

# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

April/May 2017

Issue 37



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**See Page 26**



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# BUSINESS INTELLIGENCE

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Front Cover Image - Colin Moody, Neill & Brown

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## CHAMBER PATRONS

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## Hectic Schedule Puts Chamber Members in the Spotlight

With lunches, dinners and a Budget breakfast thrown in for good measure the weeks leading up to the AGM provided the sort of event congestion more akin to the football fixtures.

Such a hectic programme presented a tough test for the small team at the Chamber, but one which they met in style as one Member business after another came forward with positive comments.

The organisers of the Chamber Goole and Howdenshire Business Excellence Awards are worthy of an honour themselves. It was an evening which served up shining examples of business innovation and achievement, superb entertainment and once again a first class meal.

It was also a full house, and it left its mark on the Chamber's Annual Dinner the following week where the entertainers included hilarious comedian Lea Roberts, booked on the strength of his appearance at Goole in 2016. Lea followed acclaimed TV producer and writer John Lloyd – whose credits include Blackadder, Not the Nine O'Clock News and Spitting Image – in a double helping of comedy brilliance.

The Annual Dinner also brought the launch of the Chamber Culture Fund, but the real highlight was the response of Members after the event.

Alex Burgess, Managing Director of long-term Chamber Expo exhibitor Solutech Systems, chatted about the value of being able to meet so many other business people informally. Alan Brocklehurst of cbaSadoskys was particularly impressed with the after-dinner entertainment and Francesca Devine of Devine Law said the atmosphere made for a wonderful evening.

I sat next to our new Vice President, Sally Booker, and we talked about trying to get out more to visit businesses during our terms in office. Please take that as an invitation to invite us. It won't be easy because these roles are voluntary and our day jobs are demanding, but we'll do what we can.



Hedon butcher Andrew Little with 1884 Wine & Tapas Bar team (from left) sous chef Paul Whitelock, junior sous chef Sam Hotson and head chef Dan Poole

## Award-Winning Restaurant Means Business with Improvements

An award-winning restaurant has unveiled a series of spring improvements from food to furniture as it builds on its success so far.

1884 Wine & Tapas Bar, which has been flying the flag for Hull in regional and national competitions since winning a Remarkable East Yorkshire Tourism Award last year, has also made changes to improve service to its growing number of corporate clients.

The restaurant has become one of the few in the area to add American Express to its range of payment options.

Restaurant Director Deborah Spicer said: "A lot of people have been talking about how business in Hull is on the up. That's certainly been our experience and it's why we've signed up for American Express."

"Whether it is because of City of Culture or the renewables industry, we're finding that more of our diners are from big businesses and from overseas. They expect to be able to use American Express so we have introduced that facility."

1884 Wine & Tapas is also stepping up its support for suppliers by sharpening its focus on local produce, with the centrepiece a meat board devised in partnership with butcher Andrew Little of Hedon.

Head Chef Dan Poole said: "We update our menus regularly and we are so pleased with the quality of Andrew's meat that we came up with a combination of a leg of lamb, beef fillet, a whole chicken and home-made pigs in blankets. We're also planning seafood and vegetarian platters, and we have now created gluten free options for every item on our main menu."

The restaurant has also added to the improvements around Hull Marina by refurbishing its al fresco dining area with new upholstery, plants and lighting and has responded to the increasing number of family attractions in the area by creating a children's menu.

## Colleagues Celebrate 20 Taxing Years at Accountancy Firm

Neil Mudd and Sarah Meanwell in the cbaSadofskys' tax department have each chalked up 20 years' of service with the firm, running the department for Sadofskys prior to the merger with cba Accountants.

Ricky Field, director of cbaSadofskys, said: "Both Neil and Sarah have been here longer than most of the team. It is a hugely demanding role and they have both continued to look after our clients with great care."

"On behalf of the whole team at cbaSadofskys I would like to thank Neil and Sarah for their dedication to the business, hard work and attitude towards making sure our clients receive the best possible service."

Neil, Tax Manager at cbaSadofskys, said: "It certainly doesn't feel like 20 years but then time really does fly. There have been many highlights over the years but winning the inaugural pairs' pool tournament against other accountants, solicitors and bankers in 2002 stands out for me, I still have the trophy on my shelf."

"I have always enjoyed the diversity of clients we support and the work involved as two days are very rarely the same in our department."

Sarah said: "'I feel the same, time has really flown. I have really enjoyed working here and have great memories of so many colourful characters."

cbaSadofskys was established in 2015, bringing together two of East Yorkshire's leading chartered accountancy practices. Now the firm has offices in both Hull and Beverley, advising a broad range of clients from start-ups to large corporate organisations on accountancy, tax compliance, tax planning, business services and support.





## Hospital Project Shows Value of Working Together

After working successfully together on previous projects, Hiltons Electrical appointed ACA+I to design a refurbishment of the ICU ward at Northwich Park Hospital, due to changes in the model of care delivery.

The existing layout was modified to accommodate an ICU Suite for five beds, an HDU Suite for six beds and two Isolation rooms including ancillary facilities and a new entrance area. The use of the latest technology in ceiling pendants enabled a very efficient use of the layout.

ACA+I worked closely with clinically-oriented and design and build-based, multi-professional team members to achieve robust construction information and completion of the facilities in just three months!

The driving influence of the designs was to create a healing environment with measurable improvements in the physical and psychological states of patients, staff, physicians, and visitors.

Based on research and lessons learnt, the team focused on the following elements of a healing environment:

- Sound absorbing ceilings and dampening flooring finishes to reduce noise levels.
- Materials matt finished to minimise glare and support infection control.
- Flexible floor plan layouts to accommodate changing care practices.
- Reduced staff travel distances to assist the workflow, whilst supporting the progressive model of care.
- A green colour scheme was balanced with neutral tones and timber finishes to create a relaxing environment, incorporating abundant natural light and artificial lights with changing colour tones; views of London identified the reassuring nurse bases.
- The layout included an area dedicated to families' needs to integrate families into patient care.



Pictured with junior sous chef Alex James are the Bridge McFarland kitchen team (from left) Staci Liversedge, Jayde Hollington, Mike Wilson and Nikki Cusworth.

## Smiles All Round as Businesses Serve Up a Night to Remember

Chamber Members Bridge McFarland Solicitors and Informed Financial Planning (IFP) raised more than £4,000 in aid of another Member – HEY Smile Foundation – at the first Devil's Kitchen event of 2017.

The venue was another Chamber Member, with award-winning restaurant 1884 Dock Street Kitchen making its debut in the event and setting a tough challenge.

Teams of eight from each business had to prepare, cook and serve a top quality meal for 80 diners who paid what they felt was appropriate for the food and experience.

In the kitchen, legal and financial experts toiled over Yorkshire venison and North Sea halibut followed by mains which featured North Sea cod and East Yorkshire pheasant and desserts of sticky toffee pudding and orange cheesecake.

In the restaurant, both firms had to display supreme service skills to match the excellence of the food. Diners voted with their donations, and IFP edged home by the width of a wafer thin mint!

Kevin Feriby, managing director at IFP, said: "We were delighted to take part in Devil's Kitchen. Supporting the local community is something we take pride in, and to do something which our staff and guests can also be a part of really is incredible."

Rob Ripley, partner at Bridge McFarland, added: "1884 has high standards, so it was incredibly hard work but we were pleased to have a keen opponent in IFP who, after attending and supporting us at our first Devil's Kitchen two years ago, decided to challenge us to a battle as it was so much fun for the staff and the guests."

James Birch, general manager at 1884 Dock Street Kitchen, said: "I was very nervous but they took it very seriously and performed better than I imagined was possible. I was impressed with that and with the amount of money that they raised."

# Transport Expert Helps LTP Go from Strength to Strength

Local Transport Projects' (LTP) growing national traffic and highways business is going from strength to strength with the addition of a senior highways and traffic specialist.



Aimee Dunne, who has recently joined the Beverley-based LTP as a senior traffic and highway engineer, has spent the last three years in New Zealand working mainly in the earthquake hit South Island.

"She brings with her considerable experience in transportation engineering and transport planning with a wide range of skills and a particular interest in strategic transport planning, policy and sustainable transport," said Andy Mayo, director LTP.

"As a business we are seeing a growing level of

traffic, highways and planning work across the country, including local and regional projects. That makes Aimee a perfect fit for us as she's achieved notable transport solutions for both private and public sector clients and been directly involved in numerous public consultations and presented evidence as an expert witness at several hearings."

Originally from Ireland, most of Ms Dunne's work in New Zealand revolved around multiple and

complex transport planning and strategy issues in the Canterbury region of South Island.

She said: "The earthquake in February 2011 had a massive and significant impact on infrastructure, particularly the coastal regions whose populations were displaced inland towards better ground, creating social and development issues in the process."

Ms Dunne's technical strategic planning expertise included new and alternative road alignment options related to the earthquake, with responsibility for consulting with and providing different options for inhabitants. She dealt with planning applications for mixed use commercial developments, supermarkets, service stations, schools and retirement villages.

At LTP she is responsible for projects' technical and engineering aspects, with work that has already included strategic traffic engineering and planning for a new brewery in West Yorkshire and revised public transport access for a new football stadium in the Humber region.

## Jerry Green Dog Rescue

Jerry Green Dog Rescue has been rescuing stray, unwanted and abandoned dogs for 55 years.

Starting in 1961 Jerry Green opened the Broughton centre, near Brigg. He was inspired by his beautiful Spaniel Rusty to do more for dogs in need; Rusty is still proudly displayed on our logo as our reason for doing what we do.

Since then we have opened four other centres, one of those being our Gilberdyke Centre, in 1995.

At Jerry Green Dog Rescue we will always strive to make animal welfare our top priority, putting it at the heart of every decision we make. Due to this we have pioneered a new approach to rehoming dogs that we call Meet and Match®.

This fantastic system saw our charity move from open to closed Kennels, as we found allowing the public to walk around our Kennels severely heightened the stress levels of our dogs, which meant, among other things, they were not showing their full and

true potential. Instead we invite people to come and meet our lovely staff, so that we can learn all about you, your circumstances and requirements and then match you to your perfect dog.

We can then bring the dog out to you in one of our more relaxed meet and match rooms, allowing you to spend some quality time together. This change has been hugely successful and has allowed us to match together some wonderful families. Last year alone we rehomed an astounding 1000 dogs to their forever homes across our five centres.

We want to keep building on that and every year we grow, learn and get better at what we do. We need the support of our community to continue to do this amazing work, through word of mouth and fundraising. Most people don't know this but Jerry Green Dog Rescue doesn't receive any lottery or government funding, we rely solely on donations from



our supporters alone to keep rescuing these dogs.

If you can volunteer for us and help us raise some much needed funds, through coffee mornings, sponsored events, discos etc., please contact our fundraising and communications officer Elizabeth. [hempstock@jerrygreendogs.org.uk](mailto:hempstock@jerrygreendogs.org.uk).

# VoIP, SIP, Hosted, PBX, ...Or a Mixture of New and Proven Technologies! What is the Best Choice for Your Business Operation?

By Michael Smith of Cobus

I've written about this subject on more than one occasion but its positioning and my professional opinion can and does change subject to a number of external factors, including network resilience, competent suppliers, and the End Users' [Customers] chosen direction. With all the relatively new technology acronyms that are being constantly bound about it can be extremely difficult for business owners and telephony decision makers to make a confident and well informed choice, with so many options and somewhat contradictory information and opinions regarding 'what are' the best options available!

After spending more than 25-years in the telecom and technology sectors, I've experienced, first hand, numerous changes and developments with a number of very exciting advances providing some good and some, well, not so good benefits for the End User.

Over recent years, the industry is and has been changing and adapting with many businesses uncertain if they should consider the 'new' technologies that are available to them. What is certain is that the technology sector has recognised a significant growth in telephony platforms benefiting from the introduction of enhanced VoIP (Voice-over-IP) services.

The terms VoIP, SIP, and Hosted telephony are now becoming more and more recognised with an increased rise in business confidence regarding this relatively new technology and delivery format. With big operators like BT suggesting a potential turning off of traditional ISDN network delivery by 2025, its becoming something that does warrant some thoughtful consideration.

As I've mentioned before VoIP systems utilising 'Hosted' and/or 'SIP' technology can be a realistic consideration over the more conventional and traditional digital PBX system utilising ISDN2/30 (or even Analogue Lines) in some applications. Today's VoIP options can provide businesses with a feature-rich telephony solution that incorporates many of the features, without the need for an initial outlay, while providing modern applications. These include voicemail-to-email, call recording, automated attendants, call reporting and CTI (Computer Telephony Integration) with your LAN (Local Area Network), as well as popular CRM software applications.

But, while VoIP technology can offer short term benefits regarding initial start-up costs (with well-publicised claims of lower or even free calls and



line rentals) and is very easy to expand across local and remote site working, it does require reliable and resilient internet connectivity that's properly configured and implemented.

The correct connectivity needs to be optimised for voice and this is all too often the main point of failure and contention regarding installations of this type when not managed correctly by a telephony professional and experienced telephony provider. It is something that many IT providers can underestimate and often get caught out by.

The current and ongoing improvements, regarding reliability, up-time and bandwidth delivery of the various connectivity options available, have been an instrumental driving force in pushing this technology forward that's now seen as the future of next generation telephony.

Cobus has seen significant growth in the sales and delivery of both fully Hosted 'Cloud' solutions, as well as a noticeable growth in the provision of SIP onto Hardware PBX systems, to allow the saving benefits of SIP while utilising existing PBX

equipment to provide a true hybrid solution. There is no one-system solution that's best for all; a square plug will not fit into a round hole.

Therefore, to summarise...whether you're considering installing a VoIP solution (incorporating Hosted and/or SIP technology) or you feel that a digital PBX hardware solution, that can also incorporate the cost saving benefits of SIP/VoIP, is the best option for you – your choice between delivery methods will be determined by a number of factors. One is whether you treat your phone system as capital expenditure or an operating expenditure, as well as your company's plans for growth and available in-house expertise and the requirement for segregated resilience.

But, whatever your final choice, your first decision should be to speak to a business that understands all aspects of the technology and options available to you.

**www.cobus.co.uk,**  
Telephone: **(01482) 225666**



# Employment Law Developments 2017

**By Teresa Thomas**, Partner and Head of Employment at Wilkin Chapman Solicitors



April usually brings longer days and employment legislation. This year is no different, with the implementation of gender pay gap reporting and the apprenticeship levy.

## Gender pay gap reporting

In an attempt to remedy the disparity in pay between genders in the UK, the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 will come into force on 6 April (subject to parliamentary approval).

These regulations require relevant employers (private or voluntary sector organisations with 250 or more employees) to take a snapshot of their relevant employees' pay at a particular date each year. The employer should then publish the information on its website (where it should stay for three years) as well as on a specific government website.

The gender pay gap information should include the overall median and mean gender pay gap figures for employee pay and bonuses, along with information regarding the ratio of men and women in each quartile of the company's pay distribution.

Although the first publication deadline isn't until 4 April 2018, the reports will be based on the pay data snapshot as at 5 April 2017, so it is important for relevant employers to take steps to ensure that they have the methodology in place to comply with the new system.

Similar provisions come into force in relation to the public sector on 31 March, with a 30 March 2018 publication date based on a pay data snapshot as at 31 March 2017.

## Apprenticeship levy

From April onwards, large employers will have to pay 0.5% of their annual wage bill towards the cost of apprenticeship training. Employers will have 24 months to spend the apprenticeship funding made available via a digital account system ("DAS") before the availability of levy funds in the account expires.

The Government has published draft regulations (we await the final version) explaining how Levy payment will work. The intention is that the Levy will be reported via the PAYE process along with income tax and national insurance contributions. Employers will be expected to assess their annual pay bill for the previous and current tax years to decide if they are liable to pay the levy and inform HMRC of the amount of levy to be paid.

There is a £15,000 allowance, which means that employers with an annual wage bill of less than £3million will not pay the levy. The allowance operates on a monthly cumulative

basis so any unused allowance from one month can be carried forward into the next. At the end of the year, any overpaid Levy can be offset against the employer's other PAYE liabilities.

The Skills Funding Agency has published draft rules and guidance for Levy-paying employers which set out the requirements for an apprenticeship along with the employer's obligations in relation to apprentices. They have also launched an online tool to help employers work out how much they will have to spend on apprenticeships.

Preparation will be the key to complying with these new provisions. If you need any help with this, please contact Teresa Thomas on 01472 262626, email [teresa.thomas@wilkinchapman.co.uk](mailto:teresa.thomas@wilkinchapman.co.uk) or visit [www.wilkinchapman.co.uk](http://www.wilkinchapman.co.uk)



## Honour for Jayne

Jayne Chudley has recently made waves in a UK-wide business network by winning its Honours List award.

One reason, aside from huge success, she caught the judges eyes was because Jayne hates business and life coaches. Why did that catch their eyes? Well, Jayne is in the coaching sector but her different approach along with the lasting results and huge benefits achieved for her many clients has been warmly welcomed by many business owners already.

Traditional coaching can provide varied degrees of success but it's the simple factors that, once understood, can turnaround losing decisions and make them winners.

Jayne said: "Real change comes only from coaching the whole person not just simply looking at issues in isolation and hoping you can bring about positive change whilst ignoring other factors. This is why our different approach has achieved so much success."

Fluent Coaching was formed six years ago, when Jayne and her business partner John Borland brought together over 20 years of business and training experience under one banner. Nowadays with twelve members of staff, they have helped large local employers like Jerry Green Dog Rescue, worked in over 32 schools and coached individuals who just want to 'do life better'.

There is always a free opportunity to discover what might be holding you back and sometimes this is all that may be required.

One of Jayne's business coaching clients is a web developer who was struggling to find and keep his own clients due to market saturation. On discovering his passion for sailing, Jayne encouraged him to contact sailing schools with his services. He now has, in Jayne's own words: 'a lot of work'.

With her insightful niching, outstanding reputation, quality service and coaching around objections, Jayne makes a very welcome addition to the Chamber Membership.

## HullBID Unveils Feast of Events for Foodies

HullBID has revealed details of a feast of events for foodies eager to enjoy a taste of the UK City of Culture.

Top quality food businesses from the Hull area will take over one of the city's new-look public squares for Hull Street Food Nights, which will run one Thursday each month throughout the summer.

The events will also feature entertainment from live bands, circus-style performers and DJ Mark Page – founder of Humber Street Sesh – in the spectacular location of Trinity Square in Hull.

In addition to the six Hull Street Food Nights, HullBID has confirmed details for the 2017 Yum! Festival of Food and Drink, which will take place on Friday 11 August and Saturday 12 August at the Rose Bowl in Queens Gardens, Hull.

Kathryn Shillito, HullBID City Centre Manager, said sponsorship was key to the organisation of the events, with Tesco and Hull-based marquee hire and events supplier All Occasions supporting Hull Street

Food Nights, and Tesco also sponsoring Yum!

Kathryn said: "The 2016 Yum! Festival was the most successful ever, attracting huge crowds to the Rose Bowl and generating a lot of trade for the businesses which took part and for those in the surrounding area.

"Hull Street Food Nights is a brand new idea, developed by HullBID in partnership with fantastic street food businesses including Hull Pie, Tapasya, Shoot the Bull and Kerb Edge.

"It's a first for Hull and the aim is to provide a wide range of food and drink plus a variety of entertainment. The transformed Trinity Square will provide the perfect setting and the ideal opportunity to unwind after work."

The first Hull Street Food Night will take place from 4pm until 9pm on Thursday 20 April with the rest of the events booked for 25 May, 22 June, 27 July, 17 August and 21 September.

For the latest details of other activities and events in Hull city centre visit [www.hullbid.co.uk](http://www.hullbid.co.uk)

# No Relief from Rates Debate as Budget Bypasses Big Questions

The country caught up with concerns about business rates as the subject became a key talking point in the Budget – but the process raised more questions than answers for people facing changes under revaluation.

Adrian Smith, founder of AS Rating, highlighted the issues nearly a year ago and wasn't surprised to see lobby groups turn up the heat on the Chancellor, Philip Hammond.

But nor was he surprised to see the Government miss the opportunity to embark on a business rates revolution. Instead of committing to a major revamp of one of the most significant costs facing businesses, the Chancellor produced a piecemeal approach.

Adrian said suggestions that no business will be hit with an increase of more than £50 per month could be misleading. He condemned a plan to pay hardship relief through local authorities as "passing the buck" and he said the introduction of a discount for pubs was "small beer."

He also warned that one effect of the changes that were announced will be the amendment of many figures which had already been calculated.

Adrian said: "Some figures were going to change anyway because of recent amendments to the 2010 rating assessments of some properties. As the 31 March deadline approached, more than 200,000 cases on the 2010 Rating List were still awaiting settlement. That figure will have increased and the knock-on effect of these appeals can change future liabilities

"In addition, at that point the 2017 rating list was subject to amendments as the Valuation Office Agency reviewed its information. The Budget changes come on top of that, and will add to the uncertainty and confusion facing businesses."

AS Rating positioned itself to deal with questions arising from the revaluation process in addition to supporting businesses with the day-to-day matters of relocation, rates audits and the various forms of rate relief, including small business, rural and transitional.



Adrian said: "Our workload trebled in the build-up to the Budget as more businesses became aware of the changes. Because of the preparations that we made last year we were ready for the influx of enquiries, and we know it will continue."

He highlighted the claim that businesses which lose small business rate relief will have increases limited to £600 for the next year. He warned: "The Budget Policy Paper actually says that increases will be the greater of £600 or the level of the real terms transitional relief cap, so increases could actually exceed £600. The situation is causing confusion within local authorities and it needs clarification."

Local authorities which had already set the levels of business rates due from 1 April now have the job of amending those amounts and will also be tasked with managing their share of the 'discretionary relief' promised by the Chancellor.

Adrian said: "This is a case of the Chancellor passing the buck. The Chancellor will provide £300 million to help local authorities tackle hardship cases, but there was no information on how that will be allocated nor on how businesses apply.

"If every local authority gets the same it will be worth less than £1 million each. We can expect

to see a bidding war to secure funding which is inadequate for the problems that will emerge."

Depending on state aid limits for businesses with multiple properties, pubs with a rateable value of up to £100,000 will be given a discount of £1,000 on their rates for one year, but again Adrian said the Chancellor has not gone far enough.

He said: "This shows the Chancellor recognises that the licensed trade faces major challenges, but this discount is no more than a sweetener. It works out at £83 per month. Is that really going to make a difference for a licensee who is struggling?"

ASR is a member of the Royal Institution of Chartered Surveyors, the Institute of Revenues Rating and Valuation and the Rating Surveyors' Association. For further details about the revaluation and other rates issues contact Adrian on **01964 625415** or **01482 623930** or visit **[www.asrating.com](http://www.asrating.com)**





# Grotech Wraps Up Efficiency

Contract manufacturing specialists Grotech Production Ltd has teamed up with shrink wrap supplier Samuel Grant to offer a more cost effective, efficient system for its customers.

The Google based company which provides early stage and end of run confidential manufacturing and packaging services for the agricultural, building and construction and auto markets, has signed the deal as part of its growth strategy which saw it expand the sales team earlier this year.

The new automated wrapping system uses the latest thin and optically clear stretch film to provide a strong and economic wrap with excellent visibility of products. In addition to wrapping safely, it provides a weekly report about its capacity.

The unique rental system provides transparency of cost, as well as guaranteeing the customer safely wrapped products, essential when transporting large non hygienic materials.

Grotech Production Ltd customers will pay per pallet wrapped which offers clear costs as well as a quick and reliable figure for the number of pallets produced weekly.

Martin Usher, MD, said: "Grotech Production Ltd is always looking to improve the quality of finished product and our service to our customers. This innovation will also help us manage our costs better, provide a better quality product to our customers and add value," he said.



Martin Usher, MD

## Your Local Charities Need YOU!



## Helping the Charity Sector

**By Jim Doyle, JAD Financial Management Services Limited**

My last article attempted to extol the benefits that non-executive directors [NEDs] can bring to senior management discussions in any sector - constructive challenge, independent views, objectivity, a strategic perspective. Those skills can also benefit the charity sector.

I sit as a volunteer on the Board of Dove House Hospice, one of a number of NEDs from a range of backgrounds. Its services are available to anyone over 18 at no charge, from staff who are motivated behind its mission statement to be 'Positive, Professional and Passionate'.

Dove House is budgeting yearly running costs of £6.7m in 2016/17. Statutory funding will cover only 40 days' worth - a mere 11%. The balance, £5.9m, needs to be met by local support. This is a relentless challenge.

As is balancing the need for cost efficiency and high quality service provision. This is where the skillset of commercial professionals can add value to management teams from a non-executive perspective.

Charities cannot prosper without proper Governance. They are legal entities, need to be solvent to operate, required to be audited - both in financial terms, and in Dove House's case in welfare terms by the Care Quality Commission. Volunteer Directors need to be 'fit and proper persons' [The Charities Act 2016].

'Hard-nosed' business decisions have to be made on a regular basis. That is where the experience of Chamber Members can help at Board level, guiding the strategy to future-proof the service going forward.

As Kitchener would say, 'Your Local Charities Need You!'.

# Businesses Give Hull Ionians Corporate Clout

The region's top rugby union club is strengthening its partnership with businesses to boost performances on and off the field.

Hull Ionians welcomed old and new business backers to a sponsor lunch to raise awareness of the quality of the hospitality facilities at its Brantingham Park home. The club will repeat the event at its last home game of the season on Saturday 22 April.

John Doris, a member of the board of the club's holdings company, said the links with the business guests are vital when it comes to maintaining and improving standards across all levels of activity.

The holdings company owns the premises and the grounds and is responsible for the upkeep, and for ensuring the venue's availability for rugby. Money from sponsorship by businesses is spent on the playing side, and the club pursues opportunities from other funding sources to develop the infrastructure.

Work is due to start during the summer on improvements to the club house and the floodlights, a programme funded by grants received during the last year from East Riding of Yorkshire Council, the Rugby Football Union and Sport England's Inspired Facilities fund.



John Doris outside the club house at Hull Ionians

John, who plays a key role in identifying funding sources and submitting applications, said: "We have to be very resourceful when it comes to finding ways to develop Hull Ionians on and off the field and the sponsor events are an important part of that.

"By attracting prominent business people from across the region we are able to showcase the quality of the facilities. They can enjoy an

afternoon of excellent rugby and meet new and old contacts informally, and some also come back to us for corporate events."

Businesses interested in find out more about sponsorship and entertainment opportunities at Hull Ionians should email the Marketing Director, Emma Richards, at **Emma@BrantinghamPark.com**

## Skype for Business – a Custom Solution?

As the demand for easy to use, reliable collaboration tools grows, the technology marketplace becomes increasingly complex. With many organisations using Skype for Business on a user's desktop, it's natural for them to want the same capabilities within their meeting rooms.

Although there are dedicated collaboration solutions, certain environments require a more bespoke approach to transform them into effective and productive collaboration spaces. Working alongside key manufacturers including Polycom, Logitech and Crestron, Microsoft is enabling specialist resellers to build custom Skype for Business environments bespoke to their client's specific needs.

In a new issue of Communicate published this week, experienced AV integrator Saville Audio Visual identifies and analyses the outstanding technology choices and highlights their comparative advantages.



Saville Head of communication and collaboration technologies David Willie says: "The key objective of these deployments is to allow users to walk into a meeting room and instantly launch their meeting within the familiar Skype for Business interface,

ensuring rapid and easy technology adoption."

"In partnership with Logitech, Polycom and Crestron, we blend the latest control interfaces with best in breed AV technologies. Our aim is to deliver exceptional collaboration spaces – AV environments designed to suit clients' particular needs, each with simple, familiar 'walk up and work' functionality."

The solutions explained include Logitech's SmartDock, which enables multiple connections to be made to external room technologies; the Crestron Skype Room System, which integrates the MS Surface Pro 4 touch screen with Crestron room control systems, plus Polycom's new MSR Series.

Covering every aspect of current collaboration technologies, Saville Communicate 2017 is available in online, PDF or hard copy printed versions. Visit **www.saville-av.com/brochure**



# Northern Powerhouse Minister Andrew Percy Officially Cut Ribbon

NORTHERN Powerhouse Minister Andrew Percy officially cut the ribbon to unveil Goole College's new Sculpture Park and hinted at more exciting announcements for the town.

Created by metalwork students in the College's new workshops, the sculptures are called Perceptions of Goole, and were unveiled in front of the town's Mayor, Cllr Terence Smith and numerous Members of Goole Chamber of Commerce.

College principal Caron Wright welcomed everyone and said she was proud of her students who had created these sculptures after the College had raised £1,000 for the project, and paid tribute to her welding tutor Mick Grundy.

Each sculpture represents a familiar scene in Goole. They are called Perception, Diversity, Power Station, Steel Fusion, and The Port.

Mr Grundy said: "Goole has come a long way, and so have the pupils who have created these sculptures. They have grown in self-confidence and ability during the project.

"We used a low carbon steel from Sheffield, and the sculptures haven't been sealed off so they will oxidise, or go rusty, so they will look different every day and will eventually stand out even more than they do now.



"This has been a unique project from start to finish all done in our Welding Centre of Excellence."

Goole MP Andrew Percy said it was a real privilege and honour to be invited to open the Sculpture Park.

"The Sculpture Park is called Perceptions of Goole, and some people have negative perceptions of the town and are knocking it and talking it down, but, as Goole's MP, I am always trying to talk up the town. A recent survey has shown that Goole has a lower rate of unemployment than the national average, which

will help to give the town more self-confidence."

He teased his audience by hinting that there may be some more exciting announcements for the community coming from the Government in the near future, and praised the recent visit by a US delegation, which visited Goole as part of its trip to the Humber region, looking at the renewable energy industry.

Mr Percy added: "I would like to say a big 'well done' to the students involved in this project. It looks brilliant, it's meant to look rusty, and congratulations for sourcing local steel".

## £90m to 'Address Transport Pinchpoints in North' is Not Enough

IN a live Budget Day broadcast to the nation, Hull & Humber Chamber of Commerce's Chief Executive Dr Ian Kelly told BBC2's Daily Politics show that the £90-million extra transport spend for the North is just not enough.

In an interview at Arco's Distribution Centre in Hull with the BBC's popular political journalist Jo Coburn, Dr Kelly said that it was a good 'steady as she goes' Budget which needed to bear down on the £1.7-trillion national debt. However, the £90-million announced by Chancellor Philip Hammond to 'address transport pinchpoints' will hardly scratch the surface of what is required to keep the congested roads and ageing rail networks in the North of England moving.

Dr Kelly however welcomed the Chancellor's comment that he would soften the effect of the

changes in business rates for the hardest-hit firms. Mr Hammond announced three measures for England: a cap so rates rise by no more than £50 a month for small businesses losing their rate relief; pubs with a rateable value of less than £100,000 will get a £1,000 discount on business rates – a move which will help 90% of pubs; and local authorities will be given a £300-million fund for discretionary relief, which amounts to a £435-million cut.

Dr Kelly also welcomed the Chancellor's observation that unemployment was falling faster in Yorkshire and the Humber than anywhere else in the country. He praised the work of the Humber Renewables industry and companies like DONG Energy and Siemens who have based themselves here and are now providing valued new local employment opportunities.



Dr Kelly and Jo Coburn pictured at Arco's Distribution Centre in Hull



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Individuals using our service don't have to provide their name or any personal information. Their calls and IP addresses are not recorded and will not be traced. People won't have to go to court or give a statement to the police. We provide a safe alternative for those who do not wish to go to the police directly. We are then able to provide the police with information which might not have otherwise been received.

Crimestoppers has a local committee for the

Humberside police force area. We deliver campaigns to raise awareness of Crimestoppers to the general public so we can provide quality intelligence to the police and other law enforcement agencies, which they may not have received if it wasn't for Crimestoppers anonymity guarantee.

We work collaboratively with police, PCCs, local authorities, third sector organisations and other key stakeholders to ensure delivery and success of all campaigns we work on. Collaborative activity adds weight to the campaign messages and addresses the issues the police are currently facing.

Crimestoppers campaigns add value to the work that is already being done by police forces and other organisations, but what we offer is our completely unique call to action as the only organisation to guarantee anonymity. So any activity we do will not duplicate existing work, but

only seek to complement it.

### Crimestoppers Information Statistics (as of March 2016):

Since inception in 1988 Crimestoppers information has resulted in:

- Over 138,000 people being arrested/charged as a result of Crimestoppers information
- Over £134 million of stolen property recovered
- Over £332 million of illegal drugs seized

General Key statistics as a result of Crimestoppers information:

- Every 8 days someone is charged with murder/attempted murder
- April 15 – March 16, over 1330 reports sent to Humberside Police

## SUEZ and Systematic Working in Partnership

Caistor-based family business Systematic have been awarded a million-pound three-year contract from SUEZ, a market leader in the recycling and resource management sector.

SUEZ helps 40,000 businesses and 12 million residents in the UK reuse, recycle and recover energy from waste. This contract will see Systematic printing, storing and despatching items nationwide to SUEZ sites. Their project management support and automated ordering system will bring yet more operational efficiencies to this proactive business.

Systematic have a heritage of more than 40 years, a family business that has grown and diversified in a period of unprecedented changes in print technology and the way that the business world communicates. This latest contract secures revenue for the business for at least three years, helping them to add more value to their clients and within their local community.

Managing Director Chris Robey commented: "Our business prides itself on consistently setting high standards in print. We are delighted that SUEZ saw this in our work and have reinforced our relationship with this important contract."



# Why Proofreading is so Important for Businesses

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

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

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

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

the work I do helps businesses look more professional.

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

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

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

is as good as it can be."

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

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

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

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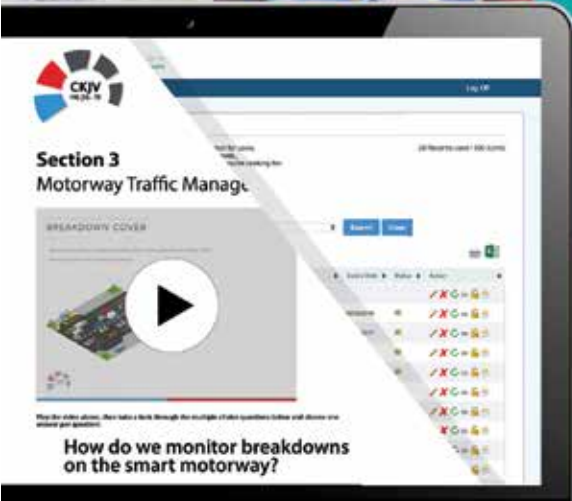
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# Ongo Gets Gold in Investors In People

ONGO has achieved Investors in People (IIP) Gold standard, following an assessment which took place in December 2016.

The assessment focuses on nine key areas, and, to achieve the accreditation, organisations are assessed on each of these to determine which standard they are performing against in terms of how they invest in their staff.

This is the second time Ongo has gained Gold, which is a great achievement due to the criteria changing in the assessment, making it more difficult to get the Gold standard.

The assessment consists of an initial meeting with IIP assessors, the Ongo HR Team and Senior Management. Plus there was also an online survey which all staff had the opportunity to complete and there were focus groups with staff picked at random by the assessors. These were all to identify how Ongo invests in its staff, areas in which Ongo is a strong performer and also ways by which the organisation can improve further.

Mo Mathieson, Organisational Development Manager, said: "We're all so pleased that Ongo achieved Gold, it's something that all the staff here should be extremely proud of. As the criteria changed so much since we were assessed last time, making it much harder to achieve Gold, it shows how far we've come in the last three years.

"The assessor was very complimentary of the work we do to invest in our staff, including our management training programmes, how well embedded our values are and how the staff truly live them, and how polite and friendly all the staff were.

"Doing the Investors in People assessment was a brilliant opportunity to look at what we've done well as an organisation for our staff, and how we can improve further to become an even better place to work."

## Lloyd Dowson Boost Team with New Recruit

Lloyd Dowson, Chartered Accountants, Tax and Business Advisors who have offices in Bridlington and Scarborough, have boosted their team following the appointment of Charlotte Prescott who joins from PWC. This takes the Lloyd Dowson team to 63.

Charlotte, who is ACCA qualified, welcomed the opportunity to work at Lloyd Dowson who will provide her with a variety of work from Audit and Accountancy to Business Support.

Charlotte commented "I wanted to work with Lloyd Dowson as they are a strong firm with a high profile in the Yorkshire area."

David Dowson, Chairman of Lloyd Dowson said "We are delighted to have Charlotte as the latest addition to our team. She is very enthusiastic, professional and ambitious, qualities which are extremely important to us."

Charlotte is looking forward to a great future with Lloyd Dowson and to gain further experience in all aspects of business. She said: "Lloyd Dowson provide such a variety of services to their clients and I welcome the opportunity to gain further knowledge and skills".





# Fashionable Fruit Market is the Perfect Fit for Vintage Boutique

Independent vintage fashion brand Poorboy Boutique is to open in Hull's fashionable Fruit Market area.

Poorboy Boutique will be the first new retail offering to open in Humber Street in the heart of the Fruit Market, as the area becomes established as a shopping and leisure destination.

Specialising in original brand classics such as Nike, Adidas, Levi, and Tommy Hilfiger, the Poorboy Boutique team gives timeless vintage pieces a new and exciting lease of life.

The owners of the business, Rick and Angela Seaton, have decided to open in Humber Street to capitalise on the exciting regeneration of the Fruit Market and bring hand-picked, classic vintage brands to the ever-evolving waterside quarter.

Angela said: "This is the perfect time for us to invest in the Fruit Market. It's a super cool area with its own unique identity. Every building in Humber Street has its own history and story to tell – just like our clothes."

"These are really exciting times for the Fruit Market – you can see the changes happening all around."



Fashion, especially vintage clothing, naturally connects with art, music and culture. Humber Street is all about individuality and that's what we're about too."

"This is the cultural hub of Hull, it's where tourists visit, where big events take place and people come to socialise."

"This location gives us the opportunity to put our own individual stamp on the shop. It will look amazing and we believe it will attract other retailers."

Having opened on 31st March, the 1,000 sq ft fashion boutique has an urban industrial feel.

The business also has its own store on leading online fashion destination, ASOS Marketplace.

Details can be found at [www.poor-boy.co.uk](http://www.poor-boy.co.uk) and you can follow the brand on these social media platforms:

Facebook: **PoorboyBoutique**

Twitter: **@poorboyboutique**

Instagram: **poorboyonline**

## Providing Help and Support to Children of Seafarers for 194 Years

Sailors Childrens Society was formed in 1821 by a group of 'concerned gentlemen' to help the widows and children of seafarers in Hull. Initial support included clothing and food parcels to families in difficult circumstances. Nowadays the Society supports over 450 disadvantaged children from maritime families throughout the United Kingdom based on those initial principles.

Families turn to Sailors Childrens Society usually after a traumatic event such as bereavement, loss or diagnosis of a life changing illness for either parent. Whilst we recognise that we cannot give these families their old life back, we aim to help equip them to cope in their new circumstances, to let the children still achieve their full potential wherever possible. All the families supported are on a means tested benefit which ensures we only help those in most need.

The support we give includes small regular financial grants along with additional help with winter clothing and new school uniforms. We also give practical support with parenting, home computers and organisational skills; not forgetting the important emotional support, which can either be specialised support or just someone to talk to when times are extremely tough.

The Society has nine caravans throughout the United Kingdom and offers each family the chance of a week away from the stresses and strains of daily life. Children absolutely love caravans and being on a high activity park with lots of other families can be great fun. For newly bereaved families, the chance to work things out together practically gives a valuable opportunity for them to re-bond.

The Society does not receive any government funding and relies on fundraising annually to continue to deliver the support both now and in the future.

Companies can assist the Society in a great many ways as part of their Corporate Social Responsibility including adopting Sailors Childrens Society as charity of the year, donating time or skills to assist at our fundraising events/ administration, or acting as ambassadors to help raise awareness of the work we do.

For further information please contact Deanne Thomas CEO on **01482 342331** or email [Deanne.thomas@sailorschildrens.org.uk](mailto:Deanne.thomas@sailorschildrens.org.uk)



sailors childrens society  
A LIFELINE SINCE 1821



## Feeling Lost With Data Protection Reform? Don't Worry, It's Not Just You

This time next year, most UK and EU businesses will have implemented, or be in the process of implementing, new processes and tools to help them meet the new General Data Protection Regulation (GDPR) that will come into force in Spring 2018.

There are a number of great ideas behind this reform, seeking to protect the data and data rights of individual people.

Many of the elements that make up these new rules require software providers to create new tools and parameters in their product. We (along with most other SaaS providers) started spec'ing the bits of development we would need to do towards the tail end of last year to make sure we'd have them completed in time.

**This work will mean you'll have the tools you need to implement these new regulations, but there are many unanswered questions around how they will work in practice.**

Let me give you an example: HMRC says that as a company you need to keep your accounting records for six years. GDPR states that you can only keep financial records of former clients for 'a reasonable amount of time.' Will these two time frames marry up nicely? No one seems to know.

Another example is the new rules around removing certain pieces of data after a given period of time. Let's use the National Insurance number of your former employees. After they leave your company, you'll need to hang on to it in your records for a while, but then remove it after that 'reasonable amount of time.' Easy enough to remove from your system, but what about from your archived and backed up data?

You don't want to get rid of your archives in case you

need them, but will it still be considered reasonable to have this information in your system's back-ups after another 12-18 months?

You can see how the questions can start to mount up, can't you?

Now I'm not saying for one second that I think the GDPR is a bad idea. I think seeking to provide people with greater protection for their data is something we should have done years ago.

But. But, but, but.

**How can you practically implement these reforms?**

Sadly, it's a question that just hasn't been properly answered yet.

It's not to say there isn't time, legal experts have a good year or more to start getting the guidance sorted for how these reforms are going to work in practice and what companies need to do to meet them.

And we are starting to see information trickling out.

The Information Commissioner's Office (ICO) are regularly adding new guidance and advice to their website in order to help businesses prepare for the reforms. If you aren't sure about how these changes will affect your business, I would always suggest you head over to <https://ico.org.uk/for-organisations/> where you can find their most up-to-date advice about GDPR under the 'Data protection reform' section.

I would also suggest that you get in touch with your service providers to find out what they are doing to prepare for these reforms and when you should

expect to start seeing these new tools coming into your system.

We're expecting to provide the necessary system updates towards the tail end of this year/early next year, for example. We want to give our customers a good few months to get to grips with them and get them configured in time to meet that Spring 2018 deadline.

**But this uncertainty around how the regulation will work, what tools will be needed, and how businesses need to implement them really isn't helping.**

It is my sincere hope that, by March this year, businesses and service providers have clear and, most importantly, official guidelines that they can use to make sure they are doing everything they can to protect our data. But I suspect that we won't see this kind of clarity for another several years, once the lawsuits and court cases have been resolved, leaving all of us with even more uncertainty than we had before.

To talk to a member of the OpenCRM team about how CRM software can benefit your brand, just call **01748 473000** or visit the website: [www.opencrm.co.uk](http://www.opencrm.co.uk)



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

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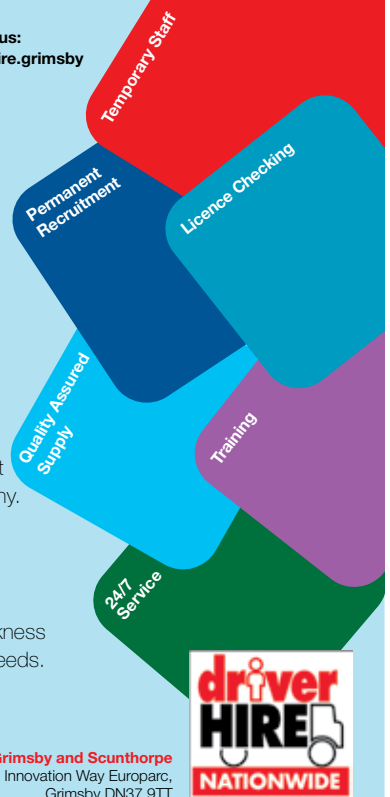
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- ▶ We know our territory and most importantly we know our business
- ▶ We are a part of an award winning franchise. This means that our clients get the benefits of a locally owned business with the back-up of a large company.

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- ▶ We offer a genuine 24/7 service, 365 days a year, even on Christmas Day.

Driver Hire not only supply our clients with quality drivers, covering holiday, sickness and other absences, we can also handle our clients' permanent recruitment needs.



**Call us 24/7: 01472 357171**  
email: [grimsby@driverhire.co.uk](mailto:grimsby@driverhire.co.uk)

Driver Hire Grimsby and Scunthorpe  
Innovation Centre, Innovation Way Europarc,  
Grimsby DN37 9TT

## NORTH Lincs TYRES

01472 360369  
[info@northlincstyreslimited.co.uk](mailto:info@northlincstyreslimited.co.uk)  
[www.northlincstyreslimited.co.uk](http://www.northlincstyreslimited.co.uk)

North Lincs Tyres Limited was established in Grimsby in 1994 and has grown to be one of the areas leading tyre companies. We have earned a reputation for providing a high quality and personal service to meet requirements of a wide range of customer.

Three directors who collectively have over 90 years experience in the industry manage the Company on a day-to-day basis. The fitting staff of eleven is fully trained in every aspect of tyre, battery and exhaust fitting as well as wheel alignment.

The Company prides itself on being an innovator, using the latest technology to enhance the customer service from Retail to commercial customers.

### Heavy Goods Vehicles

North Lincs Tyres operate a modern fleet of Mercedes service vehicles all equipped with the latest fitting technology, 2 way radios and tracking systems.

### Fleet Audit

Fleet Audits are carried out using the latest handheld computer system. This allows us to manage tyre wear and replacement planning in conjunction with our customers.



### Roadside Assistance

We offer a full 24 hour roadside assistance service both locally and throughout the UK, using the Independent Tyre Distribution Network for national coverage.

### Earthmover

The areas Earthmover tyre specialists maintaining the majority of all dockside equipment as we have done since incorporation in 1994.

### Forklift

North Lincs Tyres offer a full solid and pneumatic fitting service. Carrying a large variety of stock allows us to provide a fast and efficient response to all forklift tyre problems.



# HETA Appeals to Apprentices and Employers as it Marks 50 Years

HETA is to use its golden anniversary year to target potential apprentices, families and schools to try and encourage more students into engineering. It is also urging more employers to invest in filling the skills gap.

The company wants to find as many people as possible who have worked or trained at its sites in Hull, Stallingborough and Scunthorpe during the last 50 years.

Iain Elliott, Chief Executive of HETA, said the celebrations will peak on the date of the anniversary in September. He added: "There is a serious shortage of engineers and everyone at HETA spends all their working hours doing everything they can to address that.

"HETA's strength is its people, from the apprentices to every member of staff, and that has been the case throughout our history. We therefore want to contact as many people as we can who have trained at HETA, worked at HETA and done business with HETA.

"We know there are former HETA apprentices on the staff of most of the businesses that we work with. But our first apprentices will be retired by now. Some might be on the other side of the world, and they will all have stories to share. So if you worked at HETA, or have friends or family who worked here, please get in touch and help us find and inspire the engineers of the future."

HETA's first premises were at the engineering company of Charles D Holmes & Co Ltd in Alfred Street, Hull. Four of the 10 founding companies from 1967 still exist today although some identities have changed



Iain Elliott, Chief Executive of HETA.

slightly – William Broady & Son Ltd, Bankside Patterson Ltd, Alex E Carr Ltd and AFOS Ltd.

Anyone who has anecdotes and other information

about HETA's first 50 years is asked to contact Charlotte Hogben on 01482 372677, email [charlotte.hogben@heta.co.uk](mailto:charlotte.hogben@heta.co.uk)

## John Good Shipping Opens New Office

John Good Shipping, one of the UK's largest independent shipping companies, is delighted to confirm the opening of a new office in Liverpool to expand further its freight forwarding, ship agency and airfreight activities in the North West.

After a number of years considering a range of different opportunities, John Good has opened its doors with a newly refurbished 2,200 sq ft office at Burlington House, Waterloo, just minutes from the Port of Liverpool.

Peel Ports has invested £400 million over the past three years constructing Liverpool2 to create one of Europe's most advanced container terminals,

capable of accommodating the world's largest container vessels, and this has been an important driver for John Good.

Seamus Jennings, Managing Director of John Good Shipping, said: "We are convinced the opening of Liverpool2 will create significant opportunities to expand further our agency, freight forwarding and airfreight opportunities in this key region.

"The Port of Liverpool provides a fantastic gateway and a more competitive route to international markets for exporters based in the North and we want to be a part of this."

The new office will be headed up by Barrie

Taylor who is an extremely well established and respected freight expert in Liverpool and the North West. Barrie's senior management team is made up of Keith Hughan, Steve Drury, Julie Godsall and Danielle Johnson, all of whom have many years experience in the shipping and freight forwarding industry. In addition, the team includes a number of experienced operational staff with well established roots in the Liverpool area.



# Educare Expansion Helps Working Parents with Holiday Childcare

School holidays are highlighting the pressures on working families and the foresight of a children's nursery in expanding its out-of-school club.

Educare, in Mill Lane, Beverley, doubled the size of its out-of-school club by taking delivery of a second portable building and equipping it with gadgets and home comforts to help children work, rest and play.

The investment, which was supported with a grant from East Riding of Yorkshire Council, was made in anticipation of Government plans to increase the provision of free childcare later this year. But David Whincup, owner of the family business, said the move is already bringing benefits.

He said: "As working parents find themselves trying to juggle their time with the approach of school holidays we found that the new out-of-school club became very busy very quickly.

"Working parents generally like to take their holidays at a time of year when the weather is more reliable, so we experienced high demand from those who decided to work through the half-term holidays in February.

"But not many working parents get the same holiday entitlement as their children anyway. Rota systems at work add to the difficulties, reinforcing the requirement for people to book their time off well in advance, and that translates into a need to book out-of-school places early.

"Some working parents are fortunate enough to be able to call on family and friends but they can't always provide cover, particularly at this time of year. Easter was busy, we received early bookings for spring half-term and some people have already reserved places for the long summer holidays. Christmas is a long way off but, as one of the few nurseries which opens every weekday except Bank Holidays, we know we'll have plenty of children here!"

The Government intends to fund up to 30 hours of care for nursery-age children from September, but David said there are concerns within the sector that in some areas the move could lead to a reduction in available places.

He said: "Some childminders and small nurseries have indicated they may not offer the extended hours. We expect demand for places at Educare to increase if that happens, so we have invested to create more space and to improve our facilities. We have also taken on more staff.



"We have a number of families who already benefit from the government's free service. We expect those parents to want to make more use of the service and we expect a lot of new enquiries as more people become aware of the changes."

Educare has a full-time capacity of 70 child places, enabling it to accommodate 140 pre-school children on a part-time basis. The out of school club opened in 2011 and, as a result of the expansion, now offers 40 places for use before and after school and during holidays by children aged between five and 12.

Facilities in the club include toys, games and books and, increasingly, technology. Some children even use the iPads and laptops to make a start on their homework. In the garden, Educare has replaced its grass with artificial turf to enable children to play outside in all weathers. The nursery also operates a minibus to take children to and from schools which are beyond walking distance from the out-of-school club.

David said: "This is a family-owned business and that is reflected in the way we operate the nursery and the out of school club. It's a family environment and we are committed to improving and expanding the facilities continually to help our staff provide the highest quality childcare."

Educare Nursery Ltd,  
Mill Lane, Beverley, HU17 9DH

Tel **01482 873344**

Email **enquiries@educarenursery.karoo.co.uk**

Website **www.educarenursery.co.uk**





Colin Moody with star colleagues Phil Shepherd, Joan Stanley, Steve Rogers and Mark Jardine in the frame

# Logistics Company Hits the Road to Celebrate Centenary

It was one hundred years ago when the first Neill & Brown horse-drawn wagon rumbled out of Hull Docks with its cargo of timber.

Today, and now known as Neill & Brown Global Logistics, the company's gleaming modern equivalents of those first wagons are giving road users worldwide a reminder of the historic moment.

Based in Hessle, the company has invested almost £1m in new vehicles, which bear specially-designed livery celebrating the firm's 100 years in business.

The company can trace its beginnings to the moment when current CEO Peter Brown's great uncle met a Mr Neill and they decided to go into business together, moving timber from Hull docks.

In the century since then, the company has grown steadily to provide UK, European and

global logistics services, including warehousing, distribution and abnormal load services for most sectors of business and industry.

The company's main market is Europe, in particular Italy and Belgium, but it also has growing business in the US, in India and in the Far East through its Hong Kong office and Far Eastern agents.

As a result, the business has seen continued expansion over the past few years, with employee numbers rising from 75 to more than 130.

Managing Director Colin Moody said: "We are very proud of our history and it's quite unusual for a logistics company still to be in business after one hundred years and to be such a strong business.

"We plan to continue our growth but we are determined to keep control of the process, to do it on our terms.

"We could order more vehicles but we do not want to grow too rapidly because it is important for us to maintain the quality of service that our customers expect from us.

"One of the big considerations for us as a company that travels to Continental Europe is the impact of Brexit and we see it from the side of both exporters and importers.

"My view is that it is likely to cause delays, something that we have to factor into our operations because these days everybody wants things delivering 'just in time'."





However large the company grows, its commitment to the local community will remain strong and the business already supports a range of charities and events including Hull's year as City of Culture.

The firm was the first to pledge money in support of the festival. Having pledged £17,000, the firm now has Bid Angel status.

The company has found a very personalised way to celebrate both City of Culture and its own centenary, having launched a campaign under the title #OurStars to honour its staff and also those who have contributed to the character and success of the city.

Throughout the year, they will be pictured with a specially commissioned Hollywood Star themed frame, published on social media and on a special 'hall of fame' gallery on the company

website with featured figures including Amy Johnson, William Wilberforce and Luke Campbell.

The company is aligning its campaign to the Hull 2017 themes Made in Hull and Roots and Routes and hopes to have a large hall of fame on its website by the end of the year.

In addition to famous names, company employees are featuring, including warehouse coordinator Joan Stanley, whose father was a trawler skipper, Danny Geering, who is the firm's longest serving driver having moved from London to Hull thirty years ago, and former footballer Steve Moran, a driver with the company since 2003.

You can follow the #OurStars story and join the conversation at [neillbrown.com/OurStars](http://neillbrown.com/OurStars), on Facebook @NeillAndBrown and Twitter @neillandbrown

**"We are very proud of our history and it's quite unusual for a logistics company still to be in business after one hundred years and to be such a strong business."**



## A Story of Growth

Recent years have seen the company make a series of significant investments in the Hull area, including:

**1990** The company moves to the Hessle headquarters, which has proved a strategic location for the Humber ports and national road network, leading to a number of major contracts.

**2011** Nippon Gohsei and Neill & Brown Global Logistics join forces in a major development of new laboratory, manufacturing, storage and distribution facilities in east Hull.

The Japanese-owned chemical company, which operates from the Saltend Chemicals Park, has seen a huge increase in demand for its product Soarnol that is used primarily by the food industry as a packaging material.

**2014** Fourteen local businesses help Neill & Brown Global Logistics develop a major new warehouse facility, the £2.5m, 40,000 sq ft warehouse at Marfleet Environmental Technology Park on Hedon Road. Two strategic agreements by Neill & Brown Global Logistics see an increase in the company's international trade. Import and export trade to Europe, particularly Germany, rises after exclusive agreements with northern German logistics provider Nellen & Quack, The Green Line and the UK Pallets network for the Hull and East Yorkshire region.

**2015** Neill & Brown Global Logistics invest more than £350,000 in new specialist vehicles to satisfy increased demand in its Portable Movements division. The company adds three new trucks to its existing fleet of abnormal load vehicles to serve additional contracts and meet continued growth in domestic and export markets, including for the transportation of new mobile and static caravans.

# Rob Bradley - the Chairman!!

Rob Bradley has taken over as chairman of the North Lincolnshire Area Council of the Hull and Humber Chamber of Commerce.

The Johnstone Insurance Senior Account Executive takes over from Centrica's project coordinator Kathy Fillingham.

Having looked after his insurance clients in Scunthorpe for more than 20 years, Rob has been on the Area Council for the past two years. He said: "I want to ensure exposure for the Chamber. It is there to serve the local community and inspire business growth, and that's what I want to achieve. We have certainly got some challenges, and excellent opportunities with the Humber Estuary, and what we want to see is more of the work staying local. We need the smaller contractors getting on board at second and third tier supply chain level."

With Hull and Humber Chamber of Commerce's Northern Lincolnshire Business Awards this year hosted in Scunthorpe, that will provide a significant opportunity to shine a light. Outgoing chair Mrs Fillingham said she had thoroughly enjoyed her near two year tenure. She said: "It has been absolutely brilliant, I have gained so much from it in terms of meeting other business people, seeing how they operate and not only getting to



know more about what is going on, but being involved in a strategic role too."

She joined the main Chamber board last April.

"To represent the South Humber area and females in business is a massive privilege, and I was delighted to be asked to do it," she added.

"The Chamber is a fantastic team, and Anne Tate (northern Lincolnshire manager), was an absolutely fantastic support every step of the way. I wish Rob all the success in the role."

## TRG Wind Chooses Hull as International Headquarters

TRG Wind has selected Hull as the headquarters for its growing international operation less than a year after expanding into the city.

The company will support teams operating throughout Europe and as far afield as South Africa from the premises at Tower House Lane Business Park in Hull, which it occupied late in 2016.

TRG Wind provides supervision, inspection and installation services to wind turbine manufacturers and operators to ensure the highest standards of quality and safety in constructing, commissioning and maintaining turbines.

It opened its first office in Hull at The Deep in summer 2016 and moved to Tower House Lane when expansion brought the need to store equipment and vehicles. Now, with a workforce of nearly 50 and a fleet of 20 vans, the company has confirmed Hull as its base.

David Elcombe, Managing Director of TRG Wind, said: "We launched the business in Bromley in 2014 and we will still keep our admin functions there but Hull is driving our



**David Elcombe, MD of TRG Wind, with Field Operations Director Jim Overton (left) and Operations Manager Dan Overton (right) at the Tower House Lane Business Park in Hull.**

expansion and is now our head office."

Turnover reached £1.5 million during TRG's first year, and the company achieved growth of 150 per cent for 2016, with 2017 bringing continuing success.

The company has embarked on a retrofit programme covering more than 560 wind turbines in Germany and is securing work with more manufacturers and in new territories.

David Elcombe said: "Winning the German

contract with one of the biggest and fastest-growing wind turbine manufacturers in the world is a significant achievement. We have proved ourselves against strong competition in terms of quality, planning and efficiency.

"We are operating in more than 20 countries and are setting up offices in Ireland, Germany and Sweden. We will manage all of that from Hull. We have joined the Chamber and we want to work as closely as we can with the regional business community."

# Businesses Highlight Benefits of Royal Writing Event

A charity which promotes writing in schools is hoping to secure the support of more businesses after the success of a royal showcase in Hull.

First Story presented some of its work to the Duchess of Cornwall as she visited The Deep. Her presence also attracted influential people from the corporate world who emphasised the importance of writing skills.

First Story has placed writers in residence at five schools in Hull. The charity is now working on bringing the National Writing Day to Hull in June, and the city will also host First Story's Northern Young Writers' Festival in the autumn.

Business support has already been provided by The Deep, as hosts of the royal writing celebration and by Saville Audio Visual, who supplied the equipment for First Story's presentation of awards to students from the five schools.

The Duchess spoke to Nick Sangwin, group managing director of Sangwin, Emma Waudby, sales and marketing manager of Cobus Communications Group, and Phil Withers, manager at RSM UK in Hull.

Nick said: "I think it is great to see people being able to develop the basic skills of reading and writing in an age when social media sometimes takes over."

Phil added: "RSM recruits a lot of school leavers from Hull so it's great to see a project like this that provides



the Duchess of Cornwall at The Deep with (from left) Monica Parle of First Story, Phil Withers of RSM UK, Nick Sangwin of Sangwin and Emma Waudby of Cobus Communications Group.

young people with the skills that give them confidence and that they can take into the working environment."

Emma said: "We do a lot of work in schools, providing mentoring and other support to help the children of today become the business champions of tomorrow."

Freya Cross, business and corporate manager at The Deep, said: "We welcomed the opportunity to help First Story present their work to a royal audience in Hull and we also used our own contacts to invite some key people from the business community."

## Engineering Your Future

NLT Training Services Limited is a not-for profit Group Training Association (GTA), operating for almost 50 years as a registered charity and supported by government funding, based in Scunthorpe, NLT has serviced the training needs of over 500 Engineering and Manufacturing businesses of all sizes.

Expanding their Engineering and Advanced Manufacturing apprenticeship offer across the South Bank and North Bank by working in partnership with prestigious growing businesses in the area, they are proving that, through successfully training and up-skilling, companies gain increased levels of productivity and maintain a high level of staff retention.

For employers operating machinery, the course in demand is the qualification Performing Manufacturing Operations (PMO) level two. This can be offered to both apprentices and existing staff members of all ages.

After consulting with their clients, NLT Training Services now offer a selection of two to five day Electrical courses to advance the skills of experienced staff members. The electrical courses include.

- Electrical Safety Awareness Course, aimed at mechanical maintenance operators.
- Portable Appliance Testing - City & Guilds 2377-22
- 17th Edition Course - City & Guilds 2382-15
- Initial Verification and Certification of Electrical Installations - City and Guilds 2394-01
- Periodic Inspection, Testing and Certification of Electrical Installations - City & Guilds 2395-01

Specialising in bespoke Welding Codings that can be delivered on site, NLT Training Services also offer the following welding courses:

- Basic courses in MIG/MAG, MMA and TIG
- Intermediate courses in MIG/MAG, MMA and TIG
- Ox-acetylene Welding
- Compressed Gases User Passport to Safety
- Oxy-compressed Gases - Gas Inspector

You can now book your request online, please visit [www.nlt-training.co.uk](http://www.nlt-training.co.uk)

If you would like to recruit an Engineering or Manufacturing apprentice please contact:

Business Development Manager: Alison Clarke  
on 01724 8866667 / 07770 643438 or e-mail: [Alison.clarke@nlt-training.co.uk](mailto:Alison.clarke@nlt-training.co.uk) to arrange a visit.

Come and visit us and have a chat on Stand 79 at Chamber Expo on 7th and 8th June 2017 at The Costello Stadium!!



# How Could Brexit Affect the Movement of Labour in the UK's Construction Industry?



The health of a country's construction industry is arguably the clearest barometer to the buoyancy of its economy. Despite a year of economic uncertainty, political change and fears of a recession, the Office for National Statistics full-year data for 2016 shows the industry output grew last year, reaching £136.38bn.

It's fair to say that activity in the industry is extremely high going into 2017 with the Government's investment in major UK infrastructure projects. These include the HS2 and the Hinkley Point C, the announcement of major commercial projects, such as Google's £400m headquarters in London, as well as the ambitious targets for new build housing – over 200,000 per year until 2020.

Investment in large infrastructure can only be positive for the country but uncertainty with the lack of labour and increasing material costs is affecting confidence in the industry.

The construction industry accounts for over three million jobs in the UK. This is 10% of total UK employment, these figures suggest how greatly

dependent the country is on the strength of our sector. The average pay of blue collar construction personnel has increased by 6- 8% over the last 12 months and this is set to rise to 20% post Brexit.

The impending issue that the UK faces post-Brexit is the deficit in the workforce to complete major projects. For the last 30 years+, the construction industry has relied on foreign workers. Putting boundaries in place to stop the free movement of labour between the UK and the EU member states could mean that we may lose these workers, causing a shortfall in supply of skilled and non-skilled construction operatives. This would have a major effect on the delivery and the cost of these projects and ultimately on the country's economic growth.

In order to combat the shortfall in construction labour and the clear neglect towards training and development, it is vital that the government takes a proactive approach and insists that larger contractors invest in their own apprenticeship programmes and training whilst SMEs are incentivised to employ young local people.

At a time where EU sourced labour could rapidly diminish, intensified by an ageing and under-skilled workforce, something needs to change. The skills gap can be closed by investment in vocational courses and a campaign to raise awareness to invite 'home-grown' young people into an industry that has fantastic opportunities.

## DID YOU KNOW?

Almost half of workplace fatal injuries that result from a fall from height occur in the construction sector<sup>1</sup> and 15 people are killed working in confined spaces every year<sup>2</sup>

How do we tackle these issues from a safety perspective?

### Working at height and in confined space – what matters most?

- Has a competent person carried out a suitable and sufficient risk assessment?
- Are personnel suitably trained and competent against the level of risks for working at height and confined spaces?
- Have safe systems of work been implemented?
- Has a written rescue plan been produced (should there be a need to get workers out from a confined space or down from height)?
- Who's trained to implement the rescue plan?

We invite you to an audience with our working at height and confined space specialists<sup>3</sup>.

• **VERY FEW PLACES REMAIN** •

### COMPLIMENTARY SEMINAR

WHEN: WEDNESDAY 26TH APRIL | 8AM – 10.30AM | Breakfast included

WHERE: Fireservice Headquarters, Training Centre, Hessle, Nr Hull, HU4 7BB



HFR Solutions CIC also delivers a comprehensive range of workplace and bespoke safety training courses such as:

- Behavioural Safety
- Confined Space
- Environmental and Hazmat
- First Aid and Medical
- Fire Awareness and Prevention
- GWO Accredited Basic Safety Training
- Health and Safety
- Incident Command
- Offshore and On-site Exercises
- Working at Height



### All you need to know

This FREE seminar is specifically designed for organisations operating in the construction, building, manufacturing and infrastructure sectors, who need to understand how current legislation affects safe working practices for undertaking work at height and in confined space; as well as how this contributes towards making your employees safer.

### Reserve your complimentary place

Seminar spaces are limited<sup>3</sup>, so places will be granted on a first come first served basis.

To confirm your place right away –

email [customer@hfrsolutions.co.uk](mailto:customer@hfrsolutions.co.uk) or call **01482 398521**.

<sup>1</sup> HSE – Kinds of accidents in Great Britain 2016 [www.hse.gov.uk/statistics/causinj/kinds-of-accident.pdf?pdf=kinds-of-accident](http://www.hse.gov.uk/statistics/causinj/kinds-of-accident.pdf?pdf=kinds-of-accident).

<sup>2</sup> [www.healthandsafetyatwork.com/STFC](http://www.healthandsafetyatwork.com/STFC), [www.healthandsafetyatwork.com/content/site-specificsconfined-spaces](http://www.healthandsafetyatwork.com/content/site-specificsconfined-spaces), [www.she.stfc.ac.uk/SHE/Codes/STFC/SC11+Confined+Spaces/20842.aspx](http://www.she.stfc.ac.uk/SHE/Codes/STFC/SC11+Confined+Spaces/20842.aspx)

<sup>3</sup> Places will be granted on a first come first served basis. Reserve your place right away.

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ENGIE Fabricom, part of the global energy group ENGIE, is uniquely positioned within the engineering, procurement and construction market to provide end to end solutions to our clients. This is achieved by combining high level engineering skills with a wealth of construction expertise and capability across all UK industry sectors including Oil, Gas, Power, Chemical, Energy From Waste and Renewables.



**Consultancy ■ Engineering and Design ■ Project Management ■  
Procurement ■ Manufacturing ■ Construction ■ Commissioning**



**[www.engie-fabricom.co.uk](http://www.engie-fabricom.co.uk)**

For more information contact:

**+44 (0)1469 576411 | [enquiries@fabricom-gdfsuez.co.uk](mailto:enquiries@fabricom-gdfsuez.co.uk)**

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**Professionalism ■ Integrity ■ Trust ■ Team Spirit**



# ENGIE Fabricom

ENGIE Fabricom, part of the global energy group ENGIE, is a multidiscipline engineering consultancy and construction company providing comprehensive engineering design and project management to deliver EPC solutions to all UK industry sectors.

Following a review of Group's activities in 2015, ENGIE Fabricom has restructured and combined high level engineering skills with a wealth of construction expertise providing end to end solutions for their clients, thus uniquely enabling them to offer a full turnkey package.

Having traditionally worked within the Oil, Gas, Power and chemical industries, ENGIE Fabricom now also operate within new market sectors including Offshore Wind and Energy From Waste, along with Utilities.

ENGIE Fabricom has had a major presence within the Humber region over the last 40 years with bases in Grimsby and Immingham as well as on Teesside, Lowestoft, Newcastle upon Tyne and Aberdeen. During this period, ENGIE Fabricom have completed a number of major projects within the Humber region and beyond. Our recent successes include:

## Energy from Waste - Energy Works Hull

ENGIE Fabricom has played a key role in the development of the design and construction of the £200m Energy Works EfW plant on Cleveland Street in Hull which will power up to 43,000 homes. Energy Works will be the first facility of its kind in the UK, using a combination of innovative renewable energy technologies to achieve a highly efficient mix of recycling and energy conversion processes.

ENGIE Fabricom was selected by M+W Group, the main Engineering, Procurement and Construction contractor, as their principal engineer for the project, providing expertise and support by process engineering and design of the Water Steam Cycle.

Following on from the initial FEED study, ENGIE Fabricom was then selected to bring the project through to the detailed design and engineering stage ready for construction. The scope included: developing the piping and equipment in the 3D model, pipe bridge design, isometric piping drawings, production of equipment datasheets and specifications for the equipment as well as equipment and material procurement.



ENGIE Fabricom has subsequently been appointed to conduct the main mechanical construction of the project including the gasification plant and balance of plant packages, which is now underway.

## Energy Estuary – Pioneering Solutions to the Offshore Wind sector

ENGIE Fabricom is an industry recognised renewables operator within the UK providing Project Management and Maintenance Services. Working on a number of windfarms off the East Coast of England, ENGIE Fabricom has provided alternative solutions to the industry, modifying working practises, processes and skills to provide a unique service.

One of the most important technical challenges being faced by many European offshore wind farm developers is a design fault in grouting, which is used to secure wind turbines to their monopiles or towers. Due to this design fault, the grout injected during the installation of the offshore wind farms started breaking up, which caused the turbines to move their foundations. A solution was engineered to remedy the failing structures allowing ENGIE Fabricom to successfully execute 54 Phase 1 wind turbine repairs within a single campaign.

In July 2015, ENGIE Fabricom was awarded two framework agreements for the provision of mechanical, general electrical and major works

and repairs on Centrica Energy's Lynn and Inner Dowsing installations, 5km off the Lincolnshire coast. The success of this project led to a significant contract win in December 2016 on the Greater Gabbard windfarm off the coast of Suffolk – which has resulted in the opening of a new office in Lowestoft.

**About ENGIE Fabricom:** ENGIE Fabricom, part of the global energy group ENGIE, is uniquely positioned within the engineering, procurement and construction market to provide end to end solutions to our clients. This is achieved by combining high level engineering skills with a wealth of construction expertise and capability across all UK industry sectors including Oil, Gas, Power, Chemical, Energy From Waste and Renewables.

Our aim is to be our clients' partner of choice.

Telephone: **+44 (0) 1469 576411**

Email: **enquiries@fabricom-gdfsuez.co.uk**

Website: **www.engie-fabricom.co.uk**



## Innovation Funding for Small Businesses

Small to medium-sized businesses in East Riding, York and North Yorkshire are being urged to apply for EU grants of up to £20k to help them innovate.

A total of £1.3m is available in capital grants that are funded by the European Regional Development Fund (ERDF).

The Product and Process Innovation (PAPI) project wants to help small businesses in East Riding, York and North Yorkshire to improve their products and processes by providing grants for equipment and capital purchases that enable innovation.

Grants of 40% of the cost of equipment and capital purchases, up to a maximum value of £20k, are available now. Funding applications are assessed on their innovation capacity and impact on the business. An experienced project team is available to help organisations to complete funding applications.

Companies could use the funding to develop new product prototypes, new production processes, scale-up activities or adopt new technologies.

The project is specifically supporting companies engaged in key sectors:

- Bioscience, Food and Drink, Manufacturing using biological & chemical materials
- Digital & Creative Media, Electronic-based,
- Health and Social care.

Companies must meet the definition of a Small or Medium Enterprise:

- Turnover of less than £50 million or balance sheet total of less than £43 million
- Less than 250 employees

The project is part-funded by the European Regional Development Fund.

Further information and initial Expressions of Interest forms are available from the website (<http://www.papi.org.uk>) or by calling 01904 328080.

The deadline for Expressions of Interest is 5th May 2017.



## Hostile Vehicle Mitigation Specialist Appoints Business Development Executive

Innovators in hostile vehicle mitigation solutions, Heald Ltd, based in East Yorkshire have appointed Craig Mason to the role of Business Development Executive.

After a successful 2016, which saw Heald shortlisted and awarded several industry accolades, along with being ranked in the Top 10 of the Metis Partners IP100 league, interest for their innovative and patented products has gained further momentum, resulting in the need for a dedicated business development lead.

An industry veteran, Craig has 30-years' experience working on high profile projects for organisations including BNP Paribas, Qatar 2022 and Amazon.

Craig specialises in securing the built environment utilising a blend of physical, procedural and technical security advice, including counter-terrorist measures, to be incorporated in new-build or major refurbishment projects.

Previously, Craig spent 24 years within the British Army, a large part of which was teaching ballistic safety and strategic platform design to foreign and UK students.

Craig also applied this knowledge on numerous counter-terror and counter-insurgency operations globally. He also had the joint responsibility for the protection and physical security management of some MoD establishments, working with JSP440 and the UK Technical Authorities for Counter Terrorist Measures from within the Defence Infrastructure.

Debbie Heald of Heald Ltd commented: "Having had many successes in 2016, I am delighted to welcome Craig to the team. With a wealth of knowledge in the industry and a detailed understanding of the challenges faced by our many client industries, I am confident that Craig will be a great asset as we push forward with our ambitious growth plans."

Craig added: "I'm thrilled to be joining such a progressive company. Heald have a unique offering in the market place and some serious capability. I am really looking forward working on some key projects and helping the company continue its expansion."

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Principles of Assessment / Competence  
Assessment / Safe Systems of Work  
Mechanical Joint Integrity / The Safe  
Isolation (HSG253) / Small Bore Tubing



# High Profile Support for Innovative James Legal Business Campaign



Fresh thinking Hull firm James Legal has been 'overwhelmed' by support for its campaign to help Hull and Humber businesses grasp the 2017 opportunity.

Among those backing James Legal - The Business 2017 is Maureen Foers OBE, Owner of Durban Limited and Sponsor of Women's Enterprise in the Humber.

She said: "Very often, start-up companies can attract grants and funding, but that proves to be just enough for them to fail rather than succeed. It's the ongoing support that is so often lacking.

"When you think about helping local entrepreneurs, it's easy to imagine physical things like telephone and computer hardware or office space, yet it's often the human aspect that's missing, and this campaign fills that gap.

"Not only will it involve sharing lots of really useful information and insights, the two businesses that win our competition will be effectively surrounded with the kind of expertise and experience they might not

otherwise have access to. That really is invaluable.

"The Business 2017 is offering a real added opportunity for the future of business in our city."

So what exactly is James Legal doing and how can you get involved?

- By attending our FREE quarterly business masterclasses
- By entering our competition with prizes totalling more than £30,000 for two promising businesses
- By becoming a campaign partner or simply spreading the word to people you know, who could benefit.

You can also

- Connect with other businesses, experts and influencers
- Access valuable FREE information, hints and tips on all sorts of business topics.

All supported by an impressive list of partners including the Department of International Trade (DIT); The Hull & Humber Chamber of

Commerce, Yorkshire Bank and the Humber Local Enterprise Partnership, not to mention a list of successful local businesses.

James Legal MD, Nick Miller, added: "Helping businesses to develop from the germ of an idea into something special is one of my personal passions and I believe that being in business is as much about giving something back, as it is about achieving profitability.

"There will never be an opportunity like this City of Culture year for businesses in Hull and its surrounding region. Therefore, in our own small way, we hope to act as a catalyst for further regeneration and growth."

For more details, visit [www.jameslegal.co.uk/the-business-2017](http://www.jameslegal.co.uk/the-business-2017)



AXA PPP Official Chamber Healthcare Partner

# What is Resilience and How Can it Affect Your Business?

Resilience is our ability to adapt and bounce back when things don't go as planned. Running a business can be tough and things certainly won't always go to plan. Having the inner resource to assess a situation, look at what's needed and take appropriate positive action, can help when everyone is looking to you to steer the way.

Improving your own resilience and encouraging your employees to do the same will ensure your business can adapt to change and stay positive in the face of uncertainty. Resilience is about never giving up, even if you fall over, it's about getting back up and learning from your mistakes.

## Considerations to help employees build resilience

**Keep energised** – Small steps such as taking a lunch break away from the desk, a short brisk walk in daylight hours, staying hydrated and curbing caffeine intake in the afternoon can all help improve levels of alertness and quality of sleep, therefore increasing your resilience.

**Encourage perspective** – A considered and reasonable approach can help employees to see the bigger picture and the opportunities when they're thinking over a problem – and then come up with solutions.

## Prioritise and play to employees' strengths

– It's important for employees to take time to relax and think about their goals based on their values and strengths. Asking them about the tasks they enjoy most in their role, and seeing if there are opportunities to increase these, without having a negative impact on their other responsibilities, can be a good way of opening this conversation.

## Nurture professional relationships

– Having a workplace support network helps employees feel connected and valued. This is important when they're facing awkward or difficult situations because they know where to find support and advice.

## Help employees work on their Emotional Intelligence

– Being able to identify and manage their own emotions, as well as identify others', can help employees see things objectively and respect different views.

To find out more visit:

[axapphealthcare.co.uk/business-resilience](http://axapphealthcare.co.uk/business-resilience)

Take advantage of half price Chamber Membership for three years when you take out a private healthcare plan with AXA PPP healthcare\*. There are also additional benefits that can bring real value to your business.

## Why private healthcare?

At AXA PPP healthcare, what they're really about is protecting the most important assets your business will ever have – you and your employees.

I don't know if you've ever been ill, and felt you had no choice but to struggle on? Or you've had an employee off sick and everyone else has had to cover while they've been waiting to get treatment?

That's what AXA PPP healthcare are really there for – to stop poor health from stopping your business.

Should anyone get ill, they'll aim to get them back to work as quickly as possible. This is by avoiding waiting lists and fast-tracking you to expert diagnosis and eligible treatment from experienced doctors and medical professionals at a time you choose – all in the comfortable surroundings of a private hospital.

To find out more visit: [axapphealthcare.co.uk/chambers](http://axapphealthcare.co.uk/chambers) or call **0800 387 754**

\*Terms and conditions apply, see AXA PPP healthcare's website for more details.

## Chamber Energy Solutions

# Big Business Shows Small Firms Advantages of Green Energy

Small businesses are being encouraged to switch to green energy after Google and Apple announced plans to reach a 100% renewable energy target as part of RE100.

RE100 is a global collaborative initiative of 83 of the world's most influential companies. As well as Google and Apple, its partners include IKEA, Adobe, and Diageo.

## Growing business case for green energy

There are compelling business and environmental reasons why small businesses should join this growing green energy wave, says UK energy and water consultancy Chamber Energy Solutions.

"Switching to renewable tariffs is the biggest and easiest step small firms can take to show their commitment to the environment. You just switch to green energy and that's it," said Marketing Manager Tony Hltchens from Utilitywise.

"Other benefits include the huge dent renewable tariffs make in your company's carbon footprint. It sends a strong message to customers that you care about the environment.

## Reduce consumption for double benefits

Chamber Energy Solutions' Long-Term Forecast shows that, in the next five years, electricity costs will increase by nearly 40%. There are plenty of actions small firms can take immediately, from encouraging employees to switch off items not in use to changing to energy efficient lightbulbs.

## Support to deliver energy savings

In addition to the many tips and information available online, small businesses can use energy brokers to help them take further energy-saving steps.

Chamber Energy Solutions, for example, offers an energy and water audit that helps businesses



to identify where savings can be made and to prioritise energy and water saving projects with the best return on investment.

Its free smart technology, Utility Insight SmartDash\*, is a monitoring and reporting system that helps businesses achieve efficiencies in gas, electricity and water by becoming more energy conscious.

Get Utility Insight SmartDash for free when you buy an energy contract through Chamber Energy Solutions, which offers competitively priced energy from the main suppliers. Its network also includes suppliers that specialise in green energy.



# An Appetite for China

What makes China a unique market is how the people's ancient traditions have stood the test of time.

Businessmen and women at the World Trade at One (WT@1) lunch organised by the Hull & Humber Chamber of Commerce brought together a wealth of knowledge to highlight the opportunities and challenges in trading with China.

Amongst these were global business development consultants ALTIOS International, Myton Law IP specialist, logistics experts from John Good Shipping, and businessmen who had traded with China for as long as 20 years.

As the ancient Chinese Teacher said "By three methods we may learn wisdom: First, by reflection, which is noblest; Second, by imitation, which is easiest; and third by experience, which is the bitterest." Confucius, 449 BC.

It is no surprise that China's economy is creating an appetite for UK companies; with China's growing consumer culture, even a Grimsby based fish feed producer sees a demand in China.

Whilst many observe market insights for China as a whole country, Pierre Boesinger from ALTIOS challenged businesses to approach China from the bottom up. That is targeting Tier two cities such as Wuhan and Chengdu then working up to tier one internationally recognised capitals Beijing and Shanghai.

Manufacturing is still a major driver of China's economy, although consumer goods are on the rise. James Westwood, IP specialist, shared practical tips for protecting intellectual property in China, including trade secrets and, most importantly, the general structure of local court and government authority, in an instance of IP infringement.



John Good's Paul Ferguson, demonstrated what a successful logistics approach looked like, and advice for each stage of the supply chain.

What many businessmen will testify to is that the person is more important than the product. In China, approaching business with an awareness of the cultural context can be a 'game-changer'. Long lasting traditions dating back to ancient China are observed today, especially in the context of business.

Adapting to these and gaining respect, that is Chinese 'mainzi 面子', will allow access into your Chinese potential client or partner's 'guanxi 关系', their network of influential people. In China, many agree that business operates within this network. Often business leaders in China will trust a recommendation from a member of one's guanxi over a better price deal and even better quality.

Every opportunity has its challenges, certainly, the WT@1 China lunch and discussion showed the importance of community in business. That is bringing people together from different backgrounds with similar interests to share knowledge and learn from others.

This article was written by Belinda Kanyi Gabiro who worked as an intern at a robotics and artificial intelligence company in China.





# Comedy Classic Prompts AA Global Campaign

A translation business which is a major supporter of the Chamber's International Trade Centre has adopted a comedy classic from its industry to emphasise the importance of good communication.

AA Global Language Services Limited is sending existing customers and prospective clients the message to beware of Watery Male Sheep!

The company is distributing thousands of cards and emails showing a bemused cartoon sheep, but it also carries a serious message.

Kirk Akdemir, CEO of AA Global, said: "The campaign is based on a communications error which became quite well known in our industry. It involved a French company which was targeting buyers in the UK, but those customers ended up having a good laugh instead of considering placing any orders."

AA Global's Business Development Officer Chantelle Akdemir, who is running the campaign, said: "The company had produced a large number of brochures for a direct mail campaign

and invested thousands of pounds only to discover a big mistake – they were promoting watery male sheep instead of hydraulic rams! They'd asked someone to translate their brochure who it turned out wasn't very good at technical terms!"

AA Global's campaign highlights the company's 25-year history and its team of 12,000 highly qualified and experienced linguists, who cover more than 500 languages and work on detailed technical and professional projects.

Kirk said: "There are many examples of poor translation, particularly in this social media age, and they all serve as a warning. Some are funny, some are rude and offensive and some are just nonsense. It's best to avoid them all!"

"Translation is a profession. Our message to businesses is don't take chances with your translations by Googling or asking someone for help on the basis that they speak a particular language. Use a professional firm to make sure your messages are conveyed accurately whatever the language."



## International Trade Centre Events 2017

### WT@1 – Meet the Buyer: Food and Drink

Tuesday, 25th April 2017

We are offering the unique opportunity for a 30 minute 121 to gain expert advice about exporting your product(s) overseas, whether there is and where there is a market for your product(s), routes to market and what you shouldn't do.

### WT@1 – Marine Insurance

Thursday, 27th April 2017

Although perhaps not the most exciting of topics, marine insurance is very important and should be the subject of careful thought by the exporter.

### Training Courses

#### Introduction to Importing

Wednesday, 26th April 2017

#### Introduction to Exporting

Wednesday, 3rd May 2017

If you would like to receive further details of any of our World Trade at 1 events or reserve your place at the above events, please email

[I.holt@hull-humber-chamber.co.uk](mailto:I.holt@hull-humber-chamber.co.uk)



# International Trade Update

With the current UK, Europe and Global economic and trade climates as they are, we, the International Trade Centre, have been given a regular slot to discuss international trade prospects, how businesses can break into overseas markets and also how Yorkshire and Humber businesses can take advantage of the numerous opportunities available for Brand Britain.

## Who we are and what we do

We are the Hull & Humber Chamber's International Trade Centre (ITC) and we exist to provide companies with a comprehensive package of international trade services and business opportunities throughout the world.

Our aim is to help companies:

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

We are a British Chambers of Commerce (BCC) accredited 5\* international trade service provider, offering Members and customers an extensive range of products and services including:

- Overseas trade visits
- A full export documentation service
- Monthly international trade networking events
- A full range of training courses
- Valuable international trade Helpdesk
- Language services
- Foreign exchange

## Exporter Confidence Remains High

The BCC's latest Quarterly International Trade Outlook shows that, as the UK prepares to embark on Brexit negotiations with the EU, confidence remains high amongst exporters.

The results are a timely reminder that it is businesses that trade with other businesses, not governments!

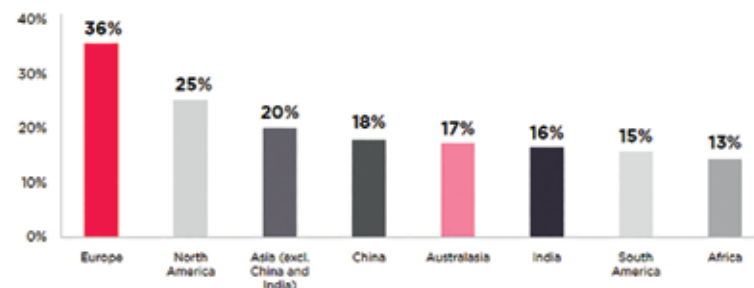
Despite a slight quarterly decline across many UK regions, the trend remains positive with the Trade Confidence Index (TCI) standing at a historically high level. It is clear from the findings that, despite uncertainty about the eventual outcome of the Brexit process, companies have not been deterred from trading in the short term and will continue to take advantage of the opportunities as they arise.

In order to maintain and grow this sense of optimism, the Government needs to create the right conditions to support business. It is also very important that the Government invest in practical assistance to companies looking to export, providing direct access to foreign markets.

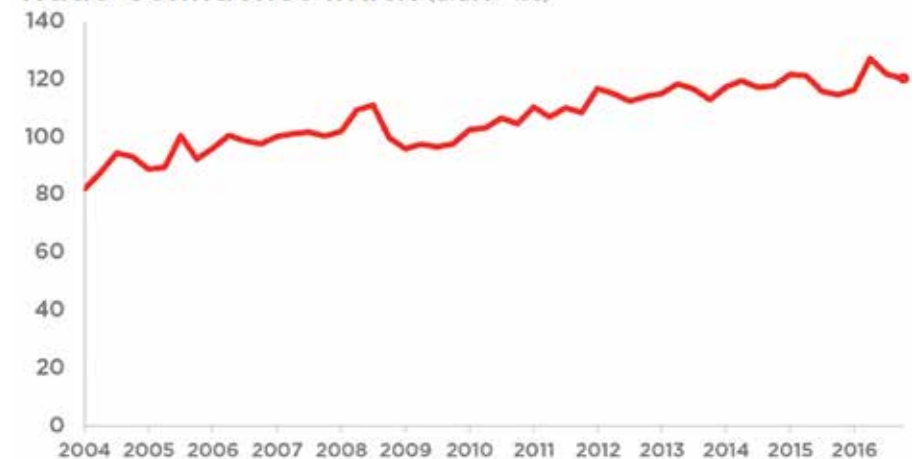
Through our Global Network, the Chamber's ITC

## Priority markets for business

Overseas markets where firms are planning to increase export resources over the next five years



## Trade Confidence Index (Q1 2007=100)



is actively linking local businesses with customers and suppliers in economies around the world. Whether through providing advice, documentation support or connections to new markets, we are able to give businesses on-the-ground support to launch new trading opportunities and we will be there for Yorkshire and Humber businesses throughout the coming transition – and beyond.

## Business Brexit Priorities

Since the historic referendum result last June, Chambers of Commerce have been in deep consultation with local business communities across the UK to ensure that we are addressing the key business priorities for the UK Government's Brexit negotiations.

These priorities are resolutely practical, focussed on ensuring that UK business communities can continue to trade, invest, flourish and grow. Seven key themes are at the top of Chamber Members' agenda – trade, customs, taxation, regulation, labour market, EU funding, and the border between Northern Ireland and the Republic of Ireland.

Businesses have expressed that they want the Government to prioritise the sequencing for future trade deals as follows:

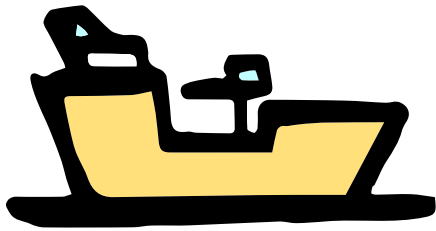
- Securing an EU trade deal on the best terms possible, including grandfathering of existing FTAs with third countries (with a proviso to revisit at a later stage)
- Signing FTAs with large key trade markets (e.g. the USA)
- Focussing on additional high growth markets

This is supported by results of the BCC's recent International Trade survey which shows that Europe remains the top priority market for businesses when it comes to future investment, followed by North America, with other regions roughly equal after that.

## Exploring Opportunities Overseas

In the current climate, we are all being encouraged to explore opportunities outside of the EU. At the time of going to press, the ITC has been helping Chamber Members and International Traders explore these other World markets by hosting World Trade at One events focussing on China and the USA, bringing experts on these markets to the Yorkshire and Humber region to meet with local businesses and provide valuable advice on trading with and succeeding in these markets.

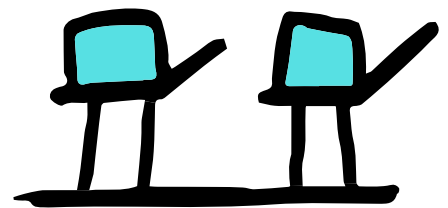




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# DEZARO LIMITED



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The Dezaro strategy is to provide satisfaction for our customers by continuously striving to improve rates and service levels.

Our weekly groupage container services are port-to-port and door-to-door, handled by our reliable and experienced agents. We are also offering regular containerised car movements to Turkey, along with full load and part load weekly trailer services from / to Turkey. We are also able to offer warehousing, pick and pack from three locations, Hull, London and Felixstowe. Consultancy services for any and all of your requirements, then please get in touch.

May 2016 saw the opening of our new office in Felixstowe, a joint venture between Allclear Logistics Ltd, and ourselves. We can now handle Customs clearances in house for most ports around the UK,

utilising Allclear's Customs badges and their vast clearance experience and knowledge.

2016 also saw the opening of Dezaro in Turkey, our fully licensed trading office, to assist importers and exporters with every aspect of their shipping requirements.

Dezaro's Liverpool office has now opened March this year to assist with our FCL / LCL services to and from the USA. Our own agency network around the world has expanded over the past year, which has also seen the start of our FCL / LCL services from the far east.

We also sponsor yearly the Hull Dockers under 10's, a local rugby team, to whom we wish every success.



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# BREXIT – Stormy waters ahead?



Brexit can be both a threat and an opportunity. Either way you'll need to build your non-EU business more urgently than ever before.

That means large amounts of more complex:

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# Taxi Firm is Created in Hull

A new taxi firm has been set up in Hull promising a 'polite and reliable' service in the city.

Gary Seddon has set up Mini Bus 8 after 16 years working as a driver and says he knows the streets of Hull like the back of his hand.

The 42-year-old has a new office in Oslo Road, north Hull, and fleet of 10 cars and two minibuses after bagging £8,300 in funding from Hull City Council.

He said: "It's not going to happen overnight but I'm confident that I can bring some politeness and reliability to the trade as well as a more sociable and friendly approach.

"I am very confident that I can make this a success – I have been in the game a long time.

"There is a gap in the market. If you ring some taxi firms in Hull they won't always have a minibus available and lots of people go out in groups nowadays.

"The market is definitely there for it. There isn't a shortage of taxi firms in Hull but I think there is a shortage of minibuses."

Recently, there have been concerns that there are not enough taxis to meet the demands of late-night clubbers and the thousands arriving in Hull for City of Culture.

Mr Seddon does not think that there is a lack of taxi firms in Hull but as well as plugging the gap in the market for minibuses, he promises pick-ups at times when some other drivers don't want to work.

He said: "There are too many drivers who don't



want to work between 3pm and 5pm and in the morning because of the school run and the traffic.

"We want to plug that gap in the market and be available for people who need to travel by taxi at that time."

Mr Seddon, who charges £45 to take eight people to Humberside Airport, is running the business single-handedly while he builds up enough bookings to take on permanent drivers.

But it has not deterred the cabbie, who secured funds after months putting together a business

plan which he presented to Hull City Council.

"Everyone has got to start somewhere," he said. "I have been in the industry and I know that I'm good at advertising."

Mr Seddon, of Dorchester Road, Bransholme, hopes in three years' time, he will have 50 to 60 cars registered and Minibus 8 will be recognised as one of Hull's leading taxi firms.

Visit [www.minibus8.co.uk](http://www.minibus8.co.uk) to book a taxi with Minibus 8 and to see a full list of prices

## Anglia Cargo – Serving our Clients for 45 Years

Anglia Cargo International Ltd your local freight forwarding company, formed in 1972, has over 175 years combined staff experience in offering global logistics solutions for Air, Sea and Road requirements providing quality bespoke resolutions for our discerning clients.

Anglia Cargo International Ltd has offices in the centre of Hull and at Humberside International Airport with committed staff offering excellent customer service and competitive rates which has placed us amongst the leading Freight Forwarding companies in the UK. With our network of freight handling agents stretching across the globe and our extensive knowledge of the industry, we are able to handle your shipments in over 150 countries. We commit ourselves to ensure the highest level of customer satisfaction using our expertise, knowledge and understanding of clients' critical issues to offer a personalised



service which creates mutual understanding and trust.

### Do you have dangerous goods requirements?

If so, our staff are fully trained in handling dangerous goods, offering both packing and

raising documents to current regulations for Air, Sea and Road. Within our team we have multiple Dangerous Goods Safety Advisors (DGSA).

These fully licensed experienced advisors can offer you advice on all your DG queries.

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Anglia Cargo are Members of the Chamber of Commerce as well as trade regulators BIFA, RHA and UKWAL

For further information please see our web page [www.angliacargo.co.uk](http://www.angliacargo.co.uk) or call us on either Hull **01482 587287** or Humberside Intl Airport **01652 688302**.





Phil Ascough,  
Rev Matt Woodcock  
and Sally Booker

## Chamber Expo 2017

Book Your Stand and Gain Contacts and Business!

**Wednesday 7th & Thursday 8th June**

**Costello Stadium, Anlaby Park Road North, just off Boothferry Road, Hull, HU4 6XQ**

Come and network at Chamber Expo 2017, the region's premier and largest business event. There's still time to book an exhibition stand. This is great way of raising the profile of your company, your products and services and to gain business contacts and sales.

The two-day event is staged as part of Humber Business Week 2017.

Organised by the Hull & Humber Chamber of Commerce and now in its 21st year, the annual Expo is the region's largest business-to-business event, with over 1000 business people, from all types and sizes of company, in attendance.

With 89 exhibition stands all on one floor level, it's the ideal opportunity for companies of all sizes to showcase their products and services to hundreds of business people across the length and breadth of the region.

Exhibitors can choose from several different sized stands to hire, starting from 3m x 1m up to 5m x 2m. These are fully-working, ready-to-use exhibition stands, with free Wi-Fi.

Chamber Expo 2017 represents a huge networking opportunity, as well as showcasing your products and services.

Three Speed Networking sessions will also be held. These are fun and are very beneficial for people looking for new contacts and more work. The sessions will be held over the two-days of the Expo, and it's completely free to get involved and promote your firm to potential clients and customers. Speed Networking ensures that you meet around 20 people per session – contacts you may otherwise never have made.

There will also be speaking events and seminars, as part of the Expo.

If you need to stay in touch while you're at the Expo, complimentary Wi-Fi will be provided and there is plenty of free parking.

All business people are welcome – you do not have to be a Chamber Member to attend. The aim is to have as many companies at the event as possible.

For more information, or to book your stand, call Bruce Massie or Janice Harrison at the Hull & Humber Chamber of Commerce, on **(01482) 324976**, or alternatively, email **b.massie@hull-humber-chamber.co.uk**

**www.hull-humber-chamber.co.uk**

## Chamber Members' Networking Events and AGM!

Friday 10th March saw the Chamber hosting three events in one day at the KCOM Stadium.

The day started with 35 Members attending a buzzing Speed Networking session, each person meeting around 16 fellow Members, thereby building up their contacts with a view to doing business.

The Chamber's AGM took place in the morning too. Phil Ascough was elected as the new Chamber President, with Sally Booker of P&O Ferries Limited becoming Vice-President.

These events were followed by a Network Lunch, attended by 75 business people, which enabled the guests to network further.

Following the Lunch, guests were royally entertained by the Reverend Matt Woodcock of Hull's Holy Trinity church – soon to be Hull Minster. Matt has been described as 'unconventional', partly because he has brought beer festivals, rock concerts and fashions shows into the Church building. However, these have proved to be a great success and are helping in ensuring the Church has a healthy future. Matt has written in candid terms about his journey to become a vicar. The result, his book 'Becoming reverend' has become an Amazon best-seller.

Jane Chambers and Dave Windass of First Story also addressed the attendees about the organisation, which brings talented, professional writers into secondary schools serving low-income communities to work with teachers and students to foster creativity and communication skills.



Forest Pines receiving their Patron's Plaque

The Chamber would like to thank CASE Training for their valuable support of the event and the Chamber through their Sponsorship. In particular, we are grateful to Steve Rusling for his input and for his excellent presentation about the great work carried out by the charity CASE. Steve also promoted CASE's fantastic fund-raising Dinner, featuring The Three Degrees, on 14th October 2017.

Forest Pines Hotel & Golf Resort, near Scunthorpe, recently became Chamber Patrons and new President Phil Ascough presented Vicki Baggott with their commemorative plaque.

For information about future Chamber networking events please contact Janice Harrison on **01482 324976**, at **j.harrison@hull-humber-chamber.co.uk** or visit **www.hull-humber-chamber.co.uk**



Mark Warburton, Philip Margerison & Sponsor Jason Franklin L-R

## Networking Event Proves Popular

The February Members' Network event was held at the Chamber Patron's venue, Oaklands Hall Hotel at Laceby.

With more than 50 on the speed networking the morning was lively with lots of good business contacts made.

After a courtesy drinks and delicious canapés reception provided by the hotel, guests sat down for lunch.

The lunch was hosted by Mark Warburton for the Chamber. Sponsor Jason Franklin of C & J Digital demonstrated his state of the art audio visual equipment which he encouraged guests to hire out. After lunch guests heard from Philip Margerison of Defence Services on 'How to do business with the MOD'.

[www.cj-digital.ltd](http://www.cj-digital.ltd)

## It's Time to Enter Your Business in the Yorkshire Coast Business Awards

The Chamber Bridlington & Yorkshire Coast Business Awards 2017 will be held in the Royal Hall of Bridlington Spa on Friday 20th October.

It will be a fantastic opportunity to network with approximately 600 guests, promote your business and enjoy a terrific evening of celebration, entertainment and a delicious black tie dinner.

The awards are now open for both entries and nominations. You may enter your business, yourself, or nominate others that you believe are worthy of an Award. It's free and simple to follow. Just visit the Home page at [cbycba.co.uk](http://cbycba.co.uk) and click on the 'Enter Now' button. The closing date for entries is 31st August.

There are several categories that are listed on the website, and you may enter as many as you wish providing you meet the published criteria.

Further information, ticket reservations, and sponsorship opportunities can be sought from Geof Humphrey at [nesl@btconnect.com](mailto:nesl@btconnect.com)



## Speed Networking and Lunch is a Success



L-R: Investment Hub team Sarah Brattan, Jane Cusse and Heidi Dobson with Chamber Chair Kevin Hopper

## 2017 got off to a great start with the first Members' Speed Networking and Lunch event.

Held at the fabulous Healing Manor Hotel the speed networking took place in the Barn, a beautifully refurbished building ideal for conferences and events. This was followed by lunch in the Cadogan Suite situated in the main building of the hotel looking out on the extensive grounds. Kevin Hopper, Partner of Forrester Boyd and Chair of Chamber in N E Lincs, hosted the lunch and Investment Hub N E Lincolnshire presented to Members.

The Investment Hub NEL team is an experienced group of local professionals, supported by NELC, who know their way around grant funding, finance options and lending products. They can help any N E Lincs business, new or established, small or large, by directing them to suitable sources of income. They are non-profit, impartial and free. For more information contact them at

[info@investmenthub.org.uk](mailto:info@investmenthub.org.uk)

We are grateful to investment HUB for their support of the events as sponsors.





## Goole & Howdenshire Business Awards 2017

Held on Friday 24th February, the black-tie event featured a champagne and bucks fizz reception, before guests were seated for a splendid three course meal. This consisted of a starter of Smoked Salmon and Prawns, a main course of Fillet of Beef En Crouete and a Lemon Tart dessert. All agreed that the food and service were first class.

Committee Chairman Joseph Richardson opened proceedings with a 'welcome' speech in which he thanked the Awards Sponsors, entrants, committee members and the guests, all for their part in the popular event. Comedian Josh Daniels entertained the audience with a very funny performance, including musical interludes.

Around 80 entries were submitted by 75 different companies, another indication of the continuing growth of the Awards. There were ten categories Awarded on the night, plus the Overall Winner. The successful companies were:

### **Innovative Business of the Year**

Simplytrak Limited  
Sponsor: Press Association

### **Charity of the Year**

Goole & District Lions Club  
Sponsor: Filplastic

### **Customer Service Excellence**

HBP Systems Limited  
Sponsor: Townends Chartered Accountants



**Tim Richardson Lifetime Achievement Award - Rick and Julie Duckworth**

### **Employee of the Year**

Sarah Heatley – Anna's Happy Trotters  
Sponsor: ABP

### **New Business of the Year**

Wade Joinery & Construction Services  
Sponsor: Cobus Communications

### **Small Business of the Year**

MNA Group Limited  
Sponsor: FSB

### **Large Business of the Year**

Selby College  
Sponsor: HSBC

### **Service Sector Business of the Year**

Independent Tax  
Sponsor: Goole College

### **Contribution to the Community**

Goole AFC Community Football Club  
Sponsor: H. Walton & Sons

### **The Tim Richardson Lifetime of Achievement Award**

Howard & Julie Duckworth – Lowther Hotel  
Sponsor: Link Agency

### **Overall Business of the Year**

Simplytrak Limited  
Sponsor: Link Agency

The tongue-in-cheek 'Loudest Table of the Evening' Award went to MNA Group Limited!

The organising committee and the Chamber are very grateful to the Sponsors of the Awards. The event is only made possible by their support.

In turn, the Chamber would like to thank the organising committee for all their hard work, dedication and giving up their time to make the event a big success.

All in all, guests enjoyed a fantastic evening. For information about the 2018 version of this increasingly successful event please contact Shaun Pinchbeck on **01405 765661** or at **info@goolebusinessawards.co.uk**  
**www.goolebusinessawards.co.uk**





Ian Kelly, John Lloyd, Steve Eastwood, Lea Roberts & Phil Ascough

## Chamber Annual Dinner – A Night of Comedy!

The 2017 Chamber Annual Dinner, which celebrated the Chamber's 180th anniversary, was held at the Mercure Grange Park Hotel, Willerby, on Friday 3rd March. Nearly two hundred guests attended the Dinner, which has been an annual event since the mid-nineteenth century.

The Chamber Members and their guests enjoyed a three-course meal before listening to Chamber President Steve Eastwood speaking about the past year's developments in business in our region. Incoming President Phil Ascough then spoke about his part in the founding of the Chamber Culture Fund, which was also the evening's charity.

The guest speaker was John Hardress Wilfred Lloyd CBE, renowned for his work on comedy television programmes such as Not the Nine O'Clock News, Spitting Image, The Hitchhiker's Guide to the Galaxy, Blackadder and QI. John entertained the guests with some very funny and insightful anecdotes from his years of working at the top of comedy production.

Further entertainment was provided by Yorkshire comedian and ex-professional Rugby League player Lea Roberts, who had the audience in fits of laughter and he regaled all with his stories and one-liners.

The Dinner featured two musical highlights by British Mezzo Soprano, Olivia Warburton and well known Saxophonist Matthew Smith who performed at various times throughout the evening.

The Chamber is very grateful to our Sponsors for



the event – Cobus Communications and Saville Audio Visual.

Cobus Communications have been leading the way in the Communications industry since 1991, Cobus are locally and nationally recognised as a leading provider of business communications services, with an outstanding reputation for quality and expertise with numerous awards and accreditations. The company are renowned for delivering on their promises and giving customers the right solutions to match their bespoke needs.

Saville Audio Visual have been operating in Hull since 1981 and now numbers many major venues, hotels, businesses and public sector organisations throughout East Yorkshire and



Lincolnshire among its key clients.

The Hull team regularly provides AV facilities at KCOM Stadium as well as providing full AV support including digital technologies for a number of top level national healthcare organisations.

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

Plans are already in hand for the 2017-18 Dinner.

For more information about the 20 networking and corporate events the Chamber organises for you, the Members, please contact Janice Harrison on **01482 324976** or at **j.harrison@hull-humber-chamber.co.uk**

# New Members

## Forever Living Products

Paula McLaren  
North Ferriby  
07983 718691  
*Health & Wellness*

## Worldpay

Vicky Claricoates  
Grimsby  
07875 160113  
*Merchant Services*

## GRS Signs Ltd

Rachel Buckley  
Louth  
01507 609485  
*Bespoke Internal & External Signage, Graphic Design, Print & Corporate Branding*

## Rock Up

Jenny Anderson  
Hull  
01482 968000  
*Leisure Climbing/Softplay/Team Building*

## Industrial Paint Supplies (Hull) Ltd

Neil Hackett  
Hull  
01482 321154  
*Supplier of High Performance and Industrial Coatings*

## Turpin Bookkeeping Services

Liz Turpin  
Brough  
01482 210876  
*Bookkeeping/Accountancy*

## Towergate Insurance Brokers

John Hughes ACII  
Hull  
01482 330300  
*Insurance Brokers*

## DWA Architects (London) Ltd

Paul Cockerill  
YORK  
01904 544400  
*Architectural Practice*

## The Van Franchise Limited

Stuart Anderson  
Grimsby  
01472 816635  
*Sales of Commercial Vehicles, Servicing & Van Rental*

## Investment HUB NEL

Heidi Dodson  
Grimsby  
07429 353375  
*Financial Services*

## John Good Shipping

Steven Drury  
Liverpool  
0151 5190770  
*Forwarding*

## Paragon Car Services

John Page  
Hull  
01482 213078  
*MOT & Vehicle Repair*

## Marsh-Mcleod Training & Consultancy

Heath Marsh-Mcleod  
Hull  
07581 544894  
*Equality & Diversity Training & Consultancy*

## Virtual Ltd

James Ward  
Hull  
01482 347572  
*Software Development*

## The Olive Tree Deli

David Nolan  
Hessle  
01482 471880  
*Sandwiches and Buffets Including Corporate Catering*

## DONG Energy

Philip Ford  
LONDON  
020 7811 5200  
*Offshore Wind Farm Developers*

## Proqual Awarding Body

Mark Hewitt  
Brough  
01430 423822  
*Awarding Organisation*

## Vivergo

Richard Royal  
Hessle  
01482 700800  
*Renewable Transport Fuel (Bioethanol)*

## East Yorkshire Signs & Graphics

Stephen Walker  
Beverley  
01482 862266  
*Signs & Graphics*

## Key Languages

Kerry Robinson  
Hull  
01482 632245  
*Interpretation & Translation Services*

## Commerce & Industry Magazines

Gina Maddison  
Grimsby  
01472 359036  
*Publisher*

## University of York - Product and Process Innovation

Katie Wytwyckyj  
York  
01904 328077  
*ERDF Funding Project*

## Print & Copy Centre

Robert Melton  
Grimsby  
01472 350442  
*Printing & Copying-Graphic Design*

## Minibus 8

Gary Seddon  
Hull  
01482 618618  
*Taxi & Airport Transfers*





Name:  
Emma Waudby

Company:  
Cobus Communications

Job Title:  
Sales and Marketing Manager

I've now worked as part of the senior management team at Cobus Communications, helping local businesses save money and become more efficient, since I was head-hunted by the MD almost a year ago. Previously I was at the Hull Daily Mail for 16 years, starting as a telephone sales canvasser, before progressing through management to Field Sales Manager, where I managed a successful team of 10 selling both print and digital advertising.

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

My first Saturday job was at a family restaurant near Gilberdyke, however my first 'real' job was as a YTS with travel agency Lunn Poly on £40 per week.

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

Mobile phone, lipstick and polo mints

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

Currently it's the growing number of companies, new and established, emerging who advertise themselves as qualified and understanding of the telecommunications industry as it evolves into VoIP, SIP, and Hosted telephony solutions. We're coming across it more often where the wrong option has been 'sold' - the impact can be very damaging due to telephones being an integral part of the day to day operation of most businesses.

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

As my knowledge and responsibilities regarding, higher levels of senior management and my understanding of the operational and financial considerations of business increases, as Prime Minister I would implement greater financial support and incentives for small businesses. These would include tax relief, training, and development grants to allow smaller businesses, like Cobus, to invest and grow, to help the required workforces reach their full potential.

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

We overlook the flyover just near Smith & Nephew on the A63 in Hull, so it's usually traffic jams!

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

My dream job would be a party planner to the rich and famous. However, in real-life I couldn't see me doing anything other than work in sales.

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

Loyal, passionate and good conversationalist (meaning loud and chatty)

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

I believe that 'mistakes' can be part of the overall development and understanding process. But, to answer the question it would be - not always trusting my gut instinct when employing!

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

Take chances - by chances I mean educated risks, everyone makes 'mistakes' along the way but how you're judged is how you react or resolve them.

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

Richard Branson - he has the most amazing business sense, is not afraid to take risks, appreciates all he has built, has a huge zest for adventure and most importantly has never given up or considered defeat. I've never read one of his quotes and disagreed with him!

# Chamber Events Diary 2017

**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

**Chamber Expo 2017**

Wednesday 7 & Thursday 8 June  
Costello Stadium, off Boothferry Road, Hull  
Sponsored by 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

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).

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