

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

October/November 2017

Issue 40



25th Anniversary Celebrations

See Page 24



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CONTENTS

| | | | |
|-------|---------------------------------|-------|----------------------------|
| 4 | PRESIDENT'S MESSAGE | 26-27 | MEMBERS NEWS |
| 5-8 | MEMBERS NEWS | 28-31 | FEATURE: HEALTH AND SAFETY |
| 9 | FOCUS ON LEGAL | 32-33 | MEMBERS NEWS |
| 10 | MEMBERS NEWS | 34-35 | INTERNATIONAL TRADE |
| 11 | FEATURE: HOSPITALITY AND EVENTS | 36-39 | PATRONS NEWS |
| 12 | CHAMBER POLICY | 40 | CHAMBER TRAINING |
| 14-19 | FEATURE: BUSINESS SUPPORT | 40 | CHAMBER PARTNERSHIPS |
| 20-21 | MEMBERS NEWS | 42-43 | MEMBERS NEWS |
| 24-25 | COVER FEATURE | 45 | NEW MEMBERS |
| | | 46 | LAST WORD / EVENTS DIARY |

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Business Picks Up Again

By Phil Ascough, Chamber President

The old-fashioned idea of a summer slowdown may surprise some people, but we do still have them. No longer on the scale of factories and even industries closing down for a fortnight, but certainly in terms of orders declining as customers switch seasonal spend to something else, and of projects pausing as key team members take a break.

The trigger which kicks everything off again is that 'back to school' week at the beginning of September. The meetings mount, the dinner season draws ever nearer and the Chamber is in the thick of it, delivering a packed events programme whilst also planning the calendar for next year.

We spent some time during the summer reviewing the Chamber's events in the light of feedback from an extensive Member survey. During 2018 we'll see lunches moved to a Thursday, and we've already started adding guest speakers – something which gives people the chance to learn from experts in key business issues, and to share experience and knowledge.

We're also adding new activities. The Shipping Committee in September was followed by a presentation by representatives of the Port of Zeebrugge. In November our International Trade Department will welcome officials from the British Chamber of Commerce in Germany to join us in exploring how the business world might look after Brexit.

The Chamber Bridlington & Yorkshire Coast Business Awards will be almost upon us by the time you read this, and they'll be followed by high-level lunch meetings which will give Members an opportunity to raise the issues of the day with some of the region's MPs.

Also in the coming weeks, we'll be able to announce the first awards from the Chamber Culture Fund. To find out more about how you can get involved in this and how your business can benefit from the other events, please contact the Chamber.

Special Stars Seeks Business Support to Build on Lottery Success

A charity which has made a double breakthrough with funding and premises during 2017 has joined the Chamber to develop the business links which will take it to the next level.

Special Stars Foundation was awarded more than £200,000 from the Big Lottery Fund this year and is using the money to provide specialist support services from its new headquarters in High Street, Hull.

The charity, which works to improve the physical and emotional health and wellbeing of families across the region affected by disability, has held one business open evening at its centre. Trustees are now planning more events to demonstrate the two-way benefits which business supporters can enjoy.

The Foundation was set up in 2014 to provide a diverse range of inclusive and accessible activities for people with disabilities and their families. It aims to reduce social isolation by offering support, training and advice services for parent carers. Natalie Barnes, Founder and Chair of the Trustees, said the core belief is that no one should miss out on an active and full life because of disability. Some businesses have already come on board to help the Foundation reduce the negative stigma around disability and promote inclusion in the community.



Natalie said: "We joined the Chamber to raise awareness of the charity and its services and to let to businesses know that working with us can help them grow.

"We have demonstrated that we are able to do a great deal to help ourselves and we can do so much more with the support of businesses, whether that's funding, other donations or expertise. By

working with us, businesses will have opportunities to raise their profile, develop their staff and shape their corporate responsibility strategy."

For further details and to discuss how your business can get involved with the charity visit the website www.heyspecialstars.co.uk or contact **01482 227657** or info@heyspecialstars.co.uk

Updated British Standard Will Help To Improve Access For All

An expert in accessibility is urging businesses to remember and anticipate the needs of their own staff ahead of publication of a revised British Standard which applies to buildings and surrounding areas.

Ian Streets, Managing Director of Anlaby-based About Access, said the consultation as part of the overhaul of BS 8300 attracted more than 2,000 comments. The updated Standard is expected to be published later this year or early in 2018, with significant implications for businesses.

BS 8300 applies to a wide range of properties including commercial buildings and public facilities and institutions. It covers such internal features as doors, lighting levels, design of steps, stairs and ramps and space for mobility aids. Ian is part of the drafting panel for the new document

of external features including parking, bus stops and shelters, setting down and picking up points and charging points for electric vehicles.

The provisions of BS 8300 are purely for guidance, with no penalties for failure to adopt them. But in the event of a claim for discrimination, a business which can demonstrate adherence to BS 8300 will be on more solid ground than one which cannot.

Ian said: "The reference to charging points for electric vehicles shows why British Standards are updated and why businesses should move with the times. They must also be aware of the needs of their own staff and their customers.

"It's not just about the needs of wheelchair users – there are people with hidden impairments. When it comes to staff, it is important to remember that the situation can change quickly. A business which previously did not have any disabled staff might appoint someone who has an impairment, or a member of staff might become disabled during their period of employment. The updated BS 8300 is a reminder that the working environment must be able to accommodate them."



British Caribbean Chamber of Commerce Bowled Over by Record-Breaking Second England v West Indies Test Match

The Hull-based British Caribbean Chamber of Commerce (BCCC) pushed the boundaries of international relations during the five-day cricket test match between England and the West Indies at Headingley, in Leeds.

Specially invited Chamber guests were visited by England cricket legend Geoffrey Boycott OBE and his wife Rachael at a lunch hosted by Patron of the British Caribbean Chamber of Commerce, Lord Michael Howard of Lynpne, the former Conservative Party Leader and Home Secretary.

Other guests included representatives of ABP, P&O Ferries, the Johnson Group plc, Finance Yorkshire and Hull and Humber Chamber of Commerce.

As cricket aficionados will know, the classic, record-breaking match saw the West Indies go on to claim an historic win by five wickets, the first time they have beaten England in 17 years, to level the current series, with the final test still to be played at Lords in September.

Guests enjoyed some early-morning celebrity spotting, as another cricketing legend, the former Captain of Yorkshire County Cricket Club and England fast-bowler Darren Gough, plus fellow cricketer Richard Blake popped in for a chat, before being entertained with cricketing anecdotes by Geoffrey himself over lunch.

Chamber CEO Dr Ian Kelly said: "It was a highly enjoyable day, we had glorious sunshine for most of the day, the atmosphere, helped by the Caribbean steel band, was superb, and the crowd was full of fun and enthusiasm.



Cricket legend Geoffrey Boycott (left) with Chamber Vice President Sally Booker and Ian Kelly.

"It was also a useful opportunity for our business guests to meet informally and to use Headingley's excellent facilities to nurture international trade links between the British and Caribbean markets."

For more information on the British Caribbean Chamber of Commerce, visit the website www.britishcaribbean.com

Non-Executive Chair Added to Practice Team

A Non-Executive Chair, with several years of healthcare experience, has been appointed to ACA+I, in a move that will help keep the Practice at the forefront of healthcare design!

Alison Rose-Quirie will provide ACA+I with vast experience, additional leadership and guidance as the Practice continues to grow and develop.

Managing Director Alex Caruso said: I am over the moon that Alison Rose-Quirie has agreed to bring her wealth of experience to ACA+I. Alison's commissioner's perspective is vital to ACA+I's growth, adding health and social care expertise to the Practice to keep us at the very centre of such a critical sector.

Alison Rose-Quirie said: I am absolutely delighted to be invited to Chair ACA+I. I have worked with them on innovative health projects in the past and know how passionate they are to ensure their design really works for those who use their services. Their attention to detail is commendable and brings real innovation into each and every design at a tax cost effective price. I am really looking forward to supporting this innovative practice to reach its full potential.

This appointment is part of a wider commitment to: generate growth; support ACA+I's design contribution in assisting their Clients' model of care development; promote ACA+I and

its healthcare expertise in the UK and across the borders and attract talents from all backgrounds.

Alison will formally take up the role in August 2017. She brings several years of experience in the healthcare sector, most recently as CEO of Swanton Care and Community. Alison is on the Board of Care England and a visiting Chair for the Care Quality Commission. She is also a Special Advisor for the Local Government Association for Peer Reviews of Commissioning for Better Outcomes.

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Hull Accountants Put Their Best Feet Forward to Raise More Than £1,000 For Charity

Professionals from one of Hull's leading accountancy and business advice firms have put their best feet forward to raise more than £1,000 for charity.

The team from Smailes Goldie Group, which has offices in Hull and Barton, have presented a cheque for £1,135 to the Dove House Hospice after running the Hull 10K.

Organiser, Andy Robinson at Smailes Goldie Group, said: "It was wonderful to be able to present the Dove House Hospice with a cheque for such a good sum. I'd like to thank everyone who sponsored us and also the rest of the team for their efforts."

Nicki Shipley, a Partner at Smailes Goldie Group, added: "We are very proud of the team for their achievement and for raising such a good amount of money for a deserving cause. I've run the Hull 10k in the past, so I know that it is a real challenge."

The Dove House Hospice provides care and support for people living with terminal illnesses in the Hull and Humberside region.



Andy Robinson and Hannah Clement at Dove House Hospice

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Top tips for new businesses



By Adam Ottley, solicitor in the corporate and commercial team at Wilkin Chapman Solicitors

There are many reasons why business people will take the decision to strike out alone.

In recent years the economic climate has seen much change across the UK and, for many, breaking away from a corporate life has given them the opportunity to start again. For others, it may be a dream they have always nurtured, or indeed it may be a younger person looking to 'go it alone', or take over a family business.

Whatever the reason, new business start-ups show no sign of slowing. In Hull this is certainly the case – a recent survey by Startups.co.uk cited the city as among the top 25 in the UK for launching new ventures. However, whilst this is encouraging, it is the longevity of such enterprises of which we must be mindful. This is particularly relevant given around half of all new UK start-ups do

not remain trading after five years. In Hull, the Startups.co.uk research revealed that only 36 per cent survived, based on figures between 2010 and 2015.

So, if you are looking at starting up, what can you do to ensure survival? There is much to consider and it is important to receive essential support at an early stage. Legally, I believe there are a number of key issues that should be covered, including:

1. Determining the legal status of your business. A limited company or limited liability partnership may have benefits over starting out or remaining as a sole trader or in partnership, but legal/tax advice should be sought;
2. Considering a shareholders' agreement or partnership agreement. It can be costly and distracting if a director or partner leaves without clear procedures in place;

3. Employing others. If you do so, you need the correct HR and legal advice to hand;
4. Adopting standard terms & conditions. Clear, enforceable trading terms are important for avoiding future disputes;
5. The location of your business. If you need premises, it may be best to have a lease that has been reviewed to ensure it is not too onerous, rather than a simple licence.

Of course, there are no guarantees, but a good business' chances of survival can be increased enormously with the right level of support.

For more information contact Adam Ottley on **01472 262626** or email **adam.ottley@wilkinchapman.co.uk**

Signs of Success as Garness Jones Seal Big Deals

Sold signs have been going up on properties around the region as business success stories have driven demand for bigger premises.

Garness Jones have been in the thick of the action, selling hundreds of thousands of square feet of space and demonstrating their ability to support all parties through some complicated deals.

Dave Garness, Managing Director of the firm, said: "There has been a real rush of activity in recent months, with the completion of acquisitions in a range of business sectors then triggering further activity."

Garness Jones acted in the move by Actavo to a site at Tickton, near Beverley, in 2016 and were involved again as the Ireland-based engineering solutions company expanded to a 120,000-square foot site in Freightliner Road, Hull.

The firm had already assisted the previous occupiers, Kingston Modular, with their move to premises of 35,000 square feet in Stockholm Road at Sutton Fields Industrial Estate, Hull.

Garness Jones also acted in the acquisition by Humberside Engineering Training Association (HETA) of new, 50,000 square-foot premises at Dansom Lane South in Hull.

Other deals included the purchase by Yorkshire Timber of a site of 5.3 acres, including 73,000 square feet of buildings, vacated by Bayram Timber at Leads Road, Hull. Garness Jones are also acting in respect of Yorkshire Timber's previous premises in the Wincolmllee area.



Dave Garness outside one of the sites sold by Garness Jones

Dave Garness said: "These are significant deals in their own right and all the moves have been the result of businesses doing well. One result of that is that demand has now eased, and we are looking for new sites in readiness for the next wave of activity."

"These completions show that we have the market knowledge and we can advise people on what sites offer in terms of space and value."

GlobalView Looking to Improve Your Business

GlobalView Systems, Hull based software developers, are searching for ambitious companies to trial their software.

GlobalView have a history based in the luxury vessel market, predominantly based in Europe. However, it is a seasonal business, so they've had to look elsewhere to grow the company base. Looking to grow the business on dry land, GlobalView are working with Radphone Radio Specialist to run trials with local companies.

Business Development Manager Richard Iveson said: "If you use two-way radio, our software can vastly improve safety for your workforce and save you money. This could be mutually beneficial, we get the feedback we need to develop the product, you get the software."

New sentencing guidelines introduced in February 2016 have made health and safety a top priority, with fines increasing by 74% in the past year alone. The scale of the fines now vary based on



the companies' turnover with HSE fines potentially exceeding £10m.

The software can protect staff working alone, use GPS/blue tooth to pinpoint their whereabouts and provide full documentation of activity. Plus, it makes businesses significantly more efficient

and safer through automatic, intelligent dispatch of alarms. (Fire, Security) directly to the most appropriate staff member.

If you'd like to get in touch, please: email: **richard.iveson@globalviewsystems.co.uk** or call **01482 772536**



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And Our Survey says . . . Chamber Lobbying Priorities are Transport, Skills and Brexit

The region's biggest Membership organisation has been canvassing the views of its Members on what they do or don't like about the multi-faceted work of the Hull & Humber Chamber of Commerce.

The Chamber has offices in Hull and Grimsby, and Membership starts from just £99 a year. The not-for-profit business group's work includes policy and lobbying activities with MPs and Government, a five-star rated International Trade Centre, networking events and marketing, start-up loan funding for new and fledgling businesses, training for apprentices and even a hairdressing salon in Hull city centre.

The Chamber has nearly 1,300 Members, and if you include the city-centre focused HullBID, that number grows to around 2,000, dwarfing other membership groups in the area. The only group which comes close to the Chamber's size is the Federation of Small Businesses, however their membership covers a much larger geographic area. The Bondholders recently declared its membership as 280, while For Entrepreneurs Only has around 80 members.

The results of the Chamber's survey showed that 50% of respondents had fewer than 10 staff, while 8% had more than 500, with 62% of businesses

being based on the North Bank, reflecting the Chamber's pan-Humber Membership make-up.

The Professional Services sector made up the biggest proportion of respondents with 27%, while manufacturers and producers of raw materials were also strong contributors, as were several marketing and media companies, along with importers and exporters.

Our networking activities attracted 75% of businesses and around 60% of Members said they joined the Chamber to support the business community locally, while others joined to take advantage of our International Trade support and policy and lobbying work.

Around 56% of Chamber Members are also members of other organisations in the area, but our Members love our events. Our Annual Dinner, various Business Awards and Speed Networking and Networking Lunches were highlighted as the most popular.

Our recently relaunched website is proving very popular as a source of news and events, while our Member-to-Member offers section is growing in popularity, but it was our online directory of Members which is the biggest hit, while our

Social Media Channels are also well liked and supported.

The Chamber's magazine, Business Intelligence, is another favourite, with its mix of news from the Chamber and our local businesses making the survey headlines.

Transport, Education and Skills and Brexit were the most important policy issues for our Members, while many wanted to know more about our international trade work. The Apprenticeship Levy was a concern to some, while others wanted to know more about our Chamber Training company and the work it does, including the Salon Apprentice hairdressing salon in Hull's city centre.

And finally . . . Brexit – opinion seemed to be fairly equally split as to whether we should go for a hard or soft Brexit, while some just didn't know the difference, but the majority said they wanted regular updates on the possible outcomes as negotiations continue.

For more information about any aspect of the Hull & Humber Chamber of Commerce's work, call (01482) 324976 or (01472) 342981 for the Northern Lincolnshire office, or visit our website www.hull-humber-chamber.co.uk/

Cost and Convenience are Priorities for New Finance Training

An award-winning accounts training provider has launched a new programme of courses tailored to help businesses manage their finances.

Hull-based Golding Computer Services is recognised across the Yorkshire and Humber region for its expertise in helping businesses reduce fees for training staff and in delivering courses with the highest levels of flexibility.

The new programme adheres to those principles of cutting costs and maximising convenience, and will enable people to train to Levels 1 and 2 in the International Association of Bookkeepers (IAB) Sage courses, covering Computerised Accounts for Business and Computerised Payroll for Business.

Vic Golding, Managing Director of Goldings, said: "We have developed a highly effective distance learning approach which enables people to fit the training in and around their working day. They don't need to take time away from the business.

"That presents significant benefits for businesses, and we also work on reducing direct costs. We have a strong track record of securing funding for our courses. It depends on the circumstances of



each individual learner, but in many cases we can offer big reductions.

"Our aim is to help businesses in the Humber region improve their bottom line by being better at dealing with finance, and by achieving that with training which is affordable and flexible."

Goldings is accredited to gold standard by the IAB and has partnered with training organisations across the Yorkshire and Humber region to deliver courses for business. The company recently won

acclaim for its work in Hull with the Making Changes for Careers (MC4C) programme, helping young people launch their own businesses.

The new courses are aimed at people aged 19 or over working in a wide range of business sectors, either within companies or as sole traders.

To find out more about the courses and funding eligibility contact Di Garbera at Golding Computer Services on Hull (01482) 328706, email di@gcs.ltd

Chartered Surveyors Celebrate Ten Years Advising Construction Sector

Running a successful business is no mean feat within the construction sector but chartered building surveyors, Delaney Marling Partnership (DMP) are celebrating their tenth anniversary, advising clients on all forms of built property.

Attributing their ongoing growth to building a business based on honesty and trust, clients in Hull, East Yorkshire and Northern Lincolnshire rely on advice to help make decisions about building projects, both large and small, that also saves time and money.

Promoting careers in construction, Simon Delaney and Kevin Marling recommend it as an excellent career option. Simon says:

"We are delighted to be celebrating our tenth anniversary this summer. Since our first day of business, the sector has been on a roller coaster ride and many firms sadly are no longer trading, whilst others have become hugely successful. This uncertainty has caused a major skills shortage and as workers retire, young people are choosing other career options and the gap continues to widen, leaving skilled workers difficult to come by and now there has never been a better time to get involved."

"At DMP we work with schools and colleges to promote property and construction along with the Royal Institute of Chartered Surveyors (RICS). After all, a bricklayer can earn over £1,000 per week, it's very hard work, physically demanding but the

rewards are worth it. Within the sector there are so many different opportunities and variety of options. Throughout our careers, both Kevin and I have worked in many areas and now we are fortunate to have a successful business, with a great reputation built on honesty and trust."

"We are very proud to be part of some of the most prestigious construction projects in the region, assisting in project management of the works. In particular, we worked with Probe and the Rank House project which recently received listed status. We have also assisted in Spurn Lighthouse, Beverley Minster and the Cherry Burton Hall works, to name a few, but also many schools and commercial projects."

Is Your Office up for a Bit of Role Play?



Once every three months or so, the team at OpenCRM will get together for a quick role play session. No, not Dungeons and Dragons.

We all come together to practice our various disaster recovery plans, from minor service outages to accidental power loss to office break ins. It is a great way to make sure that, if the worst happens, your team are ready for it.

I can't recommend it enough.

Ready for Disaster?

I'm going to assume that you have your disaster recovery plans written out and in an easily accessible place that all your employees know about. This could be in a hand book stored centrally, an in-house wiki or FAQ module, or even in a shared file on the business server.

And that's great, these procedures should be written down in a format that is easy to follow and will guide your team through all the necessary steps.

But nothing beats practice.

If your service were suddenly to go down and you had annoyed and/or angry customers overwhelming your reception team with calls, would everyone in your office know how to receive those calls? Would they know what to say? Would they be able to say it with confidence?

A role playing session won't make your technical team customer service experts, but it will mean that they will have experience picking up the phone and transferring a call at least once. They will also have a little bit of practice using your preferred script to pacify that angry caller.

And that means that, if something ever did

happen, they are ready to step in and shoulder some of the burden.

Preparation Prevents Poor Performance

Setting up one of these role play sessions is easy, I know there are people out there who will come in and run these for you, but before you go that far, you should probably try it out yourself first.

First things first, you need some scenarios.

I find that starting from your disaster recovery plan is easiest. Remember these don't have to be compelling stories, just a prompt to make sure people understand which disaster recovery response is required.

For example, we used the old 'You show up first at the office on Monday morning to find evidence of a break in. What do you do?' at our session. This is a good one because you can make sure every single person in your office knows what to do in the case of a burglary and remind them that they have an individual responsibility to know what to do in these situations.

Another one of our scenarios was an undefined system failure at one of our third party suppliers. This gave people the chance to practice (and remember) the role each department and individual has to play in an emergency.

To make things a bit more fun, you could always split your office into two groups, with one side playing the customers in one scenario while the other group has to respond, and then flip it for the next scenario. This way, you can simulate the actual phone calls people can expect in these situations.

These kinds of direct role playing activities can get

a bit silly and that's ok, as long as the overall plan stays on track and in motion.

Best Business Practice

This kind of role playing seems like it is just a bit of fun, and it can end up as a bit of a team building exercise, but at the heart these practice sessions are the best way to ensure that you respond correctly to a business disaster.

All businesses should have disaster recovery and business continuity plans, it's just common sense.

But too many companies write up these plans, distribute them to their employees, and think that the job is done.

It isn't.

You have to make sure that everyone understands why these plans exist, when to implement them, and what their individual role is in that response. And for my money, spending an hour running through a few scenarios will be a more effective way of ticking all those boxes.

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



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

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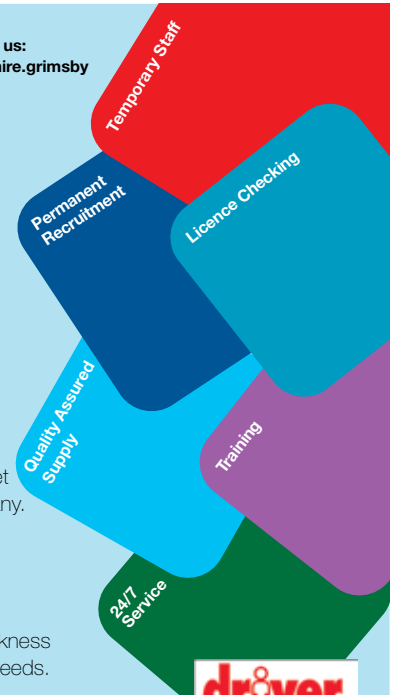
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A Local Biomass Plant for Local People

Tansterne Advanced Biomass rises out of wheat fields a couple of miles from the hamlet of Tansterne. It looks for all the world like a power station in the middle of farmland, but then you notice the wind turbines dotted on the horizon and you read the landscape in a different way. You remember that you are near Hull, the renewables capital of the UK, and that the power plant is a 21.75MW biomass plant, which will save in the region of 162,000 tonnes of CO2 per year.

You are looking at the landscape of a renewables revolution and Tansterne Advanced Biomass fits right in.

This was confirmed by the Humber Renewables Awards earlier this year when Tansterne was named Best Renewable Energy Project or Installation, beating Enrolled Freeman of Grimsby and Crown Paints, the other finalists in the category.

The award was in recognition of the innovative plant design by HRS (Heat Recovery Solutions). It incorporates two patented designs – the fluidised bed boiler and the power generation module – the combination of which creates a level of power output and efficiency that is best in class within the energy industry. This means that Tansterne will produce the cheapest renewable energy from biomass (in terms of cost per megawatt) of any comparable facility.



At full capacity, Tansterne Advanced Biomass will burn 16 tonnes of waste wood per hour and produce enough electricity to power over 16,000 homes per year. The plant's eco-friendly credentials are enhanced by the fact that it will be fuelled by waste wood from the greater Hull area that would otherwise have gone to landfill producing harmful emissions.

The plant was funded by Irish-based renewable energy company Solar 21 and built by Hull-based steel fabricators CF Struthers, keeping the investment squarely in the area. The project has secured the jobs of more than 100 highly skilled local workers, created around 80 more for contractors, and brought £50m of investment to the area. It is scheduled for full commissioning this year.



MAKE A DIFFERENCE TO A YOUNG PERSON AND YOUR BUSINESS

£1000 grants available for local businesses who hire a young person for 6 months.



Humber Learning Consortium is the lead partner for the Springboard Hull and Humber partnership project. This activity is part financed by the European Union through the European Social Fund (ESF) and is supported by the Youth Employment Initiative (YEI) to extend employment opportunities and develop a skilled workforce.

For more information contact Helen Firman (01482) 327438 - helen.firman@hlc-vol.org

New Recruit Helps HETA Tackle Skills Shortage

Humberside Engineering Training Association (HETA) is to strengthen its links with employers and education with a comprehensive strategy led by a new Sales and Marketing Manager.

Esther Damary-George will drive the initiative to improve awareness, in schools, of the opportunities presented by apprenticeships and to secure the support of more businesses as the UK tackles skills shortages.

Esther and her team will also harness the experience of former HETA apprentices, with alumni from the company’s sites in Hull, Scunthorpe and Stallingborough sharing their experiences ahead of the opening next year of a new headquarters.

Work to convert the premises bought by HETA in Dansom Lane South, Hull, is now under way and the company is on course to relocate from its Sutton Fields site in the spring of 2018.

Esther, who was previously Marketing Manager at North Lindsey College in Scunthorpe, said her team will showcase HETA’s services and facilities for apprentices, trainees and adult learners on upskilling courses in readiness for the move.

She said: “Engineering is facing such an exciting time and HETA is able to contribute so much. The country needs 186,000 people with engineering skills every year until 2024 and it is vital that we provide that supply.

“Our approach enables us to support business



Esther Damary-George (centre) with colleagues (from left) Mike Ahern, Charlotte Hogben, Adam Wilson, Lucy Jessop and Eve Ridley.

partners in developing their workforce and bringing apprentices through with comprehensive training plans. We aim to be a part of their organisation, identifying the skills that they need now and in the future.

“We work locally, regionally and nationally – industry is changing so fast and the jobs that

students are going into are changing as well. We are looking at what is happening nationally and ensuring our work is relevant and appropriate. The new building commits investment to the development of local people and will ensure we continue to support and grow industry across the Humber.”

HBP Systems Wins Gold for the Eleventh Successive Year

For the eleventh successive year HBP Systems has won the right to call itself a Microsoft Gold-Certified Partner, making it the only IT supplier of its kind to hold that status in an area of about 1,500 square miles.

“Beyond our operation in Scunthorpe and Hull there are no other Gold partners nearer than Lincoln, York or Leeds,” said the HBP Systems Commercial Director Phil Denham. “We’re particularly proud to have earned the right to keep the status because not only is it one of the hardest accreditations there is, but it becomes harder and harder to achieve as every year goes by. Having that title means we have reached the highest standards required by Microsoft’s partnership programme.”

Achieving the standard puts HBP Systems in the country’s top 100 IT software and systems suppliers.

This year, securing accreditation has involved more work with Microsoft’s cloud-based products of Office 365 and Azure, desktop and



server tools respectively.

HBP Systems has recently updated its own IT network, which is another way it supports customers, said Phil.

He said: “Upgrading our network has allowed us to heighten our security still further, and update our Cyber Essentials accreditation.

“We were an early voluntary adopter of that scheme, because we believe that companies will soon be taking the issue of supply chain security much more seriously, and expect to have confidence not only in their own security, but also in the security of customers and suppliers to ensure everyone is protected.”

Tucker Continues Transformation as MD Unveils New Brand

A company which was formed to capitalise on the domestic central heating boom of the 1970s has now unveiled a new identity as it cements its success in commercial, industrial and retail markets across the UK.

Tucker Mechanical and Electrical Building Services has undergone a complete rebranding as Managing Director Mark Snape drives continuing growth of the business, which topped £26 million in turnover in the last financial year.

New signage has been installed at the head office and fabrication workshop in Rotterdam Road, Hull, and the new identity is being rolled out across the Tucker Mechanical and Electrical Building Services fleet of vans.

Mark, who invested three years ago to buy the business which he joined as a trainee draughtsman in 1981, said: "The company has undergone a vast amount of change to ensure that quality is maintained. The rebranding explains clearly our core business."

The company was formed in 1973 and specialised in domestic central heating before expanding into commercial and industrial. Tucker is now established as a major supplier to Tesco and undertakes work for Asda, Lidl and Sainsbury's.

Landmark projects include the Siemens blade factory in Hull, the Bridgehead development in Hessle, St Stephen's shopping centre in Hull and six accommodation blocks at the University



The team at the new-look Tucker Mechanical and Electrical Building Services.

of Southampton. Tucker is also working on the nationwide roll-out for Pure Gym and the new flower market at New Covent Garden in London.

Staffing levels have climbed from around 10 in 1981 to a team of more than 100 working in Hull and at a second centre in the West Midlands.

Mark said: "When I bought the business, my vision was to bring it round to a more efficient and sustainable way of working, future-proofing the company and making the brand sustainable. We are confident this will be reflected by the quality of our workforce and by the projects that we complete."

The Courtyard Seeks Additional Trustees

Boothferry Road Community Project, the charitable company that runs The Courtyard in Goole, is seeking to expand its Board of Trustees.

A full Information Pack, describing the Project and the role of the Trustees is available from the Reception, The Courtyard, Boothferry Road or by emailing chiefofficer@courtyardgoole.org.uk

The Courtyard opened in November 1997 and thousands of people throughout the area have made use of the buildings, enjoying the activities held there and visiting the many organisations working from the offices.

Over the years, the Project has itself run many diverse activities. The successful 'Time of Your Life Project' is drawing to a close with the Communities Together project continuing to support our multicultural society.

Having completed the renovation of Courtyard House, the main kitchen is being transformed.

Chair Tracy Wharvell said: "This is an opportunity for some of the many people who ask about the project and The Courtyard to be more actively involved. As we continue to grow we know that we need more people with a wider range of skills and experience to keep on realising our potential.

"The Project is financially self-sufficient, receiving grants for new developments and always wanting to support local needs. Identifying those needs is key to our success."

If you want to know more –please contact Tracy on **07415 799 599** or tracywharvell@aol.co.uk

Company Strengthens Service

With the uncertainty of Brexit and the issue of whether or not there will be free trade movement between Europe and the UK, OceanBlue Logistics Ltd has taken steps to ensure they are fully prepared.

Worldwide Freight Forwarder OceanBlue Logistics Ltd have added Customs Clearances to their range of services.

They are now capable of Customs Clearing any shipments that arrive from outside of Europe into the UK into the ports of Felixstowe/Southampton/London Gateway/Tilbury and the ports around the Humber, via seafreight or roadfreight, all from their Grimsby head office.

The company already have several customers that used their import services, particularly from the Far East. In the past the customs clear would have been subcontracted out, now they are all cleared in house and this also means they can offer this service to other Freight Forwarders who are not Customs approved and possible new UK importers.

For further information please visit www.oceanbluelogistics.co.uk or call **01472 878514** email: clearances@oceanbluelogistics.co.uk



Robert Salt / Director sitting, and Gavin Legg / Operations Manager) standing.



Education & Skills
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Skills Support for the Workforce and Redundancy Information

What is SSW / SSR?

The Skills Support for the Workforce and Skills Support for Redundancy programmes are designed to deliver responsive workplace learning courses across the Yorkshire and Humber regions to meet individual, employer and regional economic needs.

By upskilling the workforce, the Skills Support for the Workforce (SSW) and Skills Support for Redundancy (SSR) programmes aim to reduce the risk of long-term unemployment and enhance employee skills and career prospects.

The programme is being delivered between October 2016 and March 2018 by HCUK Training and their specialist training providers to engage with learners and key employment sectors as identified by the Local Enterprise Partnership (LEP).

How is your training funded?

The SSW/SSR programme is fully funded by the European Social Fund (ESF) and co-financed by the Skills Funding Agency (SFA), but employees must have been granted the time to participate and complete their agreed programme of learning. All learning will be delivered either in the workplace or at a readily accessible nearby location.



Who is Eligible?

You are eligible to receive funded support from the SSW / SSR programme if you are over the age of 19 and are employed or employed but at risk of redundancy by a Small Medium Enterprise (SME), which is an organisation employing less than 250 individuals. HCUK Training and their delivery partners will complete eligibility checks on all organisations and individuals who are accessing the programme.

How do you contact your Training Provider?

At your induction, you should have been given all contact information of how to get in touch with your training provider. Details about HCUK Training and their approved delivery partners can be found on the SSW/SSR website - www.myssw.co.uk

If you wish to raise any concerns about your training provider and the quality of your training you should contact HCUK Training on 0300 3301520 or ssw@hcuks training.co.uk





KCOM

Hull's digital economy ready for bright future says KCOM boss

Hull's future as a leading 21st century tech city is within reach, according to industry leaders.

The cream of the region's digital and technology industries turned out in force for The Digital Awards this month, sending out "a calling card" that Hull is growing in reach and confidence.

The third annual awards, co-hosted by KCOM and the Hull Daily Mail, were held once again at the Stage@TheDock, in the shadow of the C4DI building and in the heart of the city's burgeoning tech quarter.

Among the winners celebrated across 11 categories was a wide array of innovative start-ups and established businesses all leading the way in their chosen fields.

KCOM's Executive Vice President Gary Young, who spoke at the awards, said he is delighted the region is embracing new and exciting industries and that Hull's cluster of tech-based firms is growing.

He said: *"The strength in depth and sheer vibrancy of the region's digital sector has been amply demonstrated by the volume of quality entrants we've had this year. We've had a record number of entries which shows we're definitely heading in the right direction."*



"Perhaps most encouraging of all is the remarkable number of entries we've had in categories such as Best Digital Start-Up and Best Digital Innovation – which shows the region is bursting with some amazing young talent and that we have a bright future to look forward to."



Among the winners at this year's awards was app developer Sauce which created a hi-tech solution organising shift patterns for green energy giants Siemens and PR agency Sowden & Sowden for its work promoting the new KCOM-backed Ron Dearing University Technical College.

Other winners included Hull lingerie wholesaler Alterego's innovative retail website, which scooped the Best E-Commerce award, and APD Communications' Aspire 7 technology which claimed the Best Hardware category.

Gary Young said KCOM remained committed to supporting Hull and East Yorkshire's digital sector, adding its £60m rollout of ultra-fast Lightstream broadband was giving businesses across the region world beating internet speeds and capabilities.

"Our pure fibre technology is truly making Hull the digital capital of the UK. In this pivotal year for Hull, as we celebrate our reign as the UK City of Culture and the city presents a new and confident face to the world, we can now honestly say Hull is ready and optimistic about the future."

"By working together, local businesses, entrepreneurs, Hull City Council, the Hull 2017 team and, above all, the people of Hull and East Yorkshire are carving a new future for the region as a great place to work, live and play."

For a full run down of the winners and nominees visit thedigitalawards.net. To find out how KCOM is leading digital innovation in Hull visit heybusiness.kcom.com



25th Anniversary Celebrations: Keeping Facilities Clean and Secure for 25 years...

This September the SPS Group celebrates 25 years in business.

The Hull-based business began as SPS Security in 1992 with ICS Cleaning joining in 1995. The amalgamation was made between Tony Beharrell, who is Chairman of the Group and Christine Turner, Managing Director of ICS Cleaning. Both were running independent companies in Hull and believed that the synergies of their businesses worked to make a stronger business together.

The SPS Group was formed in 1998 to take in both businesses and SPS Technical was added to the Group's portfolio in 2008. What started life

as a family-owned business 25 years ago remains the same in 2017.

Today the business is split into four areas – ICS Cleaning, SPS Technical, SPS Security and SPS Training. Together they employ more than 850 people working on contracts across the North of England - with 30 full-time staff based at the head office in Neptune House, Hull.

John Beharrell, Managing Director of SPS Security, and Tony's son, commented: "Since our formation we have built up a secure financial foundation and have developed into a 'large enough to manage', 'small enough to care' total solutions facilities management provider offering full end to end solutions.

"As we celebrate our 25 years in business we also celebrate our honest open approach and

professionalism which has enabled us to win and retain major contracts throughout our history."

To mark the milestone anniversary the head office at Neptune House has had a complete facelift.

Chris Turner, Managing Director of ICS Cleaning, added: "We're proud of our Hull roots and today we remain a family-run business, with people at the heart of our operations. My daughter Michelle works in the business and several of our key operations staff have worked for us for many years.

"We have a culture where success is celebrated, no matter how big or small, we have an open door policy, and we trust and assist each other enhancing our working relationships and teamwork, so everyone is relaxed with sharing ideas, opinions, and ideas for improvement.

"We are passionate about our clients, they drive our growth and determination to succeed and be the best in the industry. By focusing on outstanding customer care and technical support we strive to build long lasting relationships with our clients."

The ethos of the Group is always to be careful to recruit the best people and invest in thorough training. This has ensured the business has thrived over the years and today it remains proud of its low staff turnover.

One member of the team has been with the business from the very beginning. Tracey Wood started out as a cleaner 25 years ago and today is Operations Director for ICS Cleaning. Her journey spans the history of the business and is testament to how the Group invests in its people and encourages growth and promotion from within.

Tracey said: "I joined from day one as a young school leaver working as a cleaner. I have worked on many contracts over the years from specialist cleaning, to school cleaning, office cleaning and large contract cleans. I have seen so many changes in the industry and am proud of how we have adapted to change, to ensure that we continue to offer a cost effective and high quality service to our clients".

"I have always felt an integral part of the business and over time I have been given more responsibilities. Today I am Operations Director and I am immensely proud of what I have achieved in my career from being that young school leaver. I feel we have all been a part of how the business has flourished to where it is today."

Leanne Harper joined the SPS team nine years ago as an administration temp. She subsequently went on to do all the security vetting and is now the Control Room Supervisor.



Leanne added: "Starting out as only a temporary member of staff, here I am nearly a decade later overseeing the Control Room. Every day is varied as I manage a busy control centre, ensuring all our clients' needs are met and every area of our security business is covered. It's great to be a part of such a dedicated team with the aim of delivering first-class service every day."

With 25 years' experience the Group is well placed to offer bespoke solutions in security, cleaning, and training for clients throughout the North of England, from its 24-hour control room and headquarters in Hull and strategically located regional branch offices, which enhance operational coverage and capabilities.

www.spsgroupservices.com



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HullBID Highlights Attractions of a Cultural Christmas in Hull

A city centre transformed by investment worth millions of pounds and an events programme bolstered by City of Culture will be seized upon by HullBID to give businesses a festive boost.

Kathryn Shillito, HullBID City Centre Manager, said the organisation will focus its investment on raising the profile of what the city centre has to offer as it reaches the end of a milestone year.

She also urged businesses to be ready for yet another invasion of visitors from the local area and further afield as people flock to Hull for a final taste of the City of Culture year, with the promise of more excitement to come.

Traditional festive events in the city centre will include the Christmas lights switch-on with late-night shopping events, and the Santa Parade at Princes Quay Shopping Centre. The pantomime will return to the new-look Hull New Theatre, and the Turner Prize exhibition at the Ferens Art Gallery will run into January.

Kathryn said: "Christmas is the busiest time of the year for city centre businesses, and if you add the City of Culture programme, plus a festive edition of Hull Street Food Nights, it's staggering to think of the scale of the opportunity.

"No one will forget how the city centre was inundated for Made in Hull during the first week of 2017, and now City of Culture promises



Picture by Lee Beel (Alamy)

something equally spectacular to bring down the curtain on the year and to launch the legacy programme.

"HullBID will fund a campaign using TV and other media to tell people why they should come to Hull. The city centre has never looked better, the events

programme is genuinely thrilling, and the businesses must be ready to serve the thousands of people eager to share the experience of Christmas in Hull."

For updates on festive events planned for Hull city centre please visit

www.hullbid.co.uk

Bus Routes Upgraded

The area has seen a major upgrade for EYMS bus routes 121 (Hull-Scarborough) and X46 (Hull-York) as twelve new high-spec double decks took to the road.

The Volvo buses, built to the very latest low exhaust emission standards, have bodies built by MCV at their factory in Egypt. They join seven similar buses bought by EYMS since trialling their first one of this type in 2015, and bring to a total of 39 the number of ultra-low (Euro 6) emission vehicles in the EYMS fleet.

But these new buses also feature tables on the top deck – a feature commented on favourably by passengers using the one bus with tables already in use experimentally on the X46. They all also feature free Wi-Fi which has also proved very popular on the six EYMS routes – already

including the Hull-York X46 - which have been Wi-Fi equipped one by one in the last year or so.

So, all journeys on the Hull to Scarborough 121 route now offer free Wi-Fi, as well as the existing Wi-Fi on routes between Hull and Withernsea, and routes from Hull to Hessle, and Hull to Cottingham via the university.

Chairman Peter Shipp said: "It is a very difficult financial climate for bus operators these days, what with national and local government funding cuts and increasing traffic congestion. But we still need to replace our oldest buses whenever we can afford to as it is important that we offer the best service we can to our passengers and provide more modern buses for our staff to drive. New buses with very



clean exhausts are also much better for the environment.

"I hope that these improvements will help us make journeys better for all those passengers who use these routes at present and help us to attract more people to the buses – you can't keep in touch with social media etc. while driving a car!"



New Local Business New Approach to Office Printing

A fresh approach to the office printer/copier market combining clarity, accountability and integrity. That's the aim of local businessman, Stuart Brook, who's just launched a new business, Blueprint Document Solutions.

Blueprint provides managed print solutions to businesses of all sizes, ranging from the micro 'one man band' outfit through to large scale enterprises and organisations covering a broad spectrum of industry and commerce.

Stuart learnt the ropes of the printer/copier market as a Cartridge World franchisee. Towards the end of last year he decided it was time to go it alone. "Whilst there are advantages to being part of a franchise network, I was no longer happy with their business direction," says Stuart. "It was hard to put my own stamp on the business and it no longer offered the flexibility or broader range of services I wanted to be able to offer to customers." Stuart has kept his dedicated team of seven and employed an extra member of staff to facilitate the direction of Blueprint Document Solutions.

Blueprint offers businesses throughout Grimsby, Scunthorpe, Doncaster, Derby and Hull a quality and cost effective print management service which, because of fixed fees, means customers know exactly how much their office print function is costing them. Micro businesses can benefit from a fixed monthly fee of £19.99 and this includes a free printer, unlimited cartridges, service and support and free delivery. For

small and medium-sized enterprises with, say, three or four printers, Blueprint offer a similar fixed fee service based on the number of pages printed. The service also includes a free print audit and all ink quality meets British standards.

Blueprint is an official Kyocera dealer enabling it to offer a full Managed Print Service to larger scale enterprises which have fully networked multi-function devices incorporating a printer, scanner, photocopier and fax.

"Over the years, the old school copier market has developed some sharp practices," Stuart continues. "Built in price increases are often buried in contract small print. Often businesses have to give six months' notice prior to the end of a lease contract. If this is overlooked the often expensive lease rolls over, tying the customer in for another five years. In contrast, Blueprint has a customer first policy. My aim is to develop long-term relationships built on quality service, quality products and trust. We're not here simply to cut costs; at Blueprint we want to make office life easier so business owners and managers can get on with running their business."

Charity Partner Announced

The team at cbaSadofskys has announced that its ongoing charity partner is Dove House Hospice in Hull.

Following a team vote, Dove House was chosen as the most popular charity and will benefit from fundraising activity of the whole practice.

Ricky Field, director at cbaSadofskys, said: "The Hospice does some fantastic work to support people with life limiting illnesses and as a Hull and Beverley based business, many of us have a loved one or, know someone that has been supported by Dove House Hospice. We all feel very strongly about helping the charity to raise as much money as possible.

"There are a variety of challenges available through the hospice and we will also devise some of our own."

"Having an ongoing charity partner also provides a great platform for team building opportunities, I know we will have fun whilst raising money for a really great cause."

Fundraising Coordinator from Dove House Hospice, Jethro Shearing, said: "Dove House Hospice is completely reliant on the support of individuals, community groups and businesses, such as cbaSadofskys, to continue to provide our services, free of charge, to so many in Hull and the East Riding of Yorkshire.

"In recent times, the staff at cbaSadofskys have been extremely generous in their support, from participating in a crème egg eating challenge, to taking part in our seasonal appeals. We are delighted to have now been selected as an official charity partner and cannot wait to see what fundraising activities are in store."



The Offshore Wind Health and Safety Challenge

By Scott Yates, Myton Law

The offshore wind farm (OWF) industry is already a major UK manufacturing activity, but the pace of construction of progressively larger scale and far offshore OWFs is bringing a corresponding risk of safety incidents. There is now a focus on health and safety (H&S) issues specifically involving working at height, manual handling, falling objects, personnel transfers and shipping operations.

Due to the industry’s relative youth and rapid growth there is a lack of international consistency in H&S practices so manufacturers, developers and operators are having to tailor their approach to each country.

In the UK there are no health and safety regulations specific to OWFs, but legal obligations are imposed by the Health and Safety at Work Act 1974 on: employers; employees; self-employed; those who control workplaces; and on designers, manufacturers, importers and suppliers of articles and substances for use at work. Near identical obligations are imposed on employers of sea going crew by the Merchant Shipping Act 1995.

A welcome attempt at harmonisation of industry good practice is the RenewableUK Wind Turbine



Safety Rules 2015 - a model template of rules and procedures to help formalise a safe system of work.

Training and knowledge sharing are critical in improving safety standards, but, unlike the oil and gas sector, there is still no common standard and an integrated approach is needed. The way ahead is to learn from mistakes, share solutions and develop consistent guidelines and training, whilst taking the best from the oil and gas industry.

Offshore wind is still a developing industry facing a big health and safety challenge.

Myton Law’s Scott Yates has represented companies in relation to accidents and incidents involving OWF operations. Myton Law advises on all aspects of H&S law applicable to the development, construction and operation of OWFs. Scott is also a board member of the Green Port Growth Programme. Tel: **01482 485022** www.mytonlaw.co.uk

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Celebrating 30 Years in Business

Established in 1987 by the Industry for the Industry, HOTA, a limited Company with Charity Status, celebrates 30 Years providing World Class training for Onshore, Offshore, Maritime and Renewable Organisations.

Life started for HOTA in a small rented office in Hull city centre, HOTA continuously ploughed back all surplus funds generated into enhancing its training facilities and in 1992 opened a purpose-built training facility.

Today, HOTA operates out of three major sites in Hull, located on Malmo Road and Albert Dock.

More than 100 training courses make up HOTA's current portfolio with the majority of these being Nationally Approved by the relevant Awarding Bodies.

HOTA's courses range from essential approved training for working within specific industries, to short tailor made courses to provide a valuable addition to current skills or qualifications.

The success of HOTA comes from industry experienced highly trained team of trainers, state of the art facilities and first class customer service. Along with regular timetabled courses HOTA is also renowned for its flexibility, professionalism and its ability to adapt to meet specific training requirements offering tailor made, bespoke courses when, where and how they are required.

HOTA attracts approximately 8000 delegates to Hull each year from 800 companies across its 11 training streams. Customers range from small 'one-man bands,' to large multi-national companies. Excellent facilities are offered to delegates including free on-site car parking, Wi-Fi, restaurants and amenities.

For further information or a full range of course or facility details please visit HOTA's website www.hota.org or contact the bookings department **01482 820567**.



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HOTA provides Nationally Approved Training Courses for the following industries:

- Offshore
- Maritime
- Renewables
- Emergency Response
- Health & Safety
- First Aid
- Electrical
- Fire Fighting
- RYA
- Emergency Rescue Response Vessel

Established in 1987, HOTA, a Limited Company with Charity Status, celebrates 30 years providing World Class Training for Onshore, Offshore, Maritime and Renewable Organisations.

Open 51 weeks a year with a rolling timetable of courses held at its Malmo Road and Albert Dock sites in Hull.

Please visit the HOTA website www.hota.org for course dates and availability or call **01482 820567**

UK Health & Safety - V - Brexit

There is a growing concern that the UK leaving the EU will result in the removal of, or substantial change to, established Health & Safety laws, and that this will, in turn, result in a lessening of workers protections and a reduction in the accountability of offenders.

Long before the Brexit referendum and before the publishing of the 2011 Löfstead report, UK Health & Safety laws were under scrutiny and under attack; from politicians labelling them 'onerous' and 'overly bureaucratic', to the media and their 'bonkers-conkers' and 'elf 'n' safety' campaigns. Yet, despite the scrutiny and despite the constant undermining, Löfstead's report stated that our Health & Safety laws were 'broadly fit for purpose'.

Yes, many of our regulations and legislations have been influenced by and even driven by Brussels, however the UK was one of the first nations to take steps to improve workers Health & Safety (The Factory Act 1802), and is among the world leaders in improving workers' safety and reducing accidents.

Now, setting any political allegiance or leanings aside, and bearing the above in mind, is it likely that the current government would question the findings of independent reports and attempt to



revise or revoke existing legislations, regulations and even laws that are in place and proven to be so successful?

The truth is that it's not yet clear what effect Brexit will have on Health & Safety in the UK. What is clear is that Compass Safety Ltd will be here to advise you and guide your business in the right direction.

With our vast experience across many business sectors we provide personal, practical and pragmatic services tailored to yours and your businesses requirements, whether you employ

one person or 500 people. We are business-focused and commercially aware and we ensure our advice and recommendations are always proportionate to the risks associated with your business.

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Changing the Way Sites Train, Track and Report

With classroom, onsite and online safety learning options, Reynolds Training Services is redefining the way high hazard sites achieve safety.

RTS, which works with brands including BP delivers a range of NEBOSH, IOSH, ECITB and PAAVQ-SET accredited solutions.

“Developing confidence in competence is key,” says RTS managing director, John Reynolds. “Competency is the ability for every director, manager and worker to recognise the risks in operational activities then apply the right measures to control and manage those risks.”

To make this measurable, sites must safety train, track and report. RTS helps companies keep an accurate record of their safety procedures by way of its industry-leading online training and tracking platform, My-Individual Training Record (My-iTR).

John explains: “The system allows site managers and operators to access interactive learning



safety courses. They can record knowledge in their Individual Training Record, then track worker competence to demonstrate compliance.”

“Every site needs to identify and record all employee training, be it delivered by in-house or external providers. My-iTR centralises this information into one online record. Users can upload and record all progress from individuals to whole site reports.”

To fuel CPD, automatic alerts are sent to site managers and learners when refresher training

is required. And, when it comes to site audits, managers can supply the regulator and other stakeholders with access to the system.

As with all RTS does, My-iTR has been developed for industry, by industry.

For more information, visit: www.reynoldstraining.com



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CH Training Ltd has been established for over 13 years offering specialist training advice and consultancy services to a wide range of organisations. Promoting a positive culture and support to improve Safety, Health and Environment Management Systems; working with companies helping achieve ISO 18001 & 14001: BSI Qualified Lead Auditor.

- CH Training Ltd Identifies company needs providing S, H & E Policies and Procedures, providing training courses including
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Fire Safety for Your Business

If you own, manage or operate a business, you will need to comply with fire safety legislation. The Regulatory Reform (Fire Safety) Order 2005 which applies across England and Wales and came into force on 1 October 2006.

The Order applies to virtually all buildings, places and structures other than individual private dwellings, e.g. individual flats in a block or family homes, and it is your responsibility to make sure your business reaches the required standard of fire precautions.

Risk assessment

The legislation places the emphasis on risk reduction and fire prevention. Under the Order, people responsible for commercial buildings, i.e. the employer, owner, or any other person who has control of any part of the premises, are required to carry out a mandatory detailed fire risk assessment identifying the risks and hazards in the premises. The responsible person for the premises is also required to:

- Consider who may be especially at risk.
- Eliminate or reduce the risk from fire as far as is reasonably practical and provide general fire precautions to deal with any risk.



- Take additional measures to ensure fire safety where flammable or explosive materials are used or stored.
- Create a plan to deal with any emergency and where necessary record any findings.
- Maintain general fire precautions, and facilities provided for use by fire-fighters.

- Keep any findings of the risk assessment under review.

Once you have identified any risks that need to be dealt with, you can work on a solution which will ultimately help keep you, your staff, your customers and your premises safer - helping you to stay in business.



RISK IS EVERYONE'S BUSINESS

Keep your staff, customers and visitors safe from fire by carrying out a fire risk assessment. It will help protect your business too.

Visit www.humbersidefire.gov.uk

Or call us FREE on 0300 303 8242 for more information



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Your Chance to Support a Worthy Cause

The Hull & District Cerebral Palsy Society are delighted to have become new Members of the Hull & Humber Chamber of Commerce.

Our Society runs in Hull and East Yorkshire to offer support, friendship, outings, grants to members and provide holidays at our adapted house in Bridlington. The Society was started over 60 years ago by very dedicated volunteers.

We are still running today on the good work that the committee do and the time we give freely.

We would like to invite you and your families to our Kids Halloween Party on Saturday, 28th October from 2-4pm. Entrance is free to members of the society and £3 per person for non-members, Please RSVP to let us know if you are coming by contacting either info@cerebralpalsyhull.org.uk or Tracy on **07528 170000**.

This event is being held on Saturday 28th October 2017 between 2-4pm at Soccer Sensations, Poorhouse Lane, Hull.

You are also invited to join us for our Race Night Fundraiser on Friday 3rd November, 7.30pm 'til late. This event is being held at Soccer Sensations, Poorhouse Lane, Hull and is free entry to all.

Sponsorship for Races, Jockeys and horses is available, or just have a bet on the horses on the night!

Come along, enjoy placing bets on races and have a few drinks with us!

Any queries contact John on **07801299894** or stoz81@live.co.uk

We would love to see you there in support of our wonderful local charity.

The Hull and District
Cerebral Palsy Society

invite you to their

SPOOKY KIDS
HALLOWEEN PARTY

Saturday 28th October 2017 | 2-4pm
Soccer Sensations, Poorhouse Lane, Hull
£3 Per person (adults & children)
This event is free to members

Please RSVP to let us know if you are coming
Contact: info@cerebralpalsyhull.org.uk
Tracy: 07528 170 000

www.cerebralpalsyhull.org.uk

The Hull and District Cerebral Palsy Society



Invite you to

Race Night

You are invited to join us for our Race Night Fundraiser
Friday 3rd November | 7.30pm 'till late
Soccer Sensations, Poorhouse Lane, Hull
Free entry to all

Sponsorship for Jockeys/horses available.
Come along, enjoy placing bets on races and have a few drinks.
Any queries contact John (07801299894)
info@cerebralpalsyhull.org.uk



Award-Winning Restaurant Takes its Show on the Road with Amor 1884

An award-winning restaurant which has brought a splash of the Mediterranean to Hull Marina is now turning to pedal power to take its show on the road.

1884 Wine & Tapas Bar is selling ice cream, prosecco and other chilled delights from a treats tricycle which tours attractions and open air events around Hull city centre.

The first trike made its festival debut at Humber Street Sesh, and more of the magnificent machines are likely to be added. The spin-off project under the banner of Amor 1884 has also seen the restaurant introduce a branded van which will support expansion with corporate and social events.

Deborah Spicer, Director of 1884 Wine & Tapas Bar, said: "The idea of the tricycle came when had a think about how to promote what we're doing on the west side of the marina.

"We've had the quinTalos brass quintet here playing pop classics and songs from West Side Story, and now we've come up with something that gives us a mobile option – it's a great fit with al fresco dining and if people can't get to Wine & Tapas we can take Wine & Tapas to them!"

Staff from the restaurant have been taking turns to pedal the tricycle to various locations around



Sam Hatson and Cloe Spicer of 1884 Wine & Tapas Bar with the new tricycle

the Marina including the Pier, Humber Street and 1884 Dock Street Kitchen.

Deborah said: "Amor 1884 has caught the eye of a few people and we're getting enquiries about taking the trike to business events, family celebrations and other special occasions.

"We're thinking about the variety of products that we can offer, including a hot service, and we plan to get some more tricycles. The van will enable us to expand that service beyond the city centre and will also help us meet the rising demand for corporate and social event catering."

Trent Valley Electrical Services

Electrical Work

We have a 'family feel' to our company. All of our key staff have been with us over 15 years.

Trent Valley Electrical Services can also accommodate routine Maintenance, Fault Finding, Breakdown and Inspection & Testing. All our work is carried out to the latest I.E.E Wiring Regulations 17th Edition BS7671. We are also a NICEIC Approved Contractor and comply with the new Part P regulations for Domestic Properties.

We can also carry out rewires, shower circuits, new fuse boxes, lighting work, extra sockets, electrical reports etc.

Complex

Trent Valley Electrical Services are recently trained to carry out Electrical Installations/Testing and Maintenance and Repairs to within Ex-rated areas, i.e gas and vapours 1 – 4.

Our electricians are trained to work in environments with the potential risk of explosive atmospheres and offer complete reassurance to employers managing the safety of these potentially hazardous work places. We can provide the added benefit by assisting employers reduce their insurance costs.



Ten Ways a Travel Management Company Will Add Value to Your Business

If you use a travel management company already, hopefully, you'll be pretty clear on the value they bring to the table, but, if you're just starting to think about using a TMC, you may need convincing about the value TMCs provide versus booking yourself or through a local travel agency. And I promise you; it's a lot! Here are just 10 of the ways a TMC will add value to your business travel programme...

#1 - Provide 24-hour support for your employees

Most TMCs will offer you a service that operates around the clock, every day of the year. As such, you can be confident that wherever your employees are or whatever help they need when they're travelling, there's someone on the end of the phone who will help them. If you're booking your own travel, who does the traveller call at three in the morning because they've missed their flight or they've been involved in a crisis?

#2 - Improve compliance with your corporate travel policy

We've explained in previous articles how important a business travel policy is if you want to control your business travel spend. Not only will a TMC help you create one, but they will also enforce it for you too, and this is how they can increase compliance. A TMC will build your travel policy controls into their booking processes, so whether you book over the phone or online using their online booking tool, your travel policy rules will be applied to every reservation. They can also incorporate approval processes, which is an excellent way to streamline authorisation requests, especially if this something you currently do manually.

#3 - Reduce average transaction values

A good TMC will analyse your business travel spend and identify areas where you can save money. This is achieved in a number of ways but includes negotiating discounts with airlines, hotels and train operating companies; giving you access to discounted rates; including rates from online discounters like laterooms.com; analysing trends and educating your travellers to alter buying behaviour.

#4 - Give you your time back

Have you ever considered how much time each individual in your business spends researching and booking travel? Sure, we all want to find the best deal ourselves, but we can forget that the determination to search every nook and cranny for a cheaper rate can often cost more than the saving in lost time. If you were to hand over this responsibility to a TMC, your employees could focus on higher value tasks, which is what they



were employed to do in the first place.

#5 - Make you a more responsible employer

How do you currently keep track of which employees are travelling, where they are and their future arrangements? How do you know if they're prepared for the destinations they're visiting? A TMC can help massively with this by tracking your travellers for you, so you always know where they are and how to contact them. They can advise on pre-trip information, so you know employees are fully prepared before they travel, and they'll also be on hand throughout their trip to assist with any problems they encounter.

#6 - Share their expertise

The knowledge of experienced business travel consultants is vast. As well as making the process of booking travel efficient and personal, business travel consultants are skilled at maximising the value of every trip. For example, they may secure the lowest fare by being creative; they may obtain a better product for the same price, or they might maximise a traveller's time by arranging a chauffeur to get them to the airport and back again for free. What's more, business travel consultants get to know their customers and often feel like part of your own organisation. Think of it as having your own personal travel assistant.

#7 - Centralise all your business travel needs

Using a TMC allows you to have everything related to travel in one place. From managing bookings to analysing data, you'll have instant access to book and manage travel whenever you need to. A single point of contact such as an Account Manager also means you have just one relationship to manage, rather than having to meet with various travel suppliers as you try to negotiate deals for your business. Outsourcing all

the time-consuming work to your TMC means you can take a step back and adopt a more strategic role in your travel programme, giving you the head-space to focus on optimising your business travel strategy.

#8 - Flexible payment and invoicing options

A TMC will offer you various ways to pay for travel services, and will often mix and match to find the perfect solution. With individual, consolidated and electronic invoicing and tracking of employee numbers, cost centres, project codes and any other references you need, they can make the admin associated with payments and invoicing much easier for you, which will save you time and money.

#9 - Reduce environmental impact of business travel

Business travel is a significant contributor to the environmental impact of most businesses, but if you're not tracking this, it can be tough to quantify. A TMC will monitor this for you and help you reduce it using tactics designed to reduce or offset the CO₂ produced by your business travel activities.

#10 - Build stronger supplier relationships

TMCs usually have good, long-established relationships with their suppliers (the same suppliers you use to travel or stay with). You can use your TMC's relationship to introduce your business to suppliers, when you may otherwise have had no idea who to speak to or the data required to negotiate with them. A stable relationship with a supplier can also come in handy when a problem arises. Your TMC will have the leverage to get assistance that would otherwise be unavailable.

www.good-travel.co.uk

Union Customs Code (UCC) and Authorised Economic Operator (AEO) – Impact on Importers and Exporters

The UCC was introduced across the EU on 1st May 2016 and it affects the way many companies involved in international trade do business. The changes that were introduced in 2016 mean that achieving AEO status is more relevant than ever to your business and will continue to be relevant when we exit the EU.

Some of the changes from 1st May 2016 include:

- Mandatory guarantees to cover actual and potential customs debt for most special procedures such as simplified inward processing, authorised inward processing, customs warehousing and temporary storage (TS)
- The requirement by HMRC for all businesses applying to use customs regimes or special

procedures to meet the AEO criteria (regardless of whether or not they have AEO status)

- Valuation rules for imports
- All communications between customs authorities and economic operators are heading towards being electronic only

The seminar will cover

- An overview of the AEO process and what it means for your business
- An overview of the UCC and how the changes have affected our existing Customs procedures
- A brief update on Brexit and its impact on Customs procedures

Course Outcome:

Understanding the new Union Customs Code and the importance it places on AEO and its criteria.

Who should attend?

Importers, Exporters, Freight Forwarders, Customs Agents.

About the trainer:

Keith Robe, who has over 30 years experience in his former role with HMRC, will talk about the impact of the UCC to your business and take your questions.

For further information or to book on to this course, please contact Lorraine Holt at j.smith@hull-humber-chamber.co.uk

| | | |
|---|----------------|--------------------------|
| e-zCert Documentation Workshop | | 17th October, 2017 (am) |
| Methods of Payment including Letters of Credit | BCC Accredited | 24th October, 2017 |
| Union Customs Code (UCC) and Authorised Economic Operator (AEO) | | 7th November, 2017 (am) |
| Incoterms | BCC Accredited | 21st November, 2017 (am) |
| Preference Rules of Origin | BCC Accredited | 21st November, 2017 (pm) |
| Customs Procedures and Documentation | BCC Accredited | 6th February, 2018 |
| Export Documentation | BCC Accredited | 6th March, 2018 |
| Understanding Export | BCC Accredited | 2nd May, 2018 |
| Import Procedures including Inward Processing | BCC Accredited | Date TBC |



The above courses can be booked individually or as a set of six. Discount is available when booking six or more accredited courses.

For further information or to book on to any of the above courses, please click here or contact Jeanette Smith at j.smith@hull-humber-chamber.co.uk

International Trade Centre
In Partnership With:



Hull & Humber Chamber of Commerce,
34 – 38 Beverley Road, Hull,
HU3 1YE, United Kingdom

Tel: +44 (0) 1482 324976

Fax: +44 (0) 1482 213962

Email: itc@hull-humber-chamber.co.uk

Web: www.hull-humber-chamber.co.uk



Paul Newman and Natasha Kirk.

Graduate Gets Great Promotion to Further Career

A graduate of the University of Hull, Natasha Kirk has been promoted from administrator to adviser, following her recent qualification in Mortgage and Protection at The Insurance Partnership Financial Services Ltd (TIPFS).

This qualification is the first in a number of stages to progress on to the full Diploma in Financial Services enabling Natasha to advise clients on all aspects of their finances.

Having joined TIPFS in September 2015, Natasha's ambition to climb the career ladder has been fully supported by the company. She says:

"I came to TIPFS as an administrator with the view to training as a Financial Adviser. Financial services exams are notoriously challenging but the team has guided me through choosing the right exams and creating a plan for progression, time to study, shadowing opportunities, general guidance and encouragement, plus the wealth of knowledge amongst the advisers at TIPFS is priceless to me."

Natasha is now advising her own client base and understands the importance of getting out and about to meet people. She says:

"There's a variety of networking opportunities in Hull and it's great that so many people want to support each other in helping to generate new business. I really enjoy meeting people and get a great deal of satisfaction from being able to help them get a great deal on their mortgage."

Paul Newman, director of The Insurance Partnership Financial Services says:

"It's great to see graduates coming into our business with ambition and as a successful local business, it is our pleasure to provide the opportunity for young people to progress. Natasha came to us with enthusiasm from the start, we are really pleased that she has qualified as Mortgage and Protection Adviser and we will continue to support her to the full."

Expeditors now offers a weekly service direct from the Hull and Humber area to southern France. The vehicle departs on Fridays for arrival into Lyon each Monday, with hard bodied and GPS tracked trailers. Final delivery is fulfilled throughout Southern France utilising our extensive ground network.

For more information, a quote or to place a booking, please contact

Hull-Trucking@expeditors.com.

Expeditors Transcon team also offer competitive service to many other European and even domestic destinations, whether this be Express Van, Dedicated Trailer, or a groupage service.



ABP Humber Employee Clocks Up Half a Century Milestone

The longest standing ABP Humber employee celebrates clocking up half a century of service. Harry Neville, Marine Operator at the port of Goole, was awarded a long service award of £2,000 by Humber Director, Simon Bird, to recognise his longevity and dedication to the company.

Out of 1,000 employees on the Humber, Harry is the longest serving, with only one other employee close to reaching this milestone. Harry has held various roles over the years including bridge man, dry dock foreman and dock porter.

"When I think about it ABP has been part of my life for so long, however time has flown by so quickly!" said Harry, 66, who was born in Goole and recently moved to Hornsea.

"I enjoy my job bringing ships into the locks and swinging bridges and I've made so many friends over the years. As long as I feel good I'll keep going and I don't plan to retire just yet."

Over the years Harry has seen the privatisation of the port, formerly British Transport Docks Board until it was privatised and renamed ABP in 1981, advanced technology to help load and discharge cargo more efficiently and an increase in safety equipment.

"When I started in 1967 as a bridge lad I ran errands around the port and put lamps on bridge barriers at night," Harry added.

"There was no such thing as hard hats and high visibility clothing... however now we have to wear it all including glasses, gloves and steel toe cap boots.

"It's given me a good life and I wouldn't want to do anything different."

Simon Bird, Director of Humber ABP, is proud to support such a milestone. He said: "We cannot thank Harry enough for the contribution and effort he has put into the company over the years.

"In the future we hope to see these special achievements more often as we work towards making ABP a great place to work. One of the ways we are succeeding with this already is through our calendar of social events for employees and their families."

For more information about ABP Humber visit www.abports.co.uk/Our_Locations/Humber/





Concern Over Tribunal Rulings

Businesses that do not properly consider pay for parents taking time off after the birth of children could face sex discrimination claims, a leading regional law firm has warned.

Two recent tribunals have ruled completely differently on separate cases of payments offered to couples taking Shared Parental Leave. Both cases have now gone to appeal.

Tom Martin, trainee solicitor in the employment department at leading Lincolnshire and East

Yorkshire law firm Wilkin Chapman solicitors urges firms to seek advice before going ahead with decisions, at least until the outcome of the appeals are known.

Both cases involved mums and dads who wanted to share the parental leave they were entitled to. While the firms offered Enhanced Maternity Pay, which is common, when it came to a request for Shared Paternity Leave they did not offer the same more generous packages. This led to the couples involved saying the fathers, in both cases, were subject to discrimination.

Mr Martin said: "The parents taking Shared Paternity Leave are statistically much more likely to be men, and so Tribunals have been faced with claims of sex discrimination. These two recent decisions highlight the difficulty Tribunals face on this issue."

One of the Tribunals dismissed the parents' claim, while the other came down on the side of the parents involved.

Mr Martin said: "The same common factors were considered by the Tribunals in reaching these decisions, but were obviously construed very differently.

"I will not go into the complexities of the various arguments, as this would take some considerable time. Both of the Tribunals Judgments go into a lot of detail but suffice it to say that both decisions have been appealed, and we therefore still await a definitive answer on this issue.

"Meanwhile, whilst the current take up of Shared Parental Leave has been small, it may well be likely to rise and as such this will continue to be a contentious topic until further guidance is provided by the Tribunal."

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Spencer Group Closes Gap in Defibrillator Coverage

A new defibrillator installed in the offices of Spencer Group in Hull Marina will be available to the public, filling a gap in local coverage in an area popular with tourists and locals.

The automated external defibrillator (AED) has been installed at One Humber Quays by the Hull-based engineering company, with six staff trained to use it by St John Ambulance, to add coverage to the centre of Hull where there is currently only one other registered unit operational.

Following the AED's installation, Spencer Group is encouraging other local businesses to purchase and register an AED and increase the number of public places that have a unit nearby in an effort to save lives. AEDs can lead to survival rates of up to 74% in situations where they are used on cardiac arrest patients quickly, but decrease by 10% every minute before use.

Currently central Hull only has one other registered AED accessible to the public, at Prospect Shopping Centre, around a 20-minute walk from the Humber Quays area. The installation of this AED halves this time, with the majority of the area being less than five minutes

from the Spencer Group AED.

Charlie Spencer, founder and Executive Chairman of Spencer Group, said: "We're delighted to be able to offer this life saving piece of kit to our staff and the public, but we need more of them registered in Hull to get people the help they need when time is so important.

"Hull Marina is a fast-growing area, with the nearby re-development of the Fruit Market, that's getting more and more visitors every year, but until now there has been no emergency facility in place in case of heart problems. Nobody should lose their life for want of a defibrillator, so we'd encourage all businesses in Hull to install their own AED and make sure they're registered."

Joanne Partner, Operations Manager for St John Ambulance, said: "All credit to Spencer Group for making first aid a top priority. We'd like to see more organisations following their lead and installing a defibrillator on their premises.

"With the provision of a defibrillator, Spencer is not only ensuring the welfare of its own staff but, hopefully, their action will encourage other companies in the area to do the same."

The new AED is located in the Reception of Spencer Group's offices at One Humber Quays on Wellington Street, and is available for use by the general public.

An AED is a sophisticated, reliable, safe, computerised device that delivers electric shocks to a casualty in cardiac arrest when the ECG rhythm is one that is likely to respond to a shock. Simplicity of operation is a key feature: controls are kept to a minimum, 'voice and visual prompts' guide rescuers.

The 2010 Resuscitation Council (UK) guidelines still advise training for AED operators but state that in an emergency you do not have to be trained to use an AED; in short it is better to use it than not, even if a trained operator is not available.

New Employees for Rapidly Expanding Team

Grimsby business recruits new team members for second time this year

Targetted strategies and an increasing client base has enabled a Grimsby business to expand its team.

Rapid Accommodation, who source accommodation for business stays across the UK, has welcomed two new Accommodation Advisors to its client-facing team, taking the number of employees up to 11. This move follows a highly successful year-to-date for the company, with a focused approach to marketing and increasing awareness of the business's services helping to secure new business from organisations within the area's key sectors.

Karl Hedison, Finance Director of Rapid Accommodation said: "Early in 2017 we recruited a new starter following a very successful growth phase, and we said we wanted to recruit two more employees before the end of the year. Now, we have. We're very lucky to have Bebhann and Brad join the team, so far they're doing great."

Joining the team are Bebhann Montgomery



L-R: Brad Cooke and Bebhann Montgomery

and Brad Cooke, who will help clients with their business travel bookings, source accommodation that meets all requirements and ensure that clients are happy with their service, helping to retain the business' 100% success rate.

Bebhann said: "I've been here a few weeks now and already I've learned a lot. It's great to work with a wide variety of companies and see what happens behind the scenes in the accommodation business."

Brad added: "It already seems like a great

business to work for, everyone is supportive. It's amazing to be a part of a small, local business that provides this level of service around the country."

Since launching in 2012, Rapid Accommodation has gone from strength-to-strength. In 2016, the Ashby-cum-Fenby business was shortlisted as a finalist in the ABP Business Growth category in the Chamber Northern Lincolnshire Business Awards, and were named a winner of Dragon Den Star and Entrepreneur Theo Paphitis' #SBS Twitter competition in April 2017.

Andrew Jackson Advises Blue Water Shipping on Multi-Million Pound Pipeline Contract

Andrew Jackson Solicitors LLP is delighted to announce that it has provided contractual advice to Blue Water Shipping A/S Denmark (BWS), a global provider of tailor-made transport and logistics solutions, for the construction of a gas pipeline project through the Baltic Sea in Russia to Germany.

Dominic Ward, partner and head of shipping and transport at Andrew Jackson, advised BWS on various contracts relating to the transport, handling and storage of 113,000 pipes required for the £40 million Nord Stream 2 project.

Following an international tender process, BWS was awarded an element of the Nord Stream 2 contract by Wasco Coatings Germany GmbH. This covered the sea transportation of pipes from Wasco's coating facilities in Mukran, Germany, and Kotka, Finland, to storage yards in Karlshamn, Sweden, and Hanko, Finland, comprising approximately 475 shipments by coaster vessels.

Kurt Skov, chief executive officer and founder of Blue Water Shipping said: - "We are very proud to have won this contract. Over the years, we have built a strong position as a specialist in managing and executing projects with logistical challenges and we are looking forward to the cooperation with Wasco and Nord Stream 2.

More...

"The high quality advice and personal service that we have received from Dominic, and the rest of the Andrew Jackson team, has been second to none. He was able to negotiate successfully a range of contractual documents within tight timescales to achieve our goals. Andrew Jackson is very much our trusted legal advisor for such matters."

Dominic said: - "I am really delighted that we have been able to help our client to secure this significant contract. Blue Water Shipping is internationally renowned for its ability to provide



bespoke transport and logistics solutions and will play a key role in Nord Stream 2, which will become one of the world's longest offshore natural gas pipelines, with the capacity to transport up to 55 billion cubic metres of gas per year from Russia to Europe."

Communication is Key Barometer for Post-Brexit Prospects

Investment in international communication will be a key barometer for Britain's post-Brexit prospects, according to the head of a leading translation and interpretation business.

Kirk Akdemir, Chief Executive of AA Global Language Services, said the frequent breakdowns in communication between UK and EU negotiators have been reflected in the growing uncertainty around international trade.

However, Kirk predicts an increase in activity as businesses seize the initiative, and he expects demand for translation and interpretation services to signal the revival.

Kirk launched AA Global in Worcester 25 years ago and opened in Hull in 2012, building a team of 22 permanent staff and more than 13,000 freelance translators and interpreters working in the UK and overseas in more than 500 languages and dialects.

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



Kirk said: "We are busier than ever with our public sector work and we expect to see an increase in demand from the private sector, whatever the outcome of the Brexit negotiations.

"The negotiations between the UK and the EU have not been easy, but businesses will not wait forever. They will work to their own agendas and timetables to identify the right markets – whether in Europe or worldwide – and to deal with them professionally.

"We know from experience that businesses preparing to explore new clients and new countries place great importance on effective communication. They will factor in their translation, interpretation and cultural requirements early in a project, and that activity will be a welcome sign that progress is being made."

Meet Your EU Neighbour Debate

The Hull & Humber Chamber of Commerce and the British Chamber of Commerce in Germany will debate the importance of shared economic interests as the Brexit negotiations continue, at a 'Meet your EU Neighbour' debate in Hull on Thursday, 2nd November.

Businesses are calling for constructive dialogue to deliver clarity and certainty for trading businesses across Europe.

There is great uncertainty in the business community and potential increased costs from limits on free movement of workers, taxes, tariffs and increased bureaucracy as new borders

affect business on both sides.

The UK is the third largest market for German exports. In turn Germany is the UK's second largest export destination and as talks continue, companies from both sides want economic issues to be at the top of the negotiations agenda. There is a call from both sides for a focus on practical, day-to-day business concerns, and a desire for clarity on future trading arrangements. It is important to businesses that the contours of a future trading relationship are made clearer.

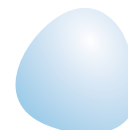
The Hull & Humber Chamber is using its

extensive network of international trade contacts to bring together business representatives for a high-level discussion on the concerns presented by Brexit and the possible solutions.

The event, which is supported by Andrew Jackson Solicitors, is open to Chamber Members and non-Members, and will take place at Andrew Jackson, Solicitors, Marina Court, Castle Street, Hull, HU1 1TJ.

For further information please contact Pauline Wade at Hull & Humber Chamber of Commerce on

p.wade@hull-humber-chamber.co.uk



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Contact details for enquiry or to book your meeting room: 01482 325 530

The Campanile Hotel on Beverley Road, Hull, has a special autumn and winter promotion for the Members of the Chamber of Commerce. Offering a 66% discount on the normal day delegate rate, you can organise your next meeting there for just £9 per delegate.

This rate includes meeting room hire, two refreshment breaks, lunch and conference equipment (flipchart, screen and data projector).

Within a short walking distance with the city centre, free car parking onsite, natural daylight meeting room and a warm welcome, Campanile is an ideal place to meet up.

For further information, the contact details for enquires or to book your next meeting room is 01482 325 530 or email the hotel direct hull@campanile.com where the Campanile team will be ready to assist you with your event.

Terms and conditions apply: Offer available for new conference reservations made directly with the hotel. Minimum of 10 delegates and subject to availability. Offer available for events until 28th February 2018. Offer cannot be combined with any other promotion and is non-commissionable.

Campanile Hotel Restaurant Hull, 20 Beverley Road, Freetown Way, Kingston-Upon-Hull, HU2 9AN

The Deep Business Centre Buoyant After National Report

New arrivals and expansion of existing tenants are taking one of the region's leading business centre close to capacity compared to a national scenario of falling occupancy levels.

The Deep Business Centre has achieved an occupancy level of 98 per cent, as incoming businesses complete their moves and long-term tenants take more space.

The figure compares with an average occupancy of 76 per cent nationally and 72 per cent in the Yorkshire and Humber region, as identified in the latest report from the Business Centre Association (BCA).

Freya Cross, Business and Corporate Manager at The Deep and a board member of the BCA, said the success is down to maintaining good quality facilities and the highest standards of customer care in an increasingly competitive market.

She said: "I am delighted that we have consistently performed ahead of the figures outlined for the rest of our industry in the BCA report covering 2015 and 2016.

"Nationally, the occupancy rate fell from 80 per cent in 2014 to 76 per cent in 2016. Our level also dropped, from 83 per cent to 79 per cent, maintaining our position as a leading performer, and



Freya Cross

the new activity has taken us up to 98 per cent."

The Deep Business Centre's experience reflects many findings of the report, with increasing demand for space, particularly from rising numbers of self-employed people and new small businesses whose requirements are based around high quality accommodation and excellent technology.

Freya said: "Where we differ greatly is with the business failure rate. Nationally, the BCA finds the failure rate increasing from nine per cent in 2014 to 13 per cent in 2016. Our business failure rate has never climbed above five per cent, and in part that is down to our experience and the quality of support that we provide."

Rating Specialist Says More Must Be Done Over Revaluation

Businesses hit by the controversial rates revaluation process could find support as the agency behind the changes comes under pressure to improve its services.

Adrian Smith of AS Rating said benefits could also result from local authorities now adopting the cap on business rates increases of £600 which was promised in the March budget – but Adrian warned that more needs to be done.

He said: "Rates revaluation has been handled very badly and has been condemned nationwide as a shambles. There is now evidence of measures being taken to ease the burden on businesses, but for many it is too little too late."

Adrian warned almost six months ago that companies which lost small business rate relief could end up paying increases of more than £600 because of the impact of the real terms transitional relief cap.

He said: "It appears that problem is now being resolved in some areas where local authorities have applied the £600 cap. But many businesses are still finding it almost impossible to use the online system set up by the Valuation Office Agency to handle appeals."

The VOA's 'check, challenge, appeal' procedure starts with a registration process which has been criticised as lengthy, complicated and likely to deter people from using the system.

Adrian said: "The online facility has been branded widely as not fit for purpose and there are reports that the VOA is now receiving support from HMRC to make improvements.

"We have been inundated with requests for help since we began alerting people to the problems of rates revaluation more than a year ago, and we continue to support clients in trying to get their business rates set at a level which is fair to everybody."



Adrian Smith

Details of some of the problems facing businesses can be found in the updated news section at www.asrating.com

New Member of Hull and Humber Chamber of Commerce

Leasing for Business was established in 2004, and in that time we have been responsible for helping businesses fund capital equipment acquisitions to the value of £23,000,000.

Equipment Leasing is a tax based funding option, and provides a good alternative to traditional banks.

The founder, Eddie Lambrick has been involved in the Leasing and Asset finance industry for over 20 years.

His corporate world experience includes management roles with GE Capital, ING and Canon UK.

Being an intermediary, gives us access to a wide choice of funders, who will look at financing almost anything a business would need in terms of equipment.

Recent funded transactions include mobile fish and chip vans, mezzanine flooring, scaffolding pipes, beer kegs, and commercial fit out to name a few.

We can look to secure business funding for New Starts, Growing and Established Businesses, and we cover the whole of the UK.

Apart from traditional Leasing and Asset finance, we can also look at funding opportunities in the following areas;

- Business Loans
- Franchise Finance
- Working Capital Finance
- Pension Led Funding

At the moment we are running a charity based referral scheme, whereby anyone who passes over a successful funding opportunity to Leasing for Business, will benefit by way of a donation to their chosen charity.

If you would like to know more about our competitive funding options please feel free to contact me.

Eddie Lambrick
www.leasingforbusiness.co.uk
eddie.lambrick@leasingforbusiness.co.uk
07944 356547



Merlx Expansion Makes Inroads into Commercial Sector

A Hull-based electrical business celebrated the second anniversary of new ownership as a family firm with further expansion and an open day to showcase the company's progress.

Merlx, which is based in Williamson Street, Hull, has also established links with another well-known family firm in the industry by appointing Paul Hogarth, formerly of J L Hogarth Electrical Ltd.

Chris Fawley, who runs Merlx with his wife Karen, acquired the business in September 2015 and has made a number of changes to personnel, procedures and property in shifting the focus from the domestic market to commercial clients.

He said: "Merlx was a successful business with a good reputation and a sizeable domestic client base. That remains important to us but I've spent my career in the commercial sector and that is where we have been pursuing new opportunities.

"The changes we have made have enabled us to achieve gradual expansion and we are now in a strong position to build on that."

A year ago, Merlx marked its first anniversary by taking on a housing renovation project which was the biggest contract in its history. The client base includes residential property agents Beercocks, Reeds Rains, Larards Lets and Stephenson Property Management as well as the property arm of Trinity House.

The recruitment of Paul as electrical quality supervisor will strengthen the company's links in the local area in the same way that Chris, who



Chris Fawley (left) with Paul Hogarth.

comes from Sheffield, has maintained his contacts from a career building electrical businesses throughout Yorkshire.

Chris said: "Paul has vast experience in terms of variety of projects, hands-on roles, to various management positions. We're now two years into our five-year plan and with the volume of work that is coming in it will probably become a ten-year plan."

Digital Company Offers Free Business Phone System

Kingston Technologies Group has announced it is now supplying its internet-based CONTREX business phone system free of charge.

Under the agreement, Kingston Technologies Group will supply the telephone hardware and provide the installation, training plus support services at no charge in return for a three-year deal covering line rental and call charges.

KTGL Group Director Rod Walker said: "The traditional ISDN business telephone system is fast approaching end of life and is being replaced by Internet-based systems. By removing all the capital expenditure costs normally associated with installing a new telephone system we hope to onboard companies that would probably have otherwise waited until BT switches off ISDN in 2025.

"Since launching our service in 2012 we've onboarded a large number of business customers

including well-known national companies.

"We're offering a fully-featured Cloud-based business phone system that outperforms traditional ISDN-based phone systems at a fraction of the price.

"It's ideal for any sized business from a one-person organisation, through to larger corporates with hundreds of users.

"The CONTREX platform sits behind closely monitored hardware firewalls. The built-in Fraud Monitoring and Detection system continually watches over the system, checking for unusual call patterns."

Organisations wanting to find out more about this offer can contact Rod Walker direct on **01482 238320** or email him at **rod@ktgl.co.uk**

LBA Hits Weekly Passenger Record

Leeds Bradford Airport this summer welcomed more than 120,000 passengers in a week for the first time in its history.

This record was set during the week commencing August 7th; in the peak of summer holiday season. The following week saw 120,000 passengers travel through once again.

David Laws, Chief Executive at LBA, said: "It has been a fantastic summer season here at LBA and these passenger figures show how the airport is going from strength-to-strength. We now have the widest choice of flights available from LBA. It is that, coupled with the focus on further improving the passenger experience, that has sparked this growth.

"There is a rising demand for air travel across the Yorkshire and Humber region and our ambition is to meet that by offering the very best choice of destinations for both business and leisure passengers. This will in turn boost the contribution we make to the regional economy. These milestones have only been achieved because of the team effort across the whole of LBA, so I would like to thank everyone for their contribution."

LBA currently offers more than 70 direct destinations, as well as worldwide connectivity through the hubs of Heathrow T5, Amsterdam and Dublin.

For more information, visit www.leedsbradfordairport.co.uk





East Yorkshire Businesses Recognised by MOD for Armed Forces Support

Three businesses from East Yorkshire are celebrating after learning they have been awarded silver in the Ministry of Defence (MOD) Employer Recognition Scheme (ERS).

The Defence Employer Recognition Scheme was established in 2014 to recognise and reward UK employers for their support and commitment towards Defence. The scheme was a commitment made in the July 2013 White Paper 'Reserves in the Future Forces 2020'.

There are three tiers of award – Bronze, Silver and Gold – for employers who pledge, demonstrate then advocate, support to the Armed Forces Community in alignment with the Armed Forces Covenant.

East Riding College, Hull KR and M.B. Roche & Sons have all been granted the Silver Award by Defence Relationship Management (DRM), the body charged with linking employers and Defence.

Employers work closely with the MOD via their regional Reserve Forces' and Cadets' Association (RFCA), which takes them through the steps needed to achieve a Silver Award. They will receive their accolades at a glittering ceremony attended by senior officers, civic dignitaries and business leaders from across the region, which will be held at Sheffield's Cutlers' Hall in October.

Hull Kingston Rovers Community Trust Manager Helen Schofield said: "We are both proud and delighted to receive the ERS Silver Award for the work we undertake with ex-military personnel and their families. Hull KR Community Trust

is committed to supporting veterans who are struggling to find work and to receive such recognition is humbling."

Lieutenant General Richard Nugee, Chief of Defence People, said: "Congratulations to this year's Employer Recognition Scheme Silver Award winners who have turned their willingness to make a difference to our Armed Forces into effective programmes of support.

"Their actions mean that our veterans, the wounded injured and sick, our Reservists and their families are not disadvantaged by their military service and have the same opportunities as everyone else. Our winners' commitment is highly valued and is at the heart of all that can be achieved in every part of the country through the Armed Forces Covenant."

Silver award holders demonstrate support for Defence by employing at least one Reservist, actively communicating and projecting a positive image of Defence to their employees via established HR policies and procedures. They also support Reservists by giving them the flexibility needed to plan and fulfil their annual training and mobilisation commitments.

For more information on the ERS Awards visit: www.rfca-yorkshire.co.uk/employers/employer-recognition-scheme/

To find out more about the role of Reservists or to find out about becoming an Adult Volunteer in the Cadet Forces, please visit the RFCA website at: www.rfca-yorkshire.org.uk/reserve-forces
www.rfca-yorkshire.org.uk

Making the Most of Charitable Resources

St John Ambulance, the nation's leading first aid charity, is opening the doors to its training centre in Hull to external groups and companies to boost its fundraising.

John Knight, National Facilities Manager for the charity, said: 'Our training venue in Hull is a superb space, ideal for training, conferences or meetings and, as we don't use it ourselves seven days a week, it makes sense to make our resources work for us and raise vital funds by hiring out the space to external parties. The venue lends itself perfectly to training courses, we use it ourselves for that very purpose, but it might be that smaller community groups will be interested in a clean bright space to hold their weekly or monthly meetings. There is also a great Boardroom at our Hull building, perfect for meetings.

'Our volunteers are a familiar sight at sporting events and concerts but we also do an incredible amount of work to ensure that we are building a nation of life savers. Over 400,000 people learn life saving first aid skills through our training programmes every year, including hundreds of thousands of young people and we believe that everyone should have access to first aid training.

'Like most charities, we need to constantly look for innovative ways to raise funds to continue our work and making our buildings work for us make perfect sense. Local groups or companies can hire a great venue knowing that they are also supporting our charity. Our rates are extremely competitive and we're sure that renters will find we can offer great facilities at a great price.'

Local groups or companies interested in hiring the St John Ambulance venue in Hull should contact facilities-north@sja.org.uk



New Members

A & J Animal Feeds Ltd

Julie Dunn-Brown
Goole
01430 436474
Pet/Animal Feeds

Alan Boswell Insurance Advisers

Steve Eastwood
Grimsby
01472 872872
Insurance Broker

Casper Shipping Ltd

Peter Buffam
Immingham
01469 575246
Shipping & Logistics

Cheatham Allen

Craig Allen
Hull
01482 223630
Chartered Accountants

Chill WBC Ltd

Scott Livingston
Hessle
01482 291500
Health/Wellness

Engie Fabricom

Thomas Catchpole
Grimsby
01469 576411
*Oil, Gas, Power, Renewables Engineering,
Design & Construction*

Go Media

Sarah McLachlan
Brough
07860 805386
Digital Agency

Hull & District Cerebral Palsy Society

Tracy Pearce
Hull
01482 564893
Disability Voluntary Registered Charity

Hull Direct

Hannah Blackman
Hull
01482 382018
Commercial Website

Leasing for Business

Eddie Lambrick
Northampton
07944 356547
Provider of Leasing & Asset Finance Facilities

Maximus People Services

Lynsey Gent
Hull
01482 595513
Welfare to Work Provider

Mereside Consultancy Ltd

Brett North
Hornsea
01964 537401
Structural Steelwork Design

Motor Depot Limited

Ashley Moon
Hessle
01482 388262
Car Dealership

Mulholland Hobart Ltd

Mike Staves
Grimsby
07733 885944
Project Management Consultancy

Pulsar Instruments PLC

Margaret Worrall
Filey
01723 518011
Industrial Noise Measurement Equipment

TCC - The Cleaning Company Limited

Karen Wallwork
Goole
07917 323406
Contract Cleaning Services

The Portington Trading Company Ltd

Tim Leighton
Goole
01757 630429
*Asset Finance, Vehicle Suppliers, Property
Development*

Tradepark Limited (K2 Space Works)

Brian Freestone
Hull
07952 959315
*Property Development, Letting and Serviced Office
Providers*

Xpert Driver Training

Mick Knowles
Howden
0800 310 1094
Driving Lessons

Zora Energy Renewables Ltd T/A Y Pellets

Chris Wilson
Selby
01405 840095
Renewables & Biomass





Name: Andrew Mitchell
 Company: ENGIE Fabricom
 Job Title: Strategic Development Director

I've been working at ENGIE Fabricom as Strategic Development Director for two years, previously working at Spencer Group as Proposals Director. Prior to my move to Spencer Group, I spent 18 years at ENGIE Fabricom having started life as an apprentice with the company.

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

My first job whilst still at school was cutting potatoes in the local chip shop for £1 an hour (and all the chips I could eat.). My first 'proper' job was as an apprentice pipefitter for about £90 per week.

What do you always carry with you to work?

A smile - Car keys, wallet and mobile

What is the biggest challenge facing your business?

Although we have managed to diversify our services and market sectors to renewables and others, we are still involved in oil and gas which is still suffering from a low oil price, which makes market conditions challenging. Our work in the renewable sectors such as offshore wind and energy from waste is good business for us but, of course, is dependent on government policy and subsidy support, which always leaves a question over the longevity of these markets.

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

If I were appointed Prime Minister, I would implement much greater support to apprenticeships and training, as our business is only as good as the people we employ. Investment in young people and training in general is vital to the long term future of the engineering and construction industry.

What can you see from your office window?

This depends which one of our offices I am in, but my favourite view is from the window of our

Stokesley office in the North East where we have panoramic views of the North Yorkshire Moors.

If you could do another job what would it be?

My family and I take regular holidays in Turkey and have had the pleasure of doing some sailing, whilst moored up for a swim there is a little ice cream boat that comes to visit. I think that must be the most stress free job there is.

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

I can be trusted, drive team spirit and ensure that we deliver our services with professionalism.

What was your biggest mistake in business?

Not always trusting my instinct is certainly my own personal mistake. Although not a mistake, but a learning curve is that you cannot listen, engage and understand what is driving your client enough.

What advice would you give to aspiring entrepreneurs?

Be prepared to take a risk, don't be afraid to push yourself to your limit and beyond and don't be afraid of problems, they are just challenges really.

Who do you admire most in business?

The obvious answers are people like Alan Sugar and Richard Branson who have made their own success. More locally, I had the pleasure of working for Charlie Spencer for a number of years which taught me a lot about entrepreneurs.



Chamber Events Diary 2017

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

AGM/Members' Speed Networking and Lunch
 Thursday 8 March 2018
 KCOM Stadium, Hull

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

Members' Speed Networking and Lunch
 Thursday 22 March 2018
 San Pietro Restaurant, Scunthorpe

Members' Speed Networking and Lunch
 Thursday 18 January 2018
 Healing Manor Hotel, Near Grimsby

Members' Speed Networking and Lunch
 Thursday 26 April 2018
 Cave Castle Hotel & Country Club, South Cave, Nr Hull

Chamber Annual Dinner
 Friday 9 February 2018
 Double Tree by Hilton Hotel, Hull

Chamber Northern Lincolnshire Business Awards
 Friday 18 May 2018
 Grimsby Auditorium, Grimsby

Chamber Goole & Howdenshire Business Excellence Awards
 Friday 16 February 2018
 Goole High School Conference Centre

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.

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