASR, said: "Another client received a call from a man claiming to be from the council and asking to speak to the business owner because they had calculated that the rateable was incorrect and they could reduce it.



"She told the caller that if they were really from the local authority they would know who the business owner was. When my client asked who they really were and why they were ringing they hung up.

"In my experience no local authority would make a call like that. They don't set the rateable value anyway – that is done by the Valuation Office Agency. But we are in a period of revaluation and that can create confusion which provides opportunities for unscrupulous operators.

"If someone receives a call like that they should get as much information as possible from the caller and inform the local authority. And if they have issues with their rates there are plenty of reliable experts who can help them."

## Four New Ryanair Routes Take to the Skies From Leeds Bradford Airport

The inaugural Ryanair flights from Leeds Bradford Airport to Gran Canaria and Warsaw took off on Sunday October 30th, with two further new services to Vilnius and Bratislava departing on Friday November 4th.

The four new routes, announced by Ryanair in the summer, are flying twice weekly from Leeds Bradford Airport; operating throughout Winter 2016 and Summer 2017. This news comes alongside an increase in flights to some of Ryanair's existing destinations and a new route to Girona – which will begin in Summer 2017.

Overall, Ryanair will grow their LBA capacity by 20% - delivering 1.3m customers p.a. and supporting 975 jobs at Leeds Bradford Airport. The additional routes bring the number of Ryanair routes to 25 in total, with 92 weekly flights from Leeds Bradford Airport.

Ryanair's Robin Kiely said: "We are pleased to launch our new winter routes from Leeds

Bradford Airport, offering a great mix of winter sun and city break destinations for customers in the Yorkshire region. The good news is that our four new routes to Bratislava, Gran Canaria, Vilnius and Warsaw will continue into the summer 2017 season, and customers can also book flights on a new summer route to Girona, as we grow our Leeds Bradford Airport traffic by over 20% next year. There's never been a better time to book a low fares getaway from LBA."

Tony Hallwood, Aviation Development Director, said: "The new services to Bratislava, Gran Canaria, Vilnius and Warsaw are fantastic additions to Ryanair's flight programme and we are thrilled that the first flights have started. The growth at Leeds Bradford Airport will deliver more choice for our leisure and business passengers to explore a wider range of travel destinations with increased flight options to suit their needs.

"A 20% increase in Ryanair's capacity is great news for Leeds Bradford Airport as well as the regional economy and Leeds City Region. We look forward to welcoming passengers flying to these exciting new destinations from LBA."



Kirk Akdemir (centre) with some of his AA Global colleagues.

## Toyota Turn to AA Global for Major Conference

The Hull-based team of an expanding language and translation business has marked the fifth anniversary of its arrival in the city by completing its biggest private sector project.

AA Global Language Services Limited provided the full range of translation and interpreting services as world-leading motor corporation Toyota held its European conference in the UK.

The event at Toyota's Burnaston plant near Derby, was the third to be serviced by AA Global, which had worked at previous conferences in the UK and Turkey. But it was the first to be managed from the Hull office and Kirk Akdemir, Chief Executive of AA Global, said the success of the project demonstrated the progress made by the business.

He said: "We launched the business in Worcester nearly 30 years ago and we expanded to Hull to develop our services in the midlands and the north. We only came here in 2011 and it was 2012 before we opened our office at Hull Marina but the growth since then has been significant.

"We started with one person in Hull and now we have 12. Their efforts, working closely with our team of 10 in Worcester, have helped us expand our client base in the public and private sectors and increase our database of translators and interpreters to around 14,000 covering 500 different languages and dialects."

The latest event brought together senior management from Toyota's entire European network and was also attended by top executives from the head office in Japan. AA Global provided simultaneous translation and interpreting services in seven different languages and ensured effective communication inside and outside the conference hall for more than 200 delegates.

Kirk said: "We held a debrief with our clients and were praised for our professionalism and for our part in the smooth handling of an event which is extremely important to their business. I am extremely proud of our Hull team as it was their first time taking part in a big event, and they do not come bigger than the Toyota convention."





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# Northern Powerhouse Minister Tells South Bank Business Leaders ‘Brexit will Happen’

Andrew Percy, Minister for the Northern Powerhouse, has spoken out on Brexit at a Chamber lunch for South Bank MPs and senior business leaders.

The four Northern Lincolnshire MPs, including Nic Dakin, Melanie Onn and Martin Vickers, as well as Andrew Percy, learnt first-hand from senior local business leaders about their concerns around the issues of the day, including Brexit, Devolution and the Northern Powerhouse.

The event, held at the famous Winteringham Fields restaurant and hotel in North Lincolnshire was attended by representatives of some of the biggest and most influential businesses in Northern Lincolnshire.

Mr Percy light-heartedly revealed that as well as being the Minister for the Northern Powerhouse, he was also in charge of several other Government portfolios, including rather disconcertingly, being part of the team charged with organising Royal funerals!

However, the Minister was resolute on the subject of Europe, dismissing talk of a second Referendum and insisting Brexit would happen, despite the recent High Court decision which ordered that MPs should vote before Article 50 was invoked. He admitted that uncertainty still surrounds Brexit in some quarters and said the court’s decision was “unhelpful and would potentially lengthen the period of uncertainty which is damaging to business”.

On business support and regeneration, Mr Percy praised the Chamber and the two public/private sector LEP partnerships which serve the Northern Lincolnshire area for their good work, and said he believed it was important to ensure the LEPs’



**Pictured at the Chamber’s South Bank MPs’ lunch are (left to right) Martin Vickers, Andrew Percy, Melanie Onn, Chamber Vice President Phil Ascough, Nic Dakin and Ian Kelly.**

regeneration work continued.

As regards Devolution, the Chamber welcomed assurances that Scunthorpe and Grimsby would stay part of the Northern Powerhouse as well as remaining part of the Energy Estuary Concept as Devolution evolved locally.

Among the business leaders to lobby Mr Percy directly was Gareth Beese, from British Steel, who thanked Scunthorpe MP Nic Dakin for his unwavering support and again appealed for the

Government to help the British steel industry with business rate concessions and to level the playing field with its European competitors on energy costs.

Cleethorpes MP Martin Vickers and Chamber Chief Executive Dr Ian Kelly finished the lunch by exchanging votes of thanks which highlighted all the local MPs’ longstanding commitment to the area even when on some subjects clear differences remained.

## Yorkshire Rhubarb

Chamber Chief Executive Ian Kelly enjoyed exchanging old cricketing stories with Yorkshire and England cricketing legend Geoffrey Boycott OBE at a private Chamber dinner recently.

As a fully paid up member of Yorkshire Cricket Club Ian was delighted that Geoffrey and his wife Rachel were able to join him at the Chamber event.

Big debates were had round the table as to who was the best West Indian batsman ever - Brian Lara, Viv Richards or Gary Sobers, as

the upcoming Test next summer against the West Indies at Headingley was discussed. (Sobers was the choice by the way). With Geoffrey also predicting an England victory.

Listening to Ian’s own cricketing exploits as Pocklington’s former third team opening bat didn’t seem to excite the legendary cricketer so much, with one insider claiming they heard the great man mumble something about ‘being able to score more runs than that with a stick of rhubarb’.



**Geoffrey Boycott OBE with Dr Ian Kelly**



## Paul Appointed as a Partner

Chartered accountancy practice Forrester Boyd announced the appointment of the firm's latest partner, 28 year-old Paul Tofton, on 1st October 2016.

The move takes the total number of partners at the firm to 13. The announcement follows recent news that the firm had moved up a place in the top 50 largest firms of accountants in the UK at 43rd in Accountancy Age's Top 50+50 table.

Paul Tofton has been with Forrester Boyd since 2006 and qualified as a Chartered Certified Accountant in 2011. Paul is based at our Grimsby office and holds a client portfolio of sole traders, partnerships and limited companies, including groups, both locally and nationally.

The client portfolio Paul manages ranges from Media Companies to Care Homes. Paul is also an auditor, being Forrester Boyd's Internal Audit

partner and is heavily involved with advising and implementing 'Cloud Accounting' solutions such as Xero.

Speaking of his approach, Paul says: "Sitting behind a desk dealing with clients remotely is not my style, I like to get to know my clients and visit them in their environment. Only once you get to know someone can you understand them and their business and tailor the advice to suit. There is no 'one size fits all' approach when it comes to accounts and finance."

Forrester Boyd's practice chairman, Steve Czornyj, welcomed Paul to the partner team and said "When you challenge and reward talented employees in this way, you are investing in the future of your business. Our policy of recruiting accomplished individuals from the local community and providing them with high

quality training and work experience continues to be successful. Paul is yet another example of the effectiveness of this policy and is an excellent addition to our partner team.

Outside of work Paul is very much a family man, and likes nothing more than spending time with his young family. He is also a keen 'DIY-er' and always has a project!

Forrester Boyd has a staff of around 250 based at its offices in Grimsby, Louth, Scunthorpe, Beverley and Skegness.



**Paul Tofton**



## Deep Business Centre Bucks the Trend with Balancing Act

One of the region's leading business centres is bucking the trend by pegging prices and improving quality in a rapidly expanding sector.

As occupancy dropped nationally and regionally during 2014, the Deep Business Centre maintained levels and increased value for tenants with its flexible approach.

Freya Cross, business and corporate manager at The Deep, said clients will expect more of the same and operators will have to deliver as competition intensifies.

Mrs Cross sits on the board of the Business Centre Association (BCA), which paints a picture in its latest annual report of a buoyant and diversifying sector thriving in difficult terrain.

The report was based on responses from 47 operators of 647 centres, including serviced offices, managed offices and light industrial units.

Findings indicate that the sector grew by 32 per cent during 2014, contributing £8 billion to GDP and increasing employment by 19 per cent with 26,000 new and expanding

businesses supporting 135,000 workers.

In Yorkshire and Humber, occupancy rates fell from 75 per cent in 2013 to 71 per cent against a national level of 80 per cent. Prices for serviced offices increased by 10 per cent, better than anywhere else in the north but well behind the UK average of 26 per cent.

Mrs Cross said her strategy of striking a balance was helping to maintain performance at The Deep Business Centre, where more than 40 tenants employ over 200 people.

She said: "Our occupancy levels were ahead of the regional and national average at 90 per cent but we have held prices and become more adaptable to look after the needs of our tenants.

"I expect future reports to indicate even higher demand for business centre space because it is a flexible option for businesses that do not want the distraction of property issues."

The picture shows the stylish lounge which is one of the enhancements to facilities at The Deep Business Centre.

## The Humber Bridge Country Hotel Opens

Richard Morgan, Managing Director of The Humber Bridge Country Hotel in Barton upon Humber announced the opening of the hotel, providing employment for approximately 30 people across a variety of departments.

Previously known as Reeds Hotel that was severely damaged in the Tidal Surge of December 2013. The new look hotel provides visitors and guests with a warm welcome, free car parking and Massimo's Italian Gastro menu that is offered in two lakeside restaurants, along with a Carvery, and 'Fingley's' a newly created Children's themed family Restaurant.

Non-residents are warmly welcomed, along with a 'dog friendly' snug for owners wanting to bring their pets with them.

The hotel caters for Conferences, Events, Celebrations, Christmas Party Nights, New Year's Eve, Afternoon Teas, Sunday lunch and Weddings.

A magical children's play area is also being planned for spring 2017 so that parents can enjoy the hotel facilities with peace of mind that their children are having a good time too.

For any further information please contact, Laura Stead, Sales & Events Team  
The Humber Bridge Country Hotel  
[sales@hbcountryhotel.com](mailto:sales@hbcountryhotel.com)  
[www.hbcountryhotel.com](http://www.hbcountryhotel.com)

# Why Proofreading is so Important for Businesses

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

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

That is why it makes sense to call in James Andrew Proofreading and Editing Services, a recently-created Beverley 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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Apply for Business Travel Plan Grant of up to £5,000 to develop your Business Travel Plan\*



## **A Business Travel Plan can help you to save money while reducing your carbon footprint at the same time!**

The North East Lincolnshire Council and ENGIE Business Travel Plan Team are on hand to support you to see how you can incorporate sustainable travel as part of your daily business – and what's more until 31 March 2017 the service will not cost your company a penny!

This opportunity is available to all businesses in North East Lincolnshire or businesses within the South Humber Bank Region.

## **Why develop a Business Travel Plan?**

Over reliance on the car is costly as roads become more congested and demand for car parking space grows all the time. Encouraging employees to walk, cycle, take the bus or car share saves money, makes them healthier and improves a company's environmental credentials. With unpredictable fuel costs, now is the time to develop a travel plan. It's sensible resource management!

Business Travel plans can benefit your company in the following ways:

- Cutting travel costs and reducing mileage claims and the need for expensive car parking.
- Improving staff retention and recruitment possibilities by making your site easier to access to the 25% of local households who do not own a car.
- Reducing staff absences—staff who walk or cycle to work are fitter, healthier and more productive.
- Enhancing reputation by demonstrating corporate social responsibility.
- Easing traffic congestion in and around businesses and helping improve road safety and creating a better environment.

## **What is involved?**

The Business Travel Plan team will develop your Travel Plan on your behalf within minimum input from each business and the vast majority of the work is carried out by the Business Travel Planning Team. The Travel Plan will highlight suitable sustainable transport alternatives whilst aiming to reduce single car occupancy as part of journeys to and from work.

## **Who is eligible?**

Any business in North East Lincolnshire or South Humber Bank Region can register their interest in the Business Travel Planning service and development of a Travel Plan.

## **What is a Business Travel Plan?**

A Business Travel Plan provides a package of measures aimed at developing and encouraging the use of sustainable transport such as cycling, public transport and car sharing.

**For more information in relation to Business Travel Planning please telephone or email:**

**Telephone: 01472 324930/ 07985297577**

**Email: [businesstravelplans@nelincs.gov.uk](mailto:businesstravelplans@nelincs.gov.uk)**

\*Business Travel Plan Grants are available until 31 March 2017



The Heptonstalls Private Client team were announced winners of the Private Client Award at the 2016 Yorkshire Legal Awards.

## Heptonstalls Solicitors Scoops Major Legal Award

One of Yorkshire's longest established firms of solicitors is celebrating after being crowned winner at the region's most prestigious legal awards.

Heptonstalls Solicitors has been awarded the Private Client Award at the 2016 Yorkshire Legal Awards. The firm, which has a long held presence in both Goole and Pontefract, was announced the winners at an awards ceremony held at New Dock Hall in Leeds on Thursday 13 October.

The award was presented in recognition of the excellent work that has taken place within the private client department over the past 12 months, as it has expanded and recruited from within, whilst substantially increasing its caseload.

Shaun Pinchbeck, Partner at Heptonstalls, said: "We were honoured to be shortlisted for this award, alongside many leading regional firms, and the shrieks of delight from our table when we were announced the winners demonstrated how ecstatic we were.

"Our aim is to provide an excellent service to clients and we were delighted that our service has been recognised throughout Yorkshire."

Heptonstalls Associate Helen Forster was also shortlisted for the Rising Star Award on the night but narrowly missed out. She was also highly recommended as a Rising Star at the Modern Law Awards 2016, in London on 10 November.

Now in its 16th year, the Yorkshire Legal Awards are organised by Barker Brooks Communications, publishers of Leeds & Yorkshire Lawyer magazine, and bring together the region's legal community to recognise and celebrate its myriad achievements.

## HullBID Team Targets Major Investors

HullBID board directors played a leading role in promoting the potential of Hull city centre to delegates at the British Council of Shopping Centres (BCSC) – the largest business to business networking event for the retail property industry.

Jim Harris, Chair of BID and Manager of St Stephen's Shopping Centre, was joined by Lee Appleton, manager of the Prospect Centre, and Claire Suggitt, manager of Princes Quay Shopping Centre, in presenting a Hull prospectus aimed at the in the retail, leisure, food and drink industries.

The BID team partnered with representatives of Hull City Council, Hull 2017, VHEY and the Bondholders to target 2,500 top retailers, property investors and developers from across the UK. The partners are now working to follow up with the contacts made at the event and to identify other opportunities to showcase 'Brand Hull'.

Lee Appleton said: "We all recognised the great value in attending the event. We made a lot of contacts, they were all interested in the prospectus and they could see the potential for investing in Hull.

"Other big cities were there so it was important for Hull to be represented and hopefully our presence and profile there will generate some leads. It is clear that our contacts at BCSC were going to



HullBID Chair Jim Harris (left) and fellow board members Claire Suggitt and Lee Appleton with the new prospectus. Picture courtesy of Hull Daily Mail.

take what they learned from us and speak to their contacts about Hull and the opportunities here."

Kathryn Shillito, HullBID City Centre Manager, added: "This was collaborative working at its best with partners coming together at short notice and providing funding to ensure Hull had a strong presence at a business event which is of national significance.

"We were able to get across a strong and positive message about Hull city centre and its appeal for business and we will continue to do that using the prospectus and our growing network of key contacts."

## Modal Training Taking Bookings as First Courses Launch

Modal Training, the Humber region's new £7m training centre of excellence for the ports, energy and logistics sectors, is now taking bookings for a number of courses that have been launched ahead of the facility opening in early 2017.

The courses are classroom-based and cover basic safety, competences and proficiencies for individuals and businesses working in the road, rail and sea sectors.

Modal Training's driving and road courses include the DriverMetrics Driver Risk Index, the world's number one behavioural driving safety

programme. Modal Training can help businesses analyse the profile of their drivers and their behaviour using software to identify areas to make them safer or more efficient on the road. Training will then be provided to improve their skills.

Courses are also available covering Transport Manager Certificate of Professional Competence (CPC), Driver Certificate of Professional Competence (CPC), ADR Hazardous Goods, fuel and driver efficiency, health and safety, and legislation.

Modal Training is also delivering a number of rail safety courses, ranging from initial Personal Track Safety (PTS) and Industry Common Induction (ICI) tickets, to more advanced qualifications, such as Engineering Supervisor (ES), Controller of Site Safety (COSS), Safety Procedures for Working on Electrical Equipment (SPWEE) and Overhead Line Equipment Construction (OLEC) 1.

For those working in maritime and offshore, Modal Training is delivering a comprehensive range of Standards of Training, Certification and Watchkeeping for Seafarers (STCW) courses.

Jointly funded by the Grimsby Institute and the Humber LEP, as part of the Humber Growth Deal, Modal Training will be located in purpose-designed 5,696m<sup>2</sup> facilities on Kings Road in Immingham.

For more information about courses, or to make a booking, call Modal Training on **01472 311222** ext 1184.





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## HETA Seeks Former Apprentices to Celebrate 50th Anniversary

Humberside Engineering Training Association (HETA) is looking for apprentices through the ages to help mark a milestone and inspire engineers of the future.

The organisation will celebrate its 50th anniversary during 2017 and is working on a programme of events to promote its links with the education sector, which supplies apprentices and the businesses which provide employment opportunities.

But the sharpest focus will be on the apprentices themselves as HETA sets out to link the learners of today with the life stories and achievements of their predecessors.

Iain Elliott, Chief Executive of HETA, said: "We're looking forward to our golden jubilee and as ever

we intend to maximise the learning opportunities which it presents.

"We are always bumping into people who embarked on great careers in engineering having completed apprenticeships with HETA. We want to hear from the former apprentices themselves and from their employers because we recognise they can pass on a wealth of experience to our current learners."

HETA was established in 1967 by a group of businesses in Hull to bridge the gap between education and industry. The not-for-profit company now trains 200 apprentices every year at sites in Hull, Scunthorpe and Stallingborough and works with major employers including Phillips 66, Reckitt Benckiser and ABP.



Iain Elliott at HETA's Hull site.

Iain said: "It doesn't matter if the apprentices left us in the last few years or a long time ago – some of them will have retired by now. Our apprentices now will benefit from hearing about how they used to work and how they made their mark on the world we see today."

Employers and apprentices who have played a part in the history of HETA are asked to contact Cathy Bourne by email at [cathy.bourne@heta.co.uk](mailto:cathy.bourne@heta.co.uk)



## Success for RSPCA

It's been a busy and successful year so far for our independently funded Hull and East Riding branch of the RSPCA on Clough Road in Hull.

In addition to our popular fundraising events, from our annual 'Spend a night in the doghouse', huge Motorbike show and Easter, Dog & ferret and Christmas fayres, we launched a brand new Animal Art exhibition and competition this year with local schools. partnered with Hull University students union for an animal stress relieving event.

This was with the introduction of a new Corporate Partner programme and quarterly business networking events – the next of which will be on 17th January at 10am at our rescue centre on Clough Road.

Our animal education centre has welcomed in excess of 1,000 schoolchildren on our caring for animals sessions with our partners

Hull Children's University. Centre Manager Alison Ripley recently won the RSPCA William Wilberforce Award for furthering the link between human and animal welfare and became a Finalist at the prestigious RSPCA and Daily Mirror Animal Hero awards, narrowly missing out to one of the National Society's longest serving Inspectors.

With an exciting new build project in the pipeline and £800,000 target to raise, over 185 animals rescued, rehabilitated and rehomed so far this year, a new charity that has just opened in Beverley and many more plans for growth, our dynamic animal centre is going from strength to strength going into 2017 and the City of Culture year!

To help more local animals and help us educate our community about animal welfare or to nominate us as your company's charity of the year in 2017 contact Alison at the centre on 01482 341331 or email [manager@rspcahull.org.uk](mailto:manager@rspcahull.org.uk)

## East Yorks PR Firm to Run Mental Health Campaign

A new campaign highlighting the growth of mental health issues in the workplace is being run by an East Yorkshire public relations firm.

Verrill Public Relations has been appointed by national corporate counselling specialist Mind Matters to help them raise awareness of the dangers of stress and anxiety.

"Research shows that one in three people have experienced mental health issues in the workplace," said Steve Verrill, Managing Director of Verrill Public Relations.

"It's a serious problem for the people affected and also for their employers. The Mind Matters campaign will show employers that there is an effective way to maintain the wellbeing of their staff and prevent disruptions to productivity through sickness absences."

Market Weighton based VPR will be running regional and national media campaigns across newspapers, magazines, broadcast and internet media.

David Leckie, Director at Mind Matters Corporate Counselling, said: "The workplace is becoming increasingly stressful for so many people and all too often that can lead to a deterioration of people's mental health.

"This campaign will alert people to the dangers and show that help is there when they need it."

Mind Matters is engaged by some of the UK's largest companies to provide counselling services and has a 600 strong team of counsellors.

More info at [www.verrillpr.co.uk](http://www.verrillpr.co.uk) or [www.mindmatterscounselling.org.uk](http://www.mindmatterscounselling.org.uk)



# Not Waiting for a Change to Come

As the Managing Director of a company formed under the banner of social regeneration I don't believe in waiting for a change to happen, rather that we should happen to make a change.

Initially using media in the form of community magazines, CPO has been delivering projects in the most deprived areas of Northern Lincolnshire and the East Riding for 14 years; initially we were part of the Grimsby Telegraph but in the last decade we have traded as a Social Enterprise. Whilst we have not abandoned our roots, we have broadened our approach to include: Alternative Education for secondary school pupils, employability training, new approaches to health and wellbeing, and ICT solutions for those who struggle to get online.

Our current offer includes support for under 25s who are not in work or education, solutions for older adults furthest from the labour market and a project entitled 'Shecan' which allows women to become re-empowered after suffering redundancy, neglect or abuse. Our approach is that social and wellbeing issues rarely appear in isolation so we offer a holistic, personalised service for all.

Most recently this has led to us launching a pilot health and wellbeing project entitled 'Health Buddies'. Run alongside our lifestyle magazine VOXX, this programme helps young people to



examine their health and lifestyle choices, and through training encourages them to help others. This pilot has been health-funded for 18 months but we are now looking for corporate sponsorship for both the project and the magazine. This could take the form of a CSR opportunity or advertising and advertorials in VOXX itself.

For me this project goes further than our original mission; we are now in the business of prevention rather than cure.



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# A Feather in Hull's Cap, and it's Just The Start

Millions of feathers falling from the night sky and thousands of bare bums – and other bits – painted blue. As you do.

Thankfully it didn't all happen at the same time or the naked hordes might have ended up tickled pink, but even as separate events, Place des Anges and Sea of Hull, gave an intriguing sign of the City of Culture year to come.

And now it's here, just over three years after Maria Miller, the government's culture secretary at the time, announced that Hull had beaten Dundee, Leicester and Swansea Bay to become UK City of Culture 2017.

Derby, Plymouth and a joint bid from Portsmouth and Southampton are among those that didn't even make the shortlist. Cardiff, Coventry, Paisley and Stoke-on-Trent are bidding to succeed Hull in 2021 and will be watching with great interest. They know it's an event of international significance, and a prize worth winning.

The City of Culture team, led by Chief Executive Martin Green, has brought in more than £32 million to pay for a programme which began with those test events during the summer and will kick off officially with In With A Bang, a firework display set to the sounds of the city, at 20:17 hours on 1 January.

With the Humber as the stage, the pyrotechnics underline the regional business potential of City of Culture. Hull may be the focus, but crowds will also watch from the south bank, where hotels can be expected to promote their facilities year round to visitors looking for places to stay within easy reach of the action.

All the events so far have generated huge interest. Many businesses have signed up to support City of Culture directly, with the business angels each committing £17,000 in 2013 to support the bid and more organisations coming on board since Maria Miller's announcement. They're paying from £25,000 to six or even seven figures in cash, in kind or a combination, to be part of the story.

The Deep, one of the original 'angels', stands to benefit significantly as an obvious additional destination for people visiting Hull to explore the City of Culture events and attractions, but they're not resting on their laurels.

Freya Cross, Business and Corporate Manager



**1884 Staff - Ready for the City of Culture**

at The Deep, said: "We've secured bookings for at least 10 significant conferences and dinners during 2017 and into 2018. They are all from nationally recognised professional organisations and associations.

"They include business groups, medical bodies and BIAZA – the British and Irish Association of Zoos and Aquariums. As a member we are particularly pleased to be welcoming BIAZA. City of Culture status has helped us bring in these events."

F&T Vending Co, a regular exhibitor at Chamber Expo, became a bid angel because of the

company's belief in Hull. The company is about to spread the word about City of Culture by distributing more than three million specially-branded paper cups through vending machines at businesses, leisure facilities and other outlets throughout the north of England.

New Chamber Members 1884 Dock Street Kitchen and 1884 Wine & Tapas Bar led the regeneration of the Hull Marina and Fruit Market areas and are ideally situated to provide the highest quality food and drink to City of Culture visitors. Both restaurants were fully booked weeks in advance for In With A Bang, with Wine and





**The Sea of Hull - in Alfred Gelder Street**

Tapas unique in being able to offer guests an exclusive VIP outdoor viewing area.

Deborah Spicer, General Manager of 1884 Wine & Tapas Bar, said: "1884 Restaurants was investing in the Marina area even before City of Culture appeared on the radar and we'll get involved as much as we can.

"I remember during the summer when a very nervous visitor from Merseyside came in for lunch before going off to take part in Sea of Hull. Everything seemed a long way off at the time but now here we are at the heart of the action, and we'll be planning some special events of our own in the year to come."

Kardomah94, a converted office block which now houses a restaurant, bar and space for theatre, film, photography, spoken word and music festivals, was selected by the Chamber to host a Hull Area Council meeting earlier this year because of its efforts to bring together culture and business.

Owner Malcolm Scott said: "Our aim was to transform a prominent piece of city centre space to celebrate the region's cultural endeavours – past, present and future. We're issuing an open invitation to businesses to come and see some of the amazing things that happen here, and to help us support them."

A key player when it comes to helping businesses make the most of City of Culture is HullBID, which works to keep the city centre safe and clean and

which will augment the 2017 programme with its own events and festivals.

Kathryn Shillito, HullBID City Centre Manager, said: "We've been running major events including Hull Trinity Festival and the Yum! Festival of Food and Drink for several years now. These will continue during 2017 and beyond and we're also planning other activities, including a street food celebration, throughout the summer.

"It's all about getting local businesses involved by creating events in which they can take part

and which will increase footfall in the city centre. We also play a vital role as a conduit between the businesses, local authorities and festival organisers.

"Our message is that 2017 is just the start for City of Culture in Hull – it doesn't end next December. The investment in the public realm works, the Ferens art gallery and the New Theatre is designed to bring benefits for the next 20 or 25 years. That's the scale of the opportunity that businesses should be looking at."





# Sutcliffe Consulting Gets Runner Up for Small Consultancy of the Year



On Friday the 18th November the Runner Up Award for Small Consultancy of the Year was given to Sutcliffe Consulting Engineers Ltd, a Building Services Consultancy based in Hull.

Earlier this year, the professional body the Chartered Institute of Building Services Engineers (CIBSE) announced it would be hosting awards specific to the Yorkshire region, with categories such as Project of Outstanding Performance, Facilities & Energy Management Award and Student of the Year. In total there were 13 award categories and judges ranged from Lecturers from Leeds College of Building to Board Members of CIBSE. The awards were held at the Royal Armouries in Leeds and over 300 people attended. Sutcliffe Consulting put forward two entries, one for Industrial Project of the Year and another for Small

Consultancy of the Year and successfully came away with trophies from both entries.

Their entry into Industrial Project of the Year (United Biscuits, Glasgow) was shortlisted and therefore received notable recognition amongst other Engineers in the industry. Not only did this gain positive appreciation of the complexities of the project, but also the full design team (many of whom are based in Hull). The project itself was a refurbishment which was carried out while maintaining the oven lines and hygiene issues and shortlisting was based on which teams have effectively demonstrated high levels of project deliverables for the client. Although competition was fierce, Sutcliffe Consulting gained a 'Shortlisted' award, stating that their entry had been of sufficient value to be a finalist for the awards. The competition was extremely worthy with top quality consultants entering from all areas of Yorkshire and the winner for this category was from a Consultancy based in Leeds.

In the hope they would be recognised for their contribution in 16 years of Business to the Building Services sector, Sutcliffe Consulting put forward an entry for Small Consultancy of the Year. They are extremely proud and humbled to announce that they gained Runner Up for this category. Being the

only consultancy representing the Humber region at these awards it is an honour to have received this recognition. This award recognises a consultancy which has demonstrated an outstanding contribution to the design or refurbishment of buildings and exceeded client expectations on a specific project. Scores have been deduced for client satisfaction, punctuality on project delivery dates, interpretation of the client brief, team collaboration and innovation. Their positive feedback was based on the high contribution they had given to the Building Services Engineering Sector. This was through putting Engineers onto relevant training, working on a diverse number of schemes in different industries and having encouraging testimonials from clients.

Sutcliffe Consulting look forward to improving their entries for next year's awards and are already thinking about projects which they might enter. In the meantime, they look forward to working with new and current clients to deliver an excellent service on their projects.

For further information on this piece, please contact Violet Glenton on [violet@sutcliffeconsulting.co.uk](mailto:violet@sutcliffeconsulting.co.uk) or alternatively visit [www.sutcliffeconsulting.co.uk](http://www.sutcliffeconsulting.co.uk) to get updates on Sutcliffe Consulting Engineers.



## Sport England Steps Up to Support Hull Ionians

Hull Ionians has been handed another funding boost as it works to improve facilities at its Brantingham Park home in Elloughton.

The club, which plays in the third tier of English rugby union, has been awarded £75,000 by Sport England from its Inspired Facilities fund. Ionians has also received £5,000 from the Rugby Football Union (RFU).

The money will be added to an award of £127,000 received earlier this year from East Riding of Yorkshire Council and will support the club in developing a venue which is home to five senior sides and a thriving mini junior section.

Club official John Doris, who plays a key role in identifying funding sources and submitting applications, said work on the improvements will start early in the New Year with the aim of completion by the end of 2017.

The programme will include new floodlights, an upgrade of changing rooms and a viewing area for disabled spectators. The club is also planning to improve some of the social facilities to increase revenue generation opportunities

and it will improve energy efficiency to reduce running costs.

John said: "The Sport England money will be geared exclusively to sports provision and, along with the grant from the RFU, will enable us to fund a bigger project and make more improvements."

He added that the requirement to use the grants for equipment and facilities enables the club to commit to investing business sponsorship revenue in improving the team which is now in its second consecutive season in National League One.

He said: "We are particularly grateful to our business sponsors who are vitally important in helping us to compete at such a high level and we would very much like to hear from other companies and individuals who would be interested in supporting the club."



## Hull-Based Property Firm Appoints New Residential Manager

Garness Jones, a Hull-based property firm, has announced the appointment of a new manager for its residential team, as the firm seeks to expand its services in offering landlords and tenants rental property management and advice.

Paula Reading will head up the team providing their property management service to both landlords and tenants across Hull and the Humber. For 'part-time landlord' Paula, it's an excellent opportunity to challenge the perception of the letting industry.

She said "As a landlord myself, I'd always felt the reputation many seemed to award the property industry was unfair. It's clear and exciting to see what Garness Jones are aiming to achieve with their residential service, so I'm relishing the chance to prove that we're a letting agent that can provide a fantastic personal service."

The appointment comes as Garness Jones seeks to challenge the misconception that their services involve solely commercial property, with the residential side to their work marked as a key area for growth within the company.

Working with tenants, out-of-town investors and landlords owning portfolios of all shapes and

sizes, the firm provide services in areas including rent collection, maintenance and service charge management, whilst also helping clients to expand their portfolios.

Paula said "I'm looking forward to meeting our landlords and tenants, and getting to know their aspirations for either an expanding portfolio or their dream home. We'll continue to be friendly, approachable, and very keen to help them realise those dreams."

As the number of 'part-time landlords' in the UK rises, the firm will be keen to continue being at the heart of the boom this new culture brings, with over 7% of adults now renting out a property as a form of secondary income. Managing Director, David Garness, is delighted to see the firm's residential team strengthening its depth of talent and quality of service.

Hans Nieuwerkerk, Director of Property Management, said: "Paula brings with her years of experience in client liaison across a number of industries, so she knows how to secure exactly what her clients are looking for. That's precisely what we're going to continue providing with our residential service, which we achieve through building a personal relationship with our landlords and tenants."



Newly appointed Garness Jones Residential Manager, Paula Reading.



Chris Fawley of Merlx.

## Merlx Marks Anniversary

A Hull-based electrical business has marked the anniversary of its takeover by embarking on a housing renovation project which is the biggest contract in its history.

Merlx, which is based in Williamson Street, Hull, is working on improvements to more than 300 homes in the Preston Road area of the city having been appointed by the main contractor Willmott Dixon.

Chris Fawley, who completed the acquisition of Merlx in September 2015 and is now the company's Electrical Services Director, said the year has brought consolidation followed by expansion in the commercial and residential property sectors.

His first step was to change the status of his workforce from sub-contractors to employees, including a dedicated fire alarm and emergency lighting specialist.

Chris said: "We wanted to employ people ourselves. It makes the overheads a bit higher but we were confident we could keep everybody busy and that has certainly been the case."

Merlx has completed projects for long term clients including Smith & Nephew, Garness Jones, Larards Lets and Reeds Rains and has also added Trinity Estates to the list.

The work at Preston Road is part of a £35 million contract awarded to Willmott Dixon by Hull City Council to improve more than 2,000 homes across the city. The current phase, which will be completed early in 2017, involves recladding the properties to retain the heat and improve the look.

Chris said: "Our job is to remove any electrical fittings from the outside of the properties and put them back again afterwards. The houses are all occupied, which means we have to be sensitive to the routines of the people who live there.

"We have been going for bigger contracts and that is making a difference to the company – this is the biggest contract we have ever taken on."

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# Regus Hull Goes from Strength to Strength

Since opening its first location in Hull in November 2015, global workspace provider Regus has welcomed companies of all sizes through the doors of its Norwich House centre.

Regus Hull, located on Savile Street at the heart of the city centre, has proved that offering a range of workspace options on flexible terms is a winning formula when it comes to attracting the city's professionals.

The facility provides a variety of fully-equipped workspace options and business services, which cater to the diverse needs of today's businesses. These include a drop-in business lounge, Virtual Offices, serviced offices, meeting rooms and video conferencing.

One example of a local business which has experienced the benefits of using the flexible space is Vogue Estate Agents, which moved from a high street premises into Regus Hull in January 2016.

Owner Nick Beach explains: "The move to the Regus space has allowed us totally to re-think our operation. We are saving around £15k per year by not occupying a High Street premises, and we are re-investing this saving into the business – increasing our marketing and generally raising awareness of the brand."

Richard Morris, UK CEO, Regus comments: "We opened our centre in Hull in response to the strong demand in the city for cost-effective workspace that matches today's flexible, modern workforce. We know that more and more people are working flexibly, instead of the traditional 9-5 in the office, and we are seeing a growth in interest in flexible working options which provide a more agile alternative to fixed offices. The flexible terms that we offer for our workspace cater to this change in today's work habits."

**"We are saving around £15k per year by not occupying a High Street premises, and we are re-investing this saving into the business."**

He continues: "Investing in Hull has proved to be a good decision and we're delighted with how popular the centre has been since it opened in November 2015. The city is undergoing extensive regeneration and, with the 2017 City of Culture announcement, its profile will only continue to rise."



## Want to work alongside other people like you?

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# SOLAS Container Weighing Requirements: the Grace Period is Over

The SOLAS container weighing requirements entered into force on 1 July 2016. The requirements included an obligation on shippers to declare a gross mass for containers they shipped which had to be verified by one of two methods prescribed by the SOLAS regulations.

Prior to the implementation date significant concerns were raised over the readiness of both shippers and port facilities to implement the new requirements. Many industry operators anticipated delays and port congestion while the changes 'bedded in'.

Against that backdrop, prior to the entry into force of the requirements, the IMO's Maritime Safety Committee published circular MSC.1/Circ.1548, which advised that administrations should adopt a 'practical and pragmatic approach' when verifying compliance with the requirements of the SOLAS regulations. The circular also suggested 'flexibility' should be provided to all stakeholders. That circular ceased to have effect on 1 October 2016, thus ending the period of formal leniency agreed by the IMO.

However, early reports suggest that the end



Chamber's International Trade Director, Pauline Wade, with Sam Minall of Myton Law

of the grace period shouldn't cause too much consternation.

In the UK at least, reports from industry operators and insurers suggest that the changes have been implemented relatively smoothly. Both the British International Freight Association and World Shipping Council have reported high levels of compliance.

These positive reports are supported, anecdotally, by Myton Law's experience. The few enquiries

for advice Myton Law did receive (relatively soon after the changes came into force) appear to have related to issues that were resolved between the supply chain operators involved without further escalation.

By contrast there have been reports internationally that some ports remain unable to comply with the requirements and also of disputes between port operators and users over who should bear the cost of compliance. However, notwithstanding these challenges, in broad terms the early signs appear to be positive and efforts to ensure awareness of the changes appear to have had the desired effect.

Of course, it is too early to tell whether the core objective of the new regulations, ensuring that carriers receive accurate information on the weight of the containers they are carrying, will be met. However, improving maritime safety remains high on the agenda for the international community and the successful implementation of the container weighing requirements should be seen as another step in the right direction.

## City of Culture Themed Art Works Unveiled

Local chartered accountants, cbaSadofskys have unveiled the winning artworks from their City of Culture themed art competition. The winners were revealed at the Hull office on Wright Street, collecting their cash prizes of £250 each.

Young people and adults from Hull and the surrounding area were invited to enter the competition, themed upon Hull's UK City of Culture Seasons. The winners include Conor Egan from Beverley who won the Made in Hull category and from Hull, Sam Denby won Roots & Routes, Vicky O'Grady for Freedom and Laura Jones was the winner of Tell the World.

A variety of formats were used in the artworks which have been printed and re-produced by cbaSadofskys. Now the winning pieces will remain in the reception area for many years to come, acting as a lasting reminder of the year that transformed Hull.

Conor Egan is winner of the Made in Hull category. He said: "My artwork is called 'Made in Hull'. I used recycled wood to create a 3D effect and worked onto canvas with acrylic paint. The seascape represents the maritime history of Hull. It took me around five hours to complete and I was really surprised to win the competition. I am just going off to University this month so my prize winnings will come in handy."

Sam Denby won Routes and Roots with her

picture of a trawler man. She said: "When I entered the competition I felt like I was needle in a haystack and the chances of winning would be minimal. But when I found out I had won, I was over the moon, it has really meant a lot to me. My piece of work was originally for my school project which was based upon Hull's Fishing Heritage. I learned a lot about the emotions of the trawler men, who risked their lives for their families. To create my piece I used a time consuming technique called 'stippling'. The technique meant four months of constant dotting in order to create the trawler man. Therefore, winning this competition meant my hard work has finally paid off and I would like to thank cbaSadofskys for choosing my work."

Vicky O'Grady won the Freedom category. She said: "My painting of Amy Johnson was done in acrylic and took me around seven hours to complete. I'm delighted that it has been successfully chosen as one of the winners by cbaSadofskys to decorate their office reception. It's wonderful to think that so many people will now get to see my art and I feel very proud that it has been picked to represent the Freedom category."

Laura Jones won Tell the World. She said: "This piece illustrates one of the earliest forms of photo development using light sensitive materials. The



L-R: Conor Egan, Sam Denby, Vicky O'Grady and Laura Jones

image of the 'Voyage' statue represents the families of the trawler men who waited for the trawlers to arrive back at the docks of Hull. It was such an amazing feeling to be told that I was one of the four winners as I found the subject matter deep and meaningful. I thoroughly enjoyed learning about Hull's heritage, meeting ex-fishermen and their families and seeing Hull in a new light."

Chris Brown, director of cbaSadofskys, said: "The standard of entry was very high which made it difficult to choose a winner. We had an internal panel of judges that were able to reach a unanimous decision. The wall in our reception area will be home to these pieces for the foreseeable future and our timing is good with the launch of the City of Culture team's plans for next year."

For information visit [www.cbasadofskys.co.uk](http://www.cbasadofskys.co.uk)





# Together's Partnership with NatWest Extended to Yorkshire and the Humber

Together, the specialist lender with a dedicated presence across Yorkshire and the Humber, has been confirmed as part of NatWest's nationwide 'Capital Connections' panel of alternative finance providers, following the national roll out of the Government's bank referral scheme for SMEs.

The concept of the bank referral scheme is straightforward - mainstream banks that turn down an SME's finance application must now refer the company to alternative finance providers to help SMEs potentially to source funding elsewhere.

NatWest is the first of the major four banks to create its own panel of lenders to refer its commercial and business customers in cases where it cannot assist directly.

The panel includes Together and four additional lenders, including two peer-to-peer platforms, and will cater for businesses with a turnover of up to £25m.

Bob Stones, regional development manager at Together for Hull and the Humber said: "The new bank referral scheme, which officially launched on 1st November, is great news for SMEs in Yorkshire and the Humber region. What it means in practice is that when a company can't get direct funding

from its own bank, they will be pointed in the right direction to find an alternative finance provider that could help them unlock the finance needed to realise their ambitions.

"With a strong track record of delivering funding to SMEs, we're delighted to be on NatWest's panel and to have the opportunity to help even more companies across the region as a result of the new scheme."



Together prides itself on its common sense approach to lending, looking at each case on an individual basis and delivering a personal approach; something that is welcomed by small businesses which can often find it difficult to access more mainstream funding.



## Intelligencia Training Issues Cyber Security Warning Following Major Breaches

Cyber security specialists Intelligencia Training Limited have issued a warning about the dangers posed by criminal hacking in the aftermath of a series of major incidents.

Late November and early December saw several large organisations confirming that their systems had been breached by hackers seeking personal details of customers, including financial information.

Now Intelligencia Training, which runs the Cyber Stars initiative to help organisations large and small to prevent breaches, says that organisations must do more to prevent the human error that allows hackers to breach systems.

Nick Atkinson, Commercial Manager, said: "The recent string of incidents shows that every organisation is vulnerable, even the large ones

who you would imagine have effective security in place.

"Ninety per cent of major organisations have suffered a cyber breach and smaller organisations are similarly at risk.

"Alarmingly, 93% of cyber breaches are down to human error. This is not so much a technology problem as a human problem. Organisations have got to get away from the 'it won't happen to us' mentality."

Nick said that hackers could gain access if employees:

Open emails from suspect sources, including spam emails which may purport to be selling something but are actually sent by hackers

Visit websites they do not know or trust

Broadcast personal details on social media

Give passwords to people who call pretending to be from their company's IT department.

Nick said: "We have to change the complacent culture prevalent in many organisations.

"Our Cyber Stars programme seeks to inculcate security awareness at all levels of organisation

because cyber security is not just a management responsibility, it involves absolutely everyone."

The Cyber Stars programme, which has been designed and developed by cyber security experts, is an on-site one day course which gives an organisation understanding of cyber security to enable it to operate safely online.

Intelligencia Training is already working to improve cyber security at many large organisations including with financial institutions and local authorities.

Nick said: "An organisation could have the most robust cyber security plan in place but if staff aren't adequately trained to implement it by following basic housekeeping rules and being able to recognise a threat, the organisation becomes very vulnerable."

You can find out more about Intelligencia Training Limited and its products at [www.intelligenciatraining.com](http://www.intelligenciatraining.com).



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# If there's something strange, in your neighbourhood.

## Who you gonna call ...?



Why calling the right solicitor may be one of the best business investments you can make; and why they are better than Google. Alex Green discusses the pitfalls of relying on internet research over qualified professionals.

### **“Why see a lawyer when Google has all the answers?” posted someone on Facebook.**

It is certainly true that Google has a massive involvement in daily life as we feed our information addictions.

But is Google the treasure trove it seems? After all, all that glitters is not necessarily gold.

We all use Google to help us do something we know nothing about or to save a few pounds; it is tempting to get legal advice.

### **When it comes to your business can you afford to take such a risk?**

You are an expert in running your business but are you an expert on employment law? Do you know how a lease break clause works? Do you know what to do when you sell your business?

A business owner I know operated his lease break clause. He got it wrong. It cost him £25,000, his house and his credit rating. Apparently, Google told him to do it. Was it worth saving the few hundred pounds he'd have been charged by a solicitor?

Solicitors are legal professionals who have to undertake at least 6 years' training to get their qualifications, and they are real people, not an electronic search engine.

### **So how could a solicitor help you?**

If you are starting your business they can make sure you are getting what the letting agent promised in the lease; help set up employment contracts; help you with your contract terms.

If you are selling or buying your business they can prepare the contract to make sure you get what

you expected or don't lose out; check for legal issues that may cost you once you buy it; limit your liability after you sell it so you keep all your cash.

Getting good legal advice may seem expensive but you are investing in your future performance and protection.

All solicitors are different; different approaches, different costs. Shop around for a solicitor who can support you at the right price and that you can work with. Other business owners may have recommendations for you. Legal advice may cost you but your business feeds your family and pays your mortgage.

### **Can you afford to risk it and trust Google?**

Can you spot the gold amidst Google garbage? Maybe, but can you afford to be wrong?

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## Andrew Jackson Remains Top Ranked

Law firm Andrew Jackson has announced that, for the eighth year running, it is the top ranked law firm in Hull, based on client research carried out by Chambers & Partners ('Chambers'), the leading clients' guide to UK's law firms.

In the 2017 edition of Chambers, published 2 November, Andrew Jackson has achieved no fewer than 24 recommendations for its client work. 13 of its lawyers have been singled out as being 'leaders in their field' of expertise, which includes national recognition for shipping and product liability work.

The guide praises Andrew's Jackson's 'very responsive' family and private client teams, which remain top-ranked in the guide. Several other departments are also highly commended, with clients commenting: "They are head and shoulders above the others when they need to deal with the work in a timely manner," (banking) and, "They give a warmth out that feels as though you are contacting a real friend who will help you when you need it most." (employment)

Mark Pearson-Kendall, managing partner of Andrew Jackson, said: - "These results really matter to our team, as they provide us with invaluable feedback that we are consistently delivering what our clients need.

"Chambers is the leading client authority on the UK's legal sector and it provides us with a benchmark of quality against which to measure how we're performing, so to receive this high level of recognition is great news across the entire firm.

"It's been another successful year for Andrew Jackson and I'm very proud to see this continue with Chambers' announcement."



Nicola Barrass of Bridge McFarland.

## Employment Law Specialist Explores Wellbeing in the Workplace

Employers were urged to ensure that their policies are fair and reasonable as wellbeing in the workplace came under the spotlight at a seminar which brought together HR professionals and a leading Humber law firm.

Major companies from some of the region's strongest business sectors were advised by Nicola Barrass, one of three Legal 500 ranked Employment Law Partners at Bridge McFarland, of the legal implications which arise when health issues affect someone's ability to do their job – particularly if there is a suggestion that the problems were caused by work.

The seminar at the Village Hotel in Hull was organised by the Humber branch of the Chartered Institute of Personnel and Development. Nicola spoke as one of three sector specialists, including Rachel Suff, National Policy Advisor for the CIPD and Alan Searle, Business and Performance Psychologist.

Nicola said: "It was an honour to be asked to speak at the event, which explored proactive ways in which employers can promote good health and wellbeing in the workplace. However, employment law is concerned with an employer's obligations once capability problems arise. Businesses benefit from understanding how they can support their staff, which ultimately helps them and their business, but also keeps within the law."

Nicola also discussed the definition of disability and the duty of employers to make reasonable adjustments to premises and practices to make their workplace accessible to staff who have impairments.

Rachel Suff of the CIPD said: "Many employers appreciate the importance of an all-embracing programme to promote well-being and our debate focused on the need to have a proactive and preventative approach, not only to avoid the legal implications of not looking after people's health and well-being, but to enhance people's engagement, performance and commitment at work."



## Mark to Take the Lead at Grimsby & Immingham

ABP has announced the appointment of Mark Frith to the role of Port Manager Grimsby & Immingham.

Mark has managed the ports of Hull and Goole since 2014 following a career in global logistics and operations with DHL, after which he relocated from Canada to join ABP.

He started his new role as Port Manager, Grimsby & Immingham, on the 10th October and the company has already put plans in place to recruit a successor for Hull and Goole.

ABP Port Director, Humber, Simon Bird said: "Mark has made tremendous progress as Port Manager at Hull and Goole and will continue to develop his work on the south bank. Mark has worked all over the world in logistical roles and this expert knowledge has proved invaluable to ABP on the Humber.

"During his time with ABP Mark has built positive relationships with colleagues, customers and stakeholders and I am looking forward to working with him in his new role managing the UK's busiest port by tonnage and developing both Grimsby and Immingham to improve each facility's unique offer."

Mark Frith said: "I'm looking forward to the challenge of overseeing the day-to-day operations of the UK's biggest port by tonnage and developing both Grimsby and Immingham to improve each facility's unique offer.

"This is a fantastic opportunity for me to develop my skills and, in turn, the skills of my colleagues, as we work to ensure the Humber ports continue to prosper, with a drive to improve efficiency, further our investment plans and create employment opportunities."

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



# Leading Financial Services Companies Join Forces

Two established financial services firms have recently joined forces, bringing together a team of 40, to provide pension, investment and mortgage advice, to clients in Hull and East Yorkshire.

The Hull based Insurance Partnership Financial Services Limited and Kirk Ella Investments announced that their respective directors have finalised an agreement for the organisations to combine, whilst retaining trading names for the foreseeable future.

The agreement, which has been planned to create the area's leading independent financial services company, provides a platform to improve efficiencies and economies of scale, focused on delivering outstanding and value added client service.

Paul Newman, Director of The Insurance Partnership Financial Services, said: "We are very happy to announce this collaboration which is hoped to enhance our position as one of the leading Hull and East Yorkshire financial advice firms. Given the ever changing nature of the industry, we believe that to invest fully in the systems and services required to deliver an exceptional level of client service, businesses need a level of critical mass and influence in the market place."

"There will be some changes to business operations, including technology upgrades and streamlining of systems and processes. Most importantly we have



Paul Newman and Shane Beardsley

now concluded negotiations with major fund providers such as Old Mutual, Standard Life and Aviva to ensure our clients benefit from lower platform charges which are not available in the wider market place."

Shane Beardsley, Managing Director of Kirk Ella Investments, said: "From the outset of our discussions it was very evident that our ambition and aspirations were aligned. Continuing as Kirk Ella Investments ensures our established brand and local presence is maintained, yet this agreement means that we also have access to expertise from specialist advisers in both businesses. Our clients are also able to benefit with access to lower investment charges and exclusive investment strategies."

The two offices will remain in-situ to help clients make more of their financial planning, by providing advice in the areas of investments, pensions and retirement planning, wealth management, mortgage finance, and protection.

# Helping Students into Work

The University of Hull is a top 10 English University for employability. 96.1% of graduates are in work or further study six months after graduation (HESA 2016)

The Careers & Employability Service's (CES) employer engagement team places great importance on making connections with business of all sizes. Whether a start-up, an SME or a large blue chip organisation, they want to work with you, so that you can see for yourself how good Hull students and graduates really are.

Throughout the year, the Service organises events which provide opportunities for employers to come onto campus to network with students and help them gain an insight, and a deeper understanding, into the many jobs and careers our region has to offer. The events are also a great way for employers to identify talent early on, making recruitment that bit easier.

Each year, the Careers team hosts a packed programme of employer led activity, including:

- Careers & Opportunities Fairs
- Sector Specific Networking Afternoons
- Employer-led workshops and mock interviews
- Bridge online mentoring programme

The CES also has a free jobs board and each year advertises thousands of local, national and international vacancies. With over



A recent networking event targeting engineering students with opportunities. Places still available at this year's events for chemistry, engineering and computer science.

10,000 registered 'job seekers' and with the CES team utilising social media to highlight key roles, your opportunities will be sure to get noticed.

## The Hull Internship Programme

The Hull Internship Programme, now in its sixth year, allows employers to recruit a student or graduate for a fixed period and in return, the Careers & Employability Service will provide up to £1000 to support an 8, 10 or 12 week internship.

Employers really rate the Programme too, with 90% of them saying they were 'very impressed' or 'happy' with the interns' work. And more importantly, 94% reported that employing an intern had a 'positive effect on their business.' (2016).

For more information on the Internship Programme or to find out how you can get involved with the Careers' events programme, please contact Kristian Rumble, [kristian.rumble@hull.ac.uk](mailto:kristian.rumble@hull.ac.uk)



## Nothing Virtual About the Reality of Young Business's Success

Joining a Hull & Humber Chamber of Commerce trade mission to San Francisco with prototype virtual reality headsets gave some young entrepreneurs a clear vision of their future.

Co-founders of VISR VR Ltd, Louis Deane (26) and Lindsay West, found their stand at the Games Developers Conference (GDC) in 2015 was dwarfed by the neighbouring stand, but when a director from that stand took an interest in their product, the VISR team got the break they were hoping for. The neighbouring stand belonged to Google!

The fledgling business, based at Hull University Business School's Enterprise Centre, has grown to employ 12 full time staff and now claims to be the largest manufacturer of virtual reality headsets in Europe. Their headsets come in six different styles, costing an average of less than £10 a pair to make, and the company has recently completed an order for 35,000 pairs of headsets.

VISR boasts Google and Wargaming, two of the biggest and most valuable companies in the world, among its impressive list of clients which also includes world class brands like Microsoft, Coca-Cola and McDonald's.

The trade mission which gave the young entrepreneurs their big break was delivered by the International Department of the Hull & Humber Chamber of Commerce, supported by funding from the Regional Growth Fund through the Humber LEP.

The Chamber's International Trade Director, Pauline Wade, who organised the trade mission, said: "The key message if you're trying to win new contracts is to go to where the heart of the industry is and in this case, San Francisco's GDC was the place to be. International trips such as these can sometimes be seen as jollies and we need a change of mindset in this country to bring business to this area. Even the



The VISR VR team enjoying some of their virtual reality headsets.

social events in the evenings were mixing with the right people, and it was all work orientated.

Louis said: "We took a chance on going to the exhibition in San Francisco - and came home with a £150,000 investment from a publishing group. Had we not been there, we wouldn't have won the work, so my message is that if you miss out on trade missions, you don't get those leads in the first place. If you have a business of any size, it is critically important that you go on trade missions."

The team from Hull University's Enterprise Centre had a stroke of luck, as Louis explained. "It was almost by chance that we got our big break. Our stand was next to Google's, although it was a fraction of the size. Our VISR headsets are designed and made in Hull, and when one of the bigwigs from Google came to have a look at our headsets, he said they were better than the ones Google had produced and asked if he could take

a headset away with him – a request which was initially refused because we only had six examples with us. The man from Google was told that if he came back at the end of the week, he would be given a headset to take away with him. True to his word, he did return on the last day of the exhibition to collect his headset and the rest, as they say, is history.

"Without the support of the Chamber, this simply would not have happened and this was an across the board strategic win in developing trade missions. It was good for the Chamber to stick its neck out for young people."

Pauline readily admits it was a sector she knew very little about at the time. "There is much focus on Renewables, food and drink and their supply chains, but technology is integral to the future of all thriving businesses. I learned a lot."

## ICT Logistics Expands Global Coverage

ICT Logistics A/S expands its Global Coverage to 16 offices in 12 countries, servicing the UK, Western, Central & Eastern Europe, Russia & CIS Countries, Iran, Baltic States, Asia, USA & Canada.

From the 3rd January 2017 ICT Logistics A/S will be offering DAILY trailer departures every week for both FTL and LTL shipments to and from all of our Key Markets. This includes Western, Central and Eastern Europe, Iran, Russia, Lithuania, Latvia, Estonia, Poland, Czech Republic, Romania, Belorussia, Ukraine, Kazakhstan, Uzbekistan, Tajikistan, Afghanistan, Mongolia, Belarus, Moldova, Armenia, Kyrgyzstan and Azerbaijan.

ICT Logistics offers freight consolidation facilities for all shipments in various locations throughout

mainland Europe, including two NEW load consolidation points in the UK. We offer some of the lowest prices and shortest lead times in the market today.

The company offers a comprehensive range of logistics solutions which includes:-

- Direct Just in Time (JIT) Deliveries to NDCs, RDC's and Production Plants
- Sequenced Deliveries
- Batch, Hold, & Break Bulk Operations – Hub and Spoke
- Cross Docking Facilities throughout Europe
- FMCG Transport Storage and Distribution
- Hanging Garment Logistic Solutions
- High and Heavy / OOG Shipments and Project Cargo Management Services

- Container Operations
- Air Freight
- High Value and Secrecy Movements
- ADR – Dangerous Goods
- Customs Brokerage / Support Functions
- ICT Logistics RU is a Russian Customs Licenced Carrier
- General Warehousing and Storage

For more detailed information on all the services ICT Logistics offers, please contact:-

Mike Medden – General Director

**Office +44 (0)1405 760005 (UK)**  
**Mobile (1) +44 07917 108295 (UK)**  
**Mobile (2) +7 903 711 3380 (Russian)**



## Carnaby Provides Solid Foundation for Wireless Broadband

Specialising in connecting areas that traditional telecoms companies cannot reach, wireless internet service provider Quickline Communications has announced expansion into rural parts of the East Riding with a new transmitter at Carnaby.

It will provide superfast wireless broadband to a 10 mile radius of the Industrial Estate.

Quickline's installation of a new wireless internet mast at Carnaby Industrial Estate, offers residents and businesses an alternative telecoms provider with connection speeds of up to 70Mbps.

A £150,000 investment has completed Superfast Carnaby and is the second phase of a commercial extension into East Yorkshire, following Beverley in June.

The network uses infrastructure from the £2.5m Northern Lincolnshire project in 2015, which expanded Quickline's network as part of a Government pilot to test superfast wireless broadband, in one of the hardest to reach areas of the UK.

Now the service crosses the banks of the Humber, via Riplingham and Beverley to provide connection speeds of up to 70Mbps, via over the air technology into the rural parts of East Yorkshire, including Driffield and Carnaby.

Steve Jagger, managing director, said: "Our regional network is advancing across the County and I am delighted that we are able to provide this part of the East Riding with superfast wireless broadband.

"As part of our service we may be able to help some new customers gain access to a free subsidy, if they currently only have access to internet speeds of 2Mbps or less. The voucher is administered via the Local Authority in partnership with the Department of Culture Media & Sport (DCMS) and the Quickline team, who can help customers to apply.

"Quickline listens to local people and since our inception in 2007 we have worked with residents and businesses who express an interest for us to build masts close by. This can be done by registering an interest via our website and



may influence investment. By working with local councillors, MPs and central government we can bring superfast broadband to areas that have suffered from poor internet connections."

This latest announcement forms part of the £1.8m East Yorkshire development programme and additional roll-outs will be announced in due course.

For further information please visit [www.quickline.co.uk](http://www.quickline.co.uk) or call **01482 247365**.

## Yorkshire Coast Brewery's New Sportive Hailed a Great Success

The team at Wold Top Brewery is celebrating the success of its inaugural sportive.

The Sundown 60, initiated by the managers of one of Yorkshire's most successful racing teams this season and hosted by the Wold Newton based brewery, attracted over 100 riders.

Sundown 60 was organised by Richard Baldwin and David Hought from Wold Top Actif Road Racing Team and started and finished at Hunmanby Grange, the home of the brewery, on Sunday, August 28th.

Not only was it the brewery's first experience of hosting a sportive, but the event itself challenged convention as riders departed at 2.30pm, instead of the traditional early morning start, with the aim of completing the challenging 60 mile route by sunset.

Mr Hought said the idea behind the sportive was to create a unique event for cyclists in Yorkshire,



The friends of Wold Top Brewery team. L-R Jenni Mellor, Max Thompson, Alex Clark, Alex Swann and Tony O'Rourke Kilburn

with the added benefit of a social event at the brewery to finish.

"We were delighted with how the event panned out and we have already set a date for next year's event.

"Wold Top Brewery proved the perfect place to chill after a hard day's cycling and to socialise over a pint of the best beer in the Wolds. The fact that people were able to camp and wake to amazing views made it even better."

Some members of the Wold Top Actif team acted as marshals on the day and the Wold Top team consisted of Cellar man and Brewer Tony O'Rourke-Kilburn, Tom and Gill Mellor's daughter Jenni and electrician Max Thompson. They were also joined by friends of the Brewery, Alex Clark and Alex Swann.

The Wold Top Actif team is sponsored by Wold Top Brewery, Actif Wheels, Oriel Printing and VLS and has had a very successful first season, amassing 13 wins and 492 points and is currently third in the regional rankings.

The 2017 Sundown 60 will take place on 26th August, 2017.

Founded in 2003, Wold Top Brewery supports many cycling initiatives in the region including Ryedale Special Families' Yorkshire Wolds Cycle Challenge, William's Farm Kitchen charity sportive and the Wolds 123 sportive. Its cycling inspired beer, Hello Velo was launched to mark Yorkshire's Grand Départ for the Tour de France in 2014 and was enjoyed by members of the press at this year's Tour de Yorkshire.



Vice Chair of Chamber in NE Lincolnshire and host for the day Mark Warbuton with sponsor Rachel Nairn of Marshall Grimsby outside Forest Pines Hotel

## Networking Lunch a Success

Members gathered at Forest Pines Hotel and Golf Resort for the October speed networking and lunch. The event was hosted for the Chamber by Vice Chair in N E Lincolnshire Mark Warburton and sponsored by Marshall BMW of Grimsby and Scunthorpe. Rachel Nairn from the company gave a short presentation prior to the lunch, before Members networked at tables and enjoyed a delicious lamb dinner and cheesecake dessert. One lucky Member, Karl Windsor, won the raffle to drive a new mini for a weekend.



L R: Jo Moorhouse - Beetenson & Gibbon, Julie Cook - Handelsbanken, Sarah Bainbridge - AP Robinson, Lindsay Rubie - HSBC, Amanda Murphy - HSBC, Anne Tate - Hull & Humber Chamber of Commerce, Diane White - LCS Group, Mel Sharpe - Ashbourne Hotel

## Head of Corporate at HSBC UK Talks to Local Women's Groups

Women@1 and Pro 6 Members' Annual Lunch was held recently at the Ashbourne Hotel, Killingholme, with guest speaker Amanda Murphy, Head of Corporate at HSBC.



**OUTSTANDING:** Overall Business of the Year Winner John and Sue Morley of The Stables at Cross Butts with the Sponsor David Dowson (right) of Lloyd Dowson Accountants



**SUCCESS:** Phil Robson (left) from AB Graphics with Richard Selick presenting the award on behalf of the Sponsor East Riding College

## Simply the Best

The tenth Chamber Bridlington and Yorkshire Coast Business Awards took place to recognise and celebrate local business success.

The event was held in the Royal Hall at The Bridlington Spa and was attended by business people from across the Yorkshire region. The compère for the evening was Patrick Billington, presenter at Yorkshire Coast Radio.

The winners of the awards included FM+ winning the Medium/Large Business of 2016 Award, whilst KITS (Hull) Ltd won the Small Business of the Year Award 2016.

Amelia Chocolates in Scarborough won Best Retailer Business and it was double success for The Stables at Cross Butts. They won both Best Tourism Business sponsored by Wold Top Brewery, and The Overall Business of the Year Award, sponsored by Lloyd Dowson Accountants, who have supported the event throughout its ten years.

This year's Business Person of the Year was Kerry Hope from Castle Employment Agency, who has offices in Scarborough, whilst Infinity Scaffolding was named Start-Up Business of 2016.

Bridlington-based business AB Graphic International won Best Training Business of the Year sponsored by East Riding College and the recipient of the Lifetime Achievement Award was Julian Wild.

Entertainment came in the form of Rocking Reverend Steve Caprice and The Passionettes and local talent Emmie Beckett from Bridlington, who received a standing ovation for her rendition of Nesson Dorna.

A charity raffle and auction helped to raise £5,500 for the Hornsea Inshore Rescue.

Chairman of the Bridlington Chamber, Neil Watson, said: "The Chamber Bridlington and Yorkshire Coast Business Awards have been another great success. I'd like to thank the organising team and of course our sponsors. We hope everyone enjoyed the night and we look forward to doing it all again next year."

Event organiser Geof Humphrey said: "It was a truly magnificent evening and everyone seemed to enjoy it very much. Everything from the food to the entertainment to the presentation were all spot on and hopefully we can continue for at least another 10 years. I would like to thank all who attended or got involved in any way and I am proud of how far we have come with these awards."

The Bridlington Echo were the Official Media Partners for the event and Editor Pete Spence added: "Well done Geof and the team for once again putting on a wonderful event. A massive well done to all the winners and nominations who strive every single day to be a success in business."





## Top lawyer Honoured with Lifetime Achievement Award – and Meets Elvis!

A respected East Yorkshire lawyer was 'All Shook Up' at the Chamber Bridlington and Yorkshire Coast Business Awards when he was presented with a Lifetime Achievement Award – and met Elvis!

Julian Wild, a Partner at Rollits law firm, was presented with his award by Dr Ian Kelly, Chief Executive of the Hull & Humber Chamber of Commerce.

Jan said: "I was delighted to present Julian with this prestigious and very well-deserved award. Julian, Food Group Director for Rollits, previously spent 25 years as Company Secretary and senior director at Northern Foods Plc, Hull and East Riding's biggest company.

"Julian also served in 1999 as President of Hull & Humber Chamber of Commerce, the year the Chamber embarked on merging the five local Chambers of Commerce in the Humber into what is now recognised as one of the best Chambers of Commerce in the UK.

"Julian is also acknowledged as a huge patron of the arts and sport locally with his work at Hull Truck Theatre, in local and national football and horseracing."

Receiving his award, Julian said: "This is a complete surprise, and a great honour to receive the Lifetime Achievement Award. When the Chamber invited me to Bridlington I never suspected anything like this would happen."

Julian went on to meet Elvis, otherwise known as impersonator Steve Caprice, the award-winning tribute act based in East Yorkshire, who was backed by the Passionettes. Bridlington's own classical soprano singer, 16-year-old Emmie Beckitt, brought the evening to a crescendo with her renditions of You'll Never Walk Alone and Nessun Dorma and won a standing ovation from her home-town audience.

The evening raised more than £5,500 on the night for Hornsea Inshore Rescue.

# Apprenticeship Levy – Are You Ready?

From 1st May 2017 the way Apprenticeships are funded changed with the introduction of the Apprenticeship Levy. Whether you are a large employer or a micro business, this change will affect your business if you already employ apprentices or are considering it in the future.

## Overview

All organisations with a pay bill of £3Million or more will pay a 'tax' via HMRC which can be used to fund apprenticeship training. This is mandatory for all eligible organisations.

Each employer will have access to their own Digital Account, through the new Digital Apprenticeship Service (DAS), and will be able to use this to select providers and manage their levy funds. All levy funds will expire after 24months.

All non-levy paying organisations (with a pay bill of less than £3Million), will be required to contribute 10% of the maximum funding rate for the required qualification, with Skills Funding Agency contributing the remaining 90%. This fee needs to be negotiated with your provider and legal contracts in place prior to the commencement of any training.

## Exceptions

Where a company recruits a new apprentice between 16 and 18 years old, these will be fully funded by Skills Funding Agency, and additional incentive payments of £1000 will be paid to both the provider and the employer.

Please note: All providers were required to submit new applications to the Register of Approved Training Organisations by 25th November to be approved to work with Levy Paying Employers. In addition providers were invited to participate in a procurement exercise to work with non-levy paying organisations. Results for both processes are expected in March 2017, but failure to gain approval via both routes will mean a provider can no longer work with the relevant organisations from 1st May 2017. This may impact on your current provision and existing provider relationships going forward.

Further information on how the levy will work for employers can be found here: [www.gov.uk/government/publications/apprenticeship-levy-how-it-will-work](http://www.gov.uk/government/publications/apprenticeship-levy-how-it-will-work)

Between now and 30th April 2017 current funding rules remain and we would advise any business considering employing a new

apprentice, or looking to upskill current staff via the apprenticeship route, to take advantage of the present arrangements and take steps now to fulfil these requirements. If you have a vacancy or wish to discuss how we can help you meet existing staff development needs, using current funding streams, please get in touch.

Chamber Training (Humber) Ltd will continue to communicate details on the levy with employers as final details emerge but, should you require more information about how this may affect your business, please contact us on: **01482 611896** or email: Rachel Mendham – [r.mendham@chambertraining.com](mailto:r.mendham@chambertraining.com).

## New ESF Funding Stream Available - Skills Support for the Workforce

Through the Hull College Group, Chamber Training (Humber) Ltd has been successful in securing a contract to deliver the new Skills Support for the Workforce programme via the European Social Fund.

This funding is focussed on supporting businesses in priority sectors as identified by Humber LEP:

- Ports and Logistics
- Engineering & Manufacturing
- Construction
- Food
- Visitor Economy
- Creative & Digital
- Renewable Technology / Green Energy

Available until March 2018, the SSW Programme allows us to assist businesses (250 employees or less – FT equivalent) in identifying training needs for their workforce and delivering a wide range of programmes, both accredited and non-accredited, to motivate and upskill current staff.

So, if you think your staff would benefit from a one day Customer Service recap, have staff who do not currently hold a Level 2 qualification, or would like to offer team members the opportunity to develop new skills through single or multiple unit accreditation, please get in touch and we will be happy to help. Tel: **01482 611896** or contact Rachel Mendham – [r.mendham@chambertraining.com](mailto:r.mendham@chambertraining.com) Twitter - [@cthtraining](https://twitter.com/cthtraining)

# 5 Solid Steps to Improve Your Business Travel Policy

Travel policies in their simplest form will outline what employees can and can't do when booking business travel.

However, as businesses become increasingly concerned with matters such as traveller wellbeing, duty of care and employee benefits, travel policies need to cover much more than basic cost controls. Answer these five questions to give your travel policy a quick health check...

## Q1 Why do you need a travel policy?

Speak with each area of your business to canvas opinion on what the policy should cover. Your Finance Director may want to control costs, yet your HR Manager may be concerned about traveller safety and wellbeing. Balancing these different priorities is crucial for an effective business travel programme.

## Q2 Does one size fit all?

Does your travel policy consider the needs of different travellers? Think about who your most frequent travellers are, should they be entitled to an extra level of comfort to compensate them for the stress of a busy travel schedule? If your budget can't stretch to business class or a better rated hotel, smaller perks such as lounges at the airport or a chauffeur driven car can go a long way to letting an employee know they're efforts are appreciated.

## Q3 How do you communicate it?

Is your travel policy endorsed by senior management? This is a great way to show your employees that the travel policy is taken seriously. Travel policy rules should also be visible throughout the booking process so travellers are fully informed at the time of booking. You may want to use incentives to encourage people to engage with the guidelines or have different departments compete with each other to make the most policy compliant bookings.

## Q4 How do you enforce it?

Writing and sharing a travel policy is one thing but if you don't enforce it, it's a complete waste of time. Consider using a travel management company (TMC) if you don't already have one, and ensure all travel bookings are made through your preferred partner. If you use an online booking tool, make sure your policy parameters are built into the tool and that it's flexible enough to have different policies for different users. With your TMC enforcing your policy on your behalf, life will be much easier!

## Q5 How do you know if it's fit for purpose?

Your TMC should provide reports on policy compliance and exceptions but

you also need to listen to the opinions of your travellers too. Whilst managing and minimising business travel costs is important, you also need to focus on reducing traveller risk whilst keeping an eye on traveller wellbeing. Balancing all these things can be tricky, but if you take a collaborative approach with the key stakeholders in your business, you should be able to strike the right balance.

To make writing a business travel policy easy, we've created a handy template for you, download it for free on our website [www.good-travel.co.uk/resources](http://www.good-travel.co.uk/resources).

For further details contact  
 Tel: **0330 004 0520**  
 Email: [sales@good-travel.co.uk](mailto:sales@good-travel.co.uk)





L-R: Phil Denham, Commercial Director, and Anthony Marks, Sage Live Consultant, from HBP Systems Ltd show off the new Sage Live software.

## Local Business Chosen as Sage Live Partner

Local business software and IT experts HBP Systems have been selected as one of an elite group of partners in the UK who can offer Sage Live, a cloud-based business package which draws on the strengths of two of the largest software providers in the world – Sage and Salesforce.

From the existing network of Sage Business Partners, HBP Systems Ltd have been selected as just one of ten organisations to offer advice,

installation and support for Sage Live, which was successfully launched in America in July 2015 and has now launched in the UK.

Sage Live is designed to work for businesses of all sizes and is built on the Salesforce platform. This offers real-time cloud accounting and all of the benefits of linking to existing applications on the Salesforce app store, including the world's leading sales and marketing solution, Salesforce CRM. It focuses heavily on mobile usage with integration to smart phones, tablets and even smart watches, to provide businesses with real-time, powerful and accurate information whenever and wherever they need it.

Anthony Marks, Sage Live Consultant, from HBP explained why this is such an important product for modern businesses: "The way that businesses use software to access critical information is constantly evolving. Today's generation of business owners love technology and want to be able to use it in all areas. Sage Live will be perfect for modern, forward-thinking businesses who

want to embrace the Cloud, mobile working and collaboration between staff on a platform that is designed to accelerate and accommodate their growth."

Phil Denham, Commercial Director at HBP, added, "We see this solution as the ideal way for businesses to invest in a single platform to manage every area of their business. We honestly believe that this will be the future of business software and we're excited, and delighted, to be a part of it."

To help businesses see how Sage Live works in practice HBP will be running a series of events and webinars at the start of 2017 but have already started talking to a number of businesses who are looking to implement the solution.

For more information about upcoming events and Sage Live please visit [www.hbpsystems.co.uk/sagelive](http://www.hbpsystems.co.uk/sagelive)

For more information, please contact; Phil Denham, [pdenham@hbpsystems.co.uk](mailto:pdenham@hbpsystems.co.uk), 07967 205911.

## Firms Flock to Fixedflex to Get the Best Energy Deal

Energy is a major overhead for many companies, especially in manufacturing, but it's always been difficult deciding whether to have a fixed price or flexible contract.

Like homeowners agonising over which mortgage to choose, timing is critical for businesses when choosing an energy contract. Fix a price when the market is high and you know what your energy will cost, which gives budget certainty. However, you can miss out on the advantages of price lows.

But with the FixedFlex contract, businesses no longer need to worry about how and when to buy an energy contract.

### Go with the flow

Chamber Energy Solutions launched its new fixed flexible procurement option to help businesses protect themselves from price increases, while taking advantage of price drops.

Marketing manager Tony Hitchens said: "We have seen an impressive uptake because FixedFlex is a win-win for companies.

"If electricity and gas prices increase they're protected – the price stays the same. If they fall, they can change their business energy contract by re-fixing the price to a lower rate and extending their contract."

### Taking away the guesswork

Nothing is certain in the energy sector. Wholesale electricity and gas prices fell in 2015, according to Ofgem, the Office of Gas and Electricity Markets, but they're now beginning to rise.

With the FixedFlex contract, businesses don't need to wonder whether prices are going to increase or decrease. They can concentrate on running their own business, while Chamber Energy Solutions organises the contract with their existing supplier.

If prices fall, the client will hear from the FixedFlex team who will renew the contract on the new rate and extend it for a further 12 months.

### Christmas bonus

"Another advantage of the FixedFlex is it comes with a full Utility Management Plan," said Tony. "It's designed to reduce companies' energy usage and provides expertise on managing their energy accounts."

At the moment, prices look as if they might rise into winter but could remain steady if the weather is mild.

"Either way, businesses on FixedFlex can look forward to having their (Christmas) cake and eat it!" said Tony.

To find out more visit: <http://utilitywise.hs-sites.com/chamber-fixedflex-contract>, call **0333 000 0132** or email [help@chamberenergysolutions.co.uk](mailto:help@chamberenergysolutions.co.uk).



## Are You Worried About an Ageing Loved One?

Westfield Health, our Health and wellbeing provider, have invested in a new product innovation, the 3rings plug, which offers a simple proposition: If you worry about an ageing loved one, but can't always be there, the 3rings plug could help.

Simply by plugging an appliance a loved one uses regularly, like the kettle or TV, into their 3rings plug, up to 10 family members or friends get reassuring messages, straight to their mobile phone letting them know that everything is OK. And, if no activity is detected, they'll receive an alert, enabling someone to check on their loved one that all is well.

It's very easy to use and install, simply plug it in and connect. And, it's none intrusive too.

In short, the 3rings plug delivers a simple and affordable solution, offering a great deal of peace of mind to those worrying every day about their ageing loved one, whilst at the same time respecting their privacy and helping them to stay independent and in their own home for as long as possible.

For more information about the 3rings plug **0114 250 2000** or [westfieldhealth.com/3rings](http://westfieldhealth.com/3rings)

# Championing Workplace Health and Wellbeing

The Chamber's health and wellbeing provider, Westfield Health, have launched a new Wellness Programme for employers looking to take a more proactive approach to the health and wellbeing of their staff.

Partnering with Sheffield Hallam University, who've been delivering this academically proven programme to their own staff for over 10 years, this innovative concept goes a step beyond traditional health screening, combining an assessment with behavioural change techniques – to help deliver long term results.

Staff attend an assessment, at a location chosen by the employer, based on six key areas around current health, lifestyle and fitness. Rather than seeking ill health, the programme is designed

to illustrate current health levels and uses motivational interview techniques to identify small, positive lifestyle changes which, over time, could make a substantial and sustainable difference to peoples' health. Following staff assessments, employers receive a report which gives a clear picture of the overall health and wellbeing of the company. Any issues that are identified can then be acted on with the delivery of relevant Wellness Workshops covering both physical and mental health, and wellbeing topics.

Working studies have already shown that by implementing the Wellness Programme in the workplace, employers can expect to see a highly favourable ROI, reduced sickness

absence and significant improvements in staff health, as well as a feeling of being more valued at work.

Find out more:

**0345 602 1629**  
[businessenquiries@westfieldhealth.com](mailto:businessenquiries@westfieldhealth.com)  
[westfieldhealth.com](http://westfieldhealth.com)





# New Members

## Adele Clough International

Adele Clough  
Hull  
07813 078777  
Coaching & Speaking

## Advanced Brickwork & Masonry Ltd

Paul Abraham  
Brigg  
01652 659928  
Brickwork & Stonework Service

## Bespoke Admin Solutions

Claire Cahill  
Hull  
07938 661093  
Outsourced Admin & Social Media

## Biz-Hub Hull

Donna Weldrick  
Melton  
01482 638400  
Business Centre

## Burton Electrical Solutions

Andy Burton  
Leconfield  
07585 601730  
Electrical Contracting

## Business First HR

Linda Appleton  
Grimsby  
07855 806026  
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Daniel Matthews  
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Hessle  
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Proposition & Business Model Design

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Hull  
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Training & Development

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Scunthorpe  
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Document Solutions Supplier

## Yorkshire Wildlife Trust

Peter Waddingham  
York  
01904 659570  
Charity Working to Protect & Conserve  
Yorkshire's Wild Places and Wildlife



Name: Andy Orrey

Company: Ongo

Job Title: CEO

Andy has have been in the housing sector for nine years and CEO of Ongo for the past seven years. During this time, the company has transformed into a top performing housing association in terms of customer satisfaction. It recently branched out into commercial ventures and have about 50 staff employed to support the local community.

He is also a Board member for North Lindsey College, Leeds and Yorkshire Housing association and the Greater Lincolnshire Local Enterprise partnership

In his spare time, Andy enjoys cycling, golf and supporting his football team – Leicester City.

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

I was a cost clerk for a local quilt manufacturer; my pay was £100 per week in 1978 and I remember my mum asking for £5 a week lodge. That and something called tax seemed so unfair at the time.

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

It should be my newly acquired man-bag to carry car keys, iphone, ipad, wallet etc but I haven't brought that to work yet. Got to be my ipad – how did we live without it?

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

How we continue to charge low rents but still make enough money to continue to reinvest in building new homes. We need to embrace new risks and sell some homes for profit to replace previous government funding.

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

We can fix 35 year prices for electricity with EDF and the Chinese Government but when it comes to building new homes for older people, the Government only give us certainty for three years. It takes us 30 years to recover our costs, so you can see the problem.

If I were Prime Minister, I would give long term provision for the homes of older people.

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

A very ugly warehouse so I'm looking forward to 2018 and Ongo's move to our new HQ as part of Scunthorpe's Church Square development.

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

I always wanted to be a tree surgeon. It must have stemmed from the great views you get from trees when climbing them as a kid. At the risk of sounding like a grumpy old man, do kids climb trees anymore?

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

I'm not sure I have three but the three I value most in my team are innovation, hard work and a true belief in customer service.

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

Assuming that I understand the consequences of my decisions on others. I've learnt to ask first now, although I can hear colleagues dispute this as I write.

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

Just think 'customer'. The entrepreneur's job is to understand what their customers need.

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

My staff.

# Chamber Events Diary 2017

**Members' Speed Networking and Lunch**  
Friday 20 January 2017  
Healing Manor, nr Grimsby  
Sponsor: Finance Hub NEL

**Members' Speed Networking and Lunch**  
Friday 17 February 2017  
Ashsournie Hotel, North Killingholme, Immingham

**Chamber Goole & Howdenshire Business Excellence Awards**  
Friday 24 February 2017  
Goole High School Conference Centre

**Chamber Annual Dinner**  
Friday 3 March 2017  
Mercure Hull Grange Park, Hotel, Willerby

**AGM/Members' Speed Networking and Lunch**  
Friday 10 March 2017  
KC Stadium, Hull

**Members' Speed Networking and Lunch**  
Friday 28 April 2017  
Mercure Hull Grange Park Hotel, Willerby, nr Hull

**Chamber Northern Lincolnshire Business Awards**  
Friday 19 May 2017  
The Baths Hall, Scunthorpe

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

**Chamber Expo 2017**  
Wednesday 7 & Thursday 8 June  
Costello Stadium, off Boothferry Road, Hull  
Sponsor: Together

**Members' Speed Networking and Lunch**  
Friday 14 July 2017  
Oaklands Hall Hotel, Laceby, nr Grimsby

**St Leger Ladies Day with the Chamber**  
Thursday 14 September 2017  
Doncaster Racecourse

**Members' Speed Networking and Lunch**  
Friday 29 September 2017  
Lightstream Stadium, Hull  
Kingston Rovers RLFC, Hull

**Members' Speed Networking and Lunch**  
Friday 13 October 2017  
Forest Pines Hotel & Golf Resort, Brigg, Scunthorpe

**Chamber Bridlington & Yorkshire Coast Business Awards**  
Friday 20 October 2017  
The Spa, Bridlington

**Members' Speed Networking and Lunch**  
Friday 24 November 2017  
Country Park Inn and Lodge, Hessle

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