

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

April/May 2018

Issue 43

Your Workforce Reimagined

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Chamber Appoints New President

By Sally Booker, Chamber President

As well as a great honour, to me, it seemed very fitting that I should be appointed President of the Hull & Humber Chamber of Commerce on International Women's Day - 8th March.

The President's role is a prestigious one, and I've become only the fourth woman to hold the position since the Chamber was founded in 1837.

I would like to thank my predecessor, Phil Ascough, for all his hard work during Hull's UK City of Culture year which was a great success. I'm looking forward to the coming year, working with my Vice President Kathy Fillingham, our Chief Executive Ian Kelly, and the rest of the Chamber team.

I'm also looking forward to meeting many more of our Members at our regular speed networking events and lunches, but also at the various Business Awards and at our other events like the Annual Dinner, which are always highlights for me.

In my "day job", I am responsible for the Port Operations for P&O Ferries in Hull and Teesport. I'm originally from Kent, and I'm one of many people who have moved to this area and stayed. I believe our Humber region is a great place to live and work, there's a lot going on and we have the right people in the Chamber to get our voices heard.

The Chamber has been good to me, giving me the opportunity to meet many business people and quickly enabled me to feel part of the region. I really don't think this would have happened without becoming part of the Chamber.

I am looking forward to seeing how this region develops in 2018, so if there's an issue you would like to highlight then please talk to us.

I would like to thank the Chamber for making me President and I look forward to meeting many more businesses throughout my year in office.



Pictures show Steve Trimmer (left) and Edd Simpson.

Food and wine partners help to train students – and tastebuds

An award-winning restaurant in Hull showcased its key partnerships and its commitment to training with a night of fine food, rare wines and cool jazz.

1884 Wine and Tapas Bar presented wines from around the world sourced by independent family firm Yorkshire Vintners as it launched its own wine club. The restaurant also took the next step in its collaboration with East Riding College by inviting catering students to join its team on the night and by featuring live music from student jazz combo Mad Dog Trio.

Deborah Spicer, Director of 1884 Wine and Tapas Bar, said: "As our name suggests, wine is a very important part of what we do so we decided to launch our own wine club in association with Yorkshire Vintners. We also wanted to involve East Riding College and provide their catering and music students with an opportunity to gain experience of working in a top restaurant."

The partnership with Yorkshire Vintners was formed a year ago and marked its anniversary with a tasting presentation by wine merchant Edd Simpson.

Edd said: "I'm not aware of any other restaurant in the region that holds events like this on a regular basis and that takes control of its wines in this way, but then this is a wine and tapas bar!"

"Last year we did a 'wines of the world' evening, and now they are diversifying further, with new wines that you won't find in the supermarkets and other big stores and opening up to small, independent producers.

"It can be intimidating for people who think they should know more about what's happening with wine, but it's OK not to know much about wine. My job is to make it more accessible so they know a bit more next time."

For details of the wine nights visit www.1884wineandtapasbar.co.uk or call 01482 216306.

HullBID Hails Thriving City Centre Food and Drink Scene

A dominant performance in the Remarkable East Yorkshire Tourism Awards (REYTA) is evidence that Hull city centre is now setting the highest standards for food and beverage businesses.

Four of the six eateries shortlisted in the Remarkable Restaurant category are in the city centre, including The Old House by Shoot the Bull and Chamber Members 1884 Wine and Tapas Bar, 1884 Dock Street Kitchen and Tapasya@Marina.

The city centre also delivered four of the six finalists for Remarkable Pub – the Minerva, the Head of Steam, Old House by Shoot the Bull and the Lion and Key.

In addition, the acclaimed Hull Street Food Nights, organised by HullBID, were recognised in the Remarkable Tourism Event category for under 30,000 visitors.

Other categories featured businesses and events including the Riverhouse Coffee Co, Humber Street Distillery, Hull Truck Theatre, the big festivals of Humber Street Sesh and Freedom,

Hull Minster, Humber Street Gallery and even the open-stop bus tour launched by EYMS for sightseeing trips around the city centre.

Kathryn Shillito, HullBID City Centre Manager, said: "The Hideout Hotel challenged for best newcomer and the Holiday Inn Hull Marina was shortlisted for Remarkable Hotel – a category which in future will doubtless feature our new DoubleTree by Hilton.

"We can't help but be impressed by the number of businesses which are flying the flag for the city centre in the awards. We're delighted ourselves to be shortlisted because our entry – the amazing Hull Street Food Nights – says so much about how the city centre's food and drink offer has come on in leaps and bounds.

"It sends a loud and clear message that our city centre can back-up its stylish new look with the highest quality entertainment venues and events, pubs and café bars and fine-dining restaurants."

For details of the new season of Hull Street Food Nights please visit www.hullbid.co.uk



Ian Streets

Property Professionals Urged to Embrace Updated British Standard

Property developers and designers are being urged to look again at accessibility following the publication of updated guidance aimed at making buildings more inclusive.

The new BS 8300 applies to a wide range of buildings and to features ranging from steps and handrails to loos and car parks. The document recommends rather than requires, but an accessibility expert based in East Yorkshire warned it should not be ignored.

Ian Streets, Managing Director of About Access, said: "The provisions of BS 8300 are purely for guidance and there are 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.

"The proactive way to look at the document, and the view which is being adopted increasingly,

is that improvements to accessibility are good. They make your premises easier for all people to visit, and that will generally mean more customers spending more money.

"The spending power of disabled people and their companions is known as the 'purple pound' and in 2017 was calculated at £249 billion per annum. If disabled customers can't park in a suitable space they will spend their money elsewhere and businesses which cannot accommodate them will lose out."

The updated standard covers refurbishments as well as new-build and is one of the benchmarks that is used when it comes to auditing buildings for accessibility.

Ian added: "Everyone, including people who have obvious and hidden impairments and older people with particular access requirements, should be able to access and use a building, place or space easily, comfortably and independently, including being able to escape in the event of fire or other emergency. Achieving this requires a certain type of foresight from the earliest stage of the design process"

Yorkshire Wolds Brewery Launches Beer Inspired by American Ales

An American-inspired pale ale that packs a floral punch went on sale in pubs in Yorkshire throughout March as Wold Top Brewery launched the third of its limited edition cask beers.



Ursa Minor, a pale ale inspired by American brewing traditions,

is one of six beers in the Constellation Series that reflect the Big Skies surrounding the Wold Newton brewery.

Ursa Minor, 4.0% ABV, is brewed using two of the USA's most popular hops, Cascade and Centennial with Pale Ale, Crystal 150 and Wheat Malts.

Brewery Manager, Alex Balchin, said it's an interesting beer with a bitterness that accompanies floral aromas.

"American beers, known for their hoppy flavours, have inspired our newest beer and we're looking forward to hearing what people think about it."

"The Cascade hops produce floral and citrus tones whilst the classic American hop Centennial complements it with a moderate bitterness."

Ursa Minor, meaning 'little bear' in Latin, is named after the northern sky constellation, with Polaris, the North Star, at the tip.

The new ale followed on from the success of the first two beers in the Constellation series Orion's Belt and Gemini which were sold in pubs across North and East Yorkshire in January and February respectively.

Wold Top Brewery is located on the Mellor family farm at Hunmanby Grange and produces 26,000 litres of beer a week. Its award winning cask beers are served in pubs throughout Yorkshire and further afield.



Truck Links Ltd. to Open New Dangerous Goods Testing Facility

From its base in Grimsby, Truck Links Ltd operates as an independent supplier of a wide range of heavy and light commercial vehicles, as well as temperature controlled, curtain sided and skeletal trailers for rental on both a short and long term basis to its customers across the UK.

The company was established in 1996 and was based in South Killingholme, serving the needs of customers operating within the country's busiest ports and was ideally located for service and repair work of vehicles and trailers working in the area around Immingham Dock. They later opened a second premises in Grimsby to help provide a more tailored service to their customers within the town and made the move to operate fully from this location on the South Humberside Industrial Estate in 2005.

Since then, the company has invested heavily in its onsite workshop and facilities to improve the range of services that they can provide their customers. This was taken a step further in 2017, when a full site development was instructed, with the inclusion of a purpose built Dangerous Goods testing lane, which is in addition to their already established lane within their existing workshop from where they operate as an Authorised Testing Facility (ATF) for the DVSA.

The development is scheduled to complete late April, into early May this year and will see the additional lane serve as the only Dangerous Goods testing facility in Grimsby. The lane has also been designed with double deck PSVs and extended height trailers in mind, with a maximum door height of up to 5 metres; items which the company were not able to cater for previously. Within the new building is also a fully racked and maintained parts storage area, as well as a designated PDI and valeting bay.

The new structure will not only allow for an increase in business due to its additional capacity, but also in the extended range of services that the company can now offer. Alongside the increased range of testing for their ATF, the company will also now be able to offer full MOT valets in addition to their existing service of internal and external vehicle valeting. The newly installed PDI and valeting bay has a 10 metre steam cleaning pit linked to a mains interceptor to allow full access to the underneath of any vehicle, trailer or PSV for MOT valet. The new system ensures that Truck Links is compliant with environmental waste disposal procedures and also negates the need for ramps or lifts when steam cleaning.

Once the new ATF is operational, Truck Links are preparing to become a DVSA approved Tachograph centre with the installation of new Stoneridge calibration equipment scheduled for late 2018. This will help Truck Links to offer a complete package as a service provider to their customers and ensures security of specialist maintenance provision. In the first instance, Truck Links will look to calibrate the equipment on their own fleet of over 200 hire vehicles helping to offer greater flexibility, before opening up the service to external parties. The installation of new equipment will also allow their current workforce of HGV technicians the opportunity of specialist training, alongside their recent IRTE accreditation.

Another new development to take place is the progression from customer to partner of the Isotrak Group. Truck Links Ltd. first started using Verilocation tracking systems within their vehicles in 2014 and have since continued to increase their utilisation across their expanding hire fleet, making them a major customer within the area. As such, they have recently signed a deal enabling Truck Links to become the northern partner and service agent for the group, opening up another area of business for them, as well as improving response times for their existing customers using the equipment locally.

With 2018 set to be a year welcoming plenty of planned change and development within the company, Truck Links Ltd. have confirmed there is one thing that will remain the same and that is their focus on customer service. The improvements to site and facilities act as an investment towards bettering their standard of service to existing and new customers alike, which has been the foundation of the company since establishment over 20 years ago.





Cyber Safety is Key When Working From Home

A team which has been providing top tech support to companies across Yorkshire for more than 10 years is warning businesses to beware of hazards from the rise in working at home.

Dan Gladstone, a director of Chamber Member Jupiter IT, said security of tech systems at home is unlikely to match protections in place at work – and that can leave the back door open to viruses and cyber-criminals.

Dan said: "Most workplaces – and certainly the ones we deal with – have the highest levels of security to protect their technology. But those defences can be compromised if you are working remotely, whether by using public wi-fi or working at home.

"Modern working practices are such that increasing numbers of people take their work home, particularly at this time of year as families juggle their hours around school holidays and Bank Holidays."

Dan warned that problems could arise from children using parents' phones or laptops to download games, music, movies – and all sort of things that you don't want!

He said: "People can access your equipment, its contents and connections without going anywhere near your house. Failure to secure all of that can leave your home vulnerable to uninvited guests, and that's why it's essential to lock your technological equivalents of front doors and rear windows."

Dan urged tech users to take steps to secure their systems at home including investing in anti-malware and antivirus products, backing-up data securely and, above all, developing a culture of online safety and vigilance.

He said: "The biggest mistake is with attitude – the belief that 'it won't happen to me.' Cybercrime is low risk and can bring high rewards. The perpetrators don't wear balaclavas, carry crowbars and go prowling in the dark. They can strike from anywhere in the world and they'll threaten your financial information, family photographs and other personal documents."

Dan Gladstone



Financial Penalties on the Way for Errors in Challenging Rateable Values

Businesses already struggling to come to terms with the complexities of the 2017 rates revaluation process now face financial penalties for errors in trying to challenge the system.

New legislation will authorise the Valuation Office Agency (VOA) to charge up to £500 from anyone who 'knowingly, recklessly or carelessly' provides false information as part of the check, challenge, appeal (CCA) procedure.

Adrian Smith, founder of Hull-based AS Rating, said many businesses are already suffering financially because of the complications around the new system, and they now face having to pay for errors which are being forced upon them.

The House of Lords voted in favour of the legislation which would bring the introduction of penalties of £200 for small businesses and £500 for all others, but in doing so they urged an increase in the upper limit.

The House also highlighted problems with the 2017 revaluation process and the CCA

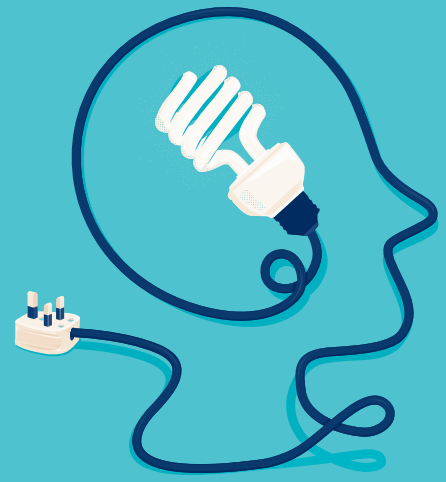
procedure. Lord Bourne of Aberystwyth said he would write to the VOA to ensure they are working with businesses and agents to minimise any burden and to ensure that guidelines are being issued about the circumstances in which penalties will be imposed.

The Earl of Lytton said that many ratepayers were being 'scapegoated' for the actions of 'so-called business rates consultants' who had made frivolous appeals and provided false information in the past.

Adrian said: "The system is slow and cumbersome, and businesses are finding it very difficult to come to terms with the registration process. A lot of people who have genuine cases are being deterred from pursuing them and may be paying thousands of pounds more than they should.

"The introduction of penalties for providing false information is yet another deterrent, but it will not put off the sort of consultants that the Earl of Lytton spoke about and that presents further problems for ratepayers."

Legal considerations before climbing the renewables ladder



Adam Ottley, a solicitor specialising in corporate and commercial law with Wilkin Chapman solicitors, advises businesses on how they can position themselves to seize opportunities in the growing renewables sector within the Humber region.

The burgeoning offshore wind industry has been hailed as a 'golden dawn' for the Humber region.

Its growth over the last decade represents a sea-change in the prosperity of the east coast, with many saying the turbines that we see off-shore will do for the Humber, 'what oil did for Aberdeen'.

But what of the opportunities that this affords to businesses in the region and how can they position themselves, so they are best able to capitalise?

For some the prospect of getting a foothold in the renewables' supply chain can perhaps seem daunting, but there are certainly major benefits in aiming for success. However, it is vital they plan properly.

For example, many SMEs will operate with little specialist in-house legal expertise. Therefore, a broad legal review of the SME's operations may well be needed before it

comes to being vetted for contracts by the larger, European wind industry giants. This is of course alongside it being crucial to gain advice on the terms of the contract itself.

Confidence in the SME's ability to deliver contracts safely and on time must also be assured and for some this may involve looking at investing in larger premises, upscaling their own supply chain and employing more staff. Again, this is where sound legal advice must be delivered so that the SME is clear as to how it can release itself from a long-term lease, or what is required to secure new premises.

The lack of any permanent HR facility is another understandable gap for many SMEs. However, SMEs must put themselves on a strong footing when engaging new consultants, or temporary or permanent employees.

The last thing any firm wants is to start a major contract and face issues with its workforce half way through.

As an alternative to 'going it alone', in recent years there has been evidence of SMEs looking to collaborate, allowing businesses to join forces to win larger contracts. Again, getting your legal houses in order is vital to ensure each party knows its role and responsibilities from the outset and both parties are confident in the others' ability to fulfil their respective obligations.

It is clear that the renewable energy sector has grown and will continue to grow in the Humber and the developers of the large projects can only thrive with the support of local businesses. But are you ready to dip your toes into the supply chain? Wilkin Chapman is happy to advise clients ready to take the next step.

Please do come and speak to us on our stand at the Offshore Wind Conference 2018 - Double Tree Hilton Hull on 25th and 26th April or call Adam Ottley on **01472 262626**, email **adam.ottley@wilkinchapman.co.uk** or visit **wilkinchapman.co.uk**.



Healthy People, Healthy Places

Want to know how you can reduce staff turnover and sickness rates, boost morale and create a happier workforce?

Contact the Healthy Places team to reap the benefits of putting health and wellbeing at the forefront of your organisation.

With a combined 25 years experience in health promotion within Public Health, the NHS, and North East Lincolnshire Council, Healthy Places is a premier health and wellbeing solutions provider leading individuals and organisations to succeed. We will help you develop a culture where health and wellbeing is understood and valued, with practical lessons learned to improve your organisation's performance.

Our clients have benefitted from increased productivity, performance and staff retention as well as reduced absence and a positive business culture.

We work with individuals, businesses, children and young people's services, health and social care providers, educational organisations and community groups.

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Knowing that no two organisations are the same, our service is varied to suit your objectives. We can offer a bespoke package of support through training, health and wellbeing consultancy and our membership package. You can also choose to recognise your work through our awards scheme.

We have particular expertise in youth and adult mental health and emotional wellbeing, and we offer a PSHE training programme specifically designed for schools. Through face-to-face consultation and training we raise awareness of health and wellbeing, reduce stigma and discrimination, and enable people to recognise the signs and symptoms of stress and other mental health issues. We also support individuals to care for their own emotional wellbeing alongside promoting access to appropriate support services.

For a chat about what we can do together call **01472 325500** or email **healthyplaces@nelincs.gov.uk**
www.healthyplaces.co.uk

30th Anniversary throughout 2018 as part of a £1bn industry in the UK.

For more information about The Promotion Company, please contact **angela@thepromotioncompany.co.uk**, or telephone **01482 222227**.

Front row left to right: Richard and Angela Oldroyd, Joe Oldroyd and Anna Lawson all from The Promotion Company with suppliers.

Seize the Opportunity to Promote and Prosper

The Promotion Company began celebrating 30 years in business along with over 160 guests at their fourth Promote and Prosper event at The University of Hull.

An exhibition included thousands of promotional items that were on display for guests to try out and special guest speakers included Thomas Martin, Non-Executive Chairman of Arco and Gadget Man, Jonathan Elvidge.

Angela Oldroyd from The Promotion Company says:

"Feedback from the event has been fantastic. We had an Aladdin's Cave of promotional items to demonstrate, giving guests new ideas on how to promote their brand."

"Our guest speakers gave an exciting insight into their businesses. Thomas Martin from Arco illustrated ways in which Arco has seized PR opportunities over the last 30 years, keeping the family business at the root of everything they do, an important factor close to the heart of The Promotion Company."

"Jonathan Elvidge gave a candid report of his experience, since opening The Gadget Shop in Princes Quay 30 years ago, saying he hopes that the audience can learn from not only the success he has achieved but also the pitfalls he encountered throughout that time."

"Our events wouldn't be a success without the support of our customers and suppliers who turned out in droves to support us. But I would also like to thank The Promotion Company Team who worked so hard to make Promote and Prosper a fun and informative day."

The Promotion Company will be celebrating its



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MPs, Hull City Council and business leaders pictured at the Chamber meeting.



E52 team (from left) Joanne Hill (producer), Dave Windass (writer) and Andrew Pearson (artistic director).

Theatre Company Launches New Festival as Chamber Confirms Funding

A theatre festival which will focus on climate change and environmental sustainability is being backed by the Chamber with an award from its new Chamber Culture Fund.

The Chamber will make a donation of £3,000 to the E52 producing company to help them bring the national festival Seasons for Change to Hull and to support the production of a new play specifically for the event.

Phi Ascough, Immediate Past President of the Chamber, said the award was agreed after the judging panel reviewed more than 40 applications from across the Humber region. He also urged more businesses to support the fund.

Phil said: "The response from arts and culture practitioners indicated there is no shortage of creativity in the Hull and Humber region. We were inundated with ideas, but that response also underlines the severe shortage of funding for arts and culture and that is something we would ask businesses to help us address."

Phil added that E52 was selected for reasons including the company's track record, a festival theme which resonates with the recognition of the Humber as the Energy Estuary, and an educational aspect which will see the new play, *Pale Blue Dot*, performed in schools in the region.

Andrew Pearson, E52's Artistic Director, said: "We're absolutely delighted to have received financial support from the Chamber. It enables us to fulfil our artistic vision for this production. There are many pieces of work materialising about eco-disasters and end-of-the-world scenarios but we think that *Pale Blue Dot* looks at the possible consequences for the planet with a sense of optimism and hope. We'd like to thank the Chamber for their continued support."

The Chamber will invite bids during the summer for the next round of funding. Businesses interested in supporting the fund should email President@Hull-Humber-Chamber.co.uk

Diana Johnson Shames TransPennine Express in Parliamentary Question to Northern Powerhouse Minister in Commons

DIANA Johnson MP has shamed TransPennine Express in the House of Commons for failing to attend a meeting with her, fellow MP Emma Hardy, Hull City Council, business leaders and rail experts.

In a question, early in March, to the Northern Powerhouse Minister, Jake Berry, the Hull North MP asked: "If the Government is serious about creating a Northern Powerhouse, and improving connectivity between communities in the North, does the Northern Powerhouse Minister think that TransPennine's plans to lengthen journeys from Hull across the Pennines, and not turning up for a meeting with the city's MPs and business leaders last week to discuss this will help deliver his plans for the Northern Powerhouse?"

Mr Berry replied: "It was extremely disappointing if TransPennine Express didn't turn up to a meeting with Members of Parliament from the City of Hull, but I hope the Honourable Lady would be encouraged that the Government is investing £13-billion, more than any Government in history, in the northern transport infrastructure and have set up Transport for the North, a sub-national statutory transport body, which is currently consulting on a 30-year plan to improve transport across the North of England.

Ms Johnson's Parliamentary question came after the Hull MPs were snubbed by TransPennine Express who failed to attend a meeting at the Chamber of Commerce which included the MPs, a cross-party delegation from Hull City Council and the Chamber's rail consultants.

TransPennine had been invited to hear concerns over their May 20 timetable plans to downgrade

their rail services between Hull and Manchester to a 10-stop service with longer journey times, using refurbished trains. Other services, including those from Scarborough, are seeing journey times cut by more than 20 minutes and brand new rolling stock.

In a statement to the Press, Ms Johnson said that in all her years as a Member of Parliament, never before had she known a company refuse to attend a meeting when they have effectively been summoned by MPs to explain their plans. "It is disrespectful to me as a Member of Parliament, it's disrespectful to the Chamber, the Council and the people of Hull who are their customers".

Emma Hardy agreed, saying she wanted people who live in Hull to be able to work in Leeds and Manchester, but still live in Hull, so they can spend their money here which will in turn benefit our businesses and the local economy.

The meeting concluded with agreement on three key aims to be delivered by TransPennine Express by 2020:

The retention of an hourly express service between Hull-Manchester, (with minimal intermediate stops).

The urgent reinstatement of a direct Manchester Airport-Hull service.

The move to a half-hourly express service between Hull-Leeds, ideally continuing to Manchester Airport or Liverpool.

As well as raising the issue in Parliament, the MPs pledged to lobby Transport for the North on the issue as the services being inflicted on Hull fly in the face of TfN's declared policy of reducing journey times across the Pennines.



Alex Green, right, of Yorkshire Cancer Research, accepts a cheque for £11,500 from members of the AAK Hull team.

Staff at Hull's AAK Beat Fundraising Target with £11,500 for Yorkshire Cancer Charity

Staff at AAK UK Limited, the UK's leading manufacturer and supplier of edible oils, fats and semi-speciality oil ingredients, have smashed their charity target to raise over £11,500 for Yorkshire Cancer Research.

Colleagues at the firm, based at Hull's King George Dock, chose Yorkshire Cancer Research as the company's Charity of the Year for 2017.

It was a cause close to the hearts of many of the 300 employees, who wanted to devote their year's fundraising to the charity's Yorkshire-based research projects and help for people in the region who have cancer.

The sum raised is almost six times the usual amount collected by staff, who took part in sponsored cycle rides, bake stalls, sky dives and endurance challenges.

Rachel Neale, Senior Marketing Manager for AAK's Foodservice division, said the target last January rapidly grew as it became clear how keen employees were to support the charity.

She said: "A number of colleagues, their families and friends had their lives affected by cancer in 2016.

She said: "Usually we raise around £2,000 to £3,000 for our charity of the year. When we asked for nominations for our charity of the

year, it was clear that helping people with cancer was a cause close to everyone's hearts, so we took the plunge and doubled the target to £6,000.

"As soon as it became clear how many activities were being planned, we stretched it further to £10,000. Now generous staff, their friends and families have smashed that target and we've been able to give Yorkshire Cancer Research £11,500.

"We also give a huge thanks to the many suppliers of AAK for kindly sponsoring staff and also donating prizes for our events. We couldn't have raised this much without them.

"As a key employer in this great Yorkshire city, we are extremely proud of our colleagues' efforts to support Yorkshire Cancer Research."

Among the fundraising activities undertaken by staff were:

- Payroll giving, with employees donating every month through payroll;
- Doughnut sales and cake raffles;
- Competitions to name a teddy bear and to guess the weight of a hamper full of products containing ingredients made by AAK - from cakes and luxury biscuits to sauces and deli mustards;
- A Christmas raffle;

- Dress-up days featuring football shirts, Hawaiian shirts, pink clothes and Christmas jumpers;
- Jane Tomlinson Hull 10K Run;
- The 17-mile Hornsea Walk;
- Coast to Coast bike ride;
- Tough Mudder;
- Selby Three Swans bike ride;
- A sky dive.

The money raised will support Yorkshire Cancer Research in its aim to help at least 2,000 more people survive cancer each year by 2025. The charity has committed to investing £100m over the next 10 years to tackling the region's cancer problems.

AAK UK supplies value-adding ingredients, vegetable oils and finished products to all the main retailers and food manufacturers, and to many leading pub and restaurant chains.

The company is one of the Hull 2017 Business Club Partners who supported the city's year in the spotlight as UK City of Culture.

It has been a joint celebration for employees in Hull and for their colleagues in Denmark, as they marked both Hull 2017 and Aarhus 2017 in the same year.

The Best Communication Method in the Known and Unknown Universe



There are a number of things that make up a great business: the people, ethos, core values and (of course) the product or service that you supply.

But if pressed to pick out the real key to great companies, I would have to say that it all comes down to communication. Knowing how to communicate with the different people you interact with is the foundation of great businesses.

Communication Methods

When you're talking about effective communication, you need to know two things:

1. Who are you talking to? and
2. What's the best approach?

I'll start with the second one because it's a little easier (shorter) to explain and it all comes back to two styles of writing: short hand and long hand.

Short hand, for anyone who isn't familiar with the term, is a kind of code that lets you hand write (or even type) extremely quickly.

We use it at OpenCRM to refer to a way of speaking where we can remove some of the explanations and niceties and get straight down to the heart of the discussion - it will generally take less time and speed up decision and action. It does require everyone to be pretty switched onto the topic at hand, but definitely saves time and energy when you just need to get a message out the door.

Long hand, as you've probably guessed, just means writing out every letter of every word and includes every (correct) punctuation mark. We use it to refer to conversations that need more time, better explanations and generally involves a more protracted process to arrive at a decision.

These conversations take longer and are more detailed because that's what's required.

For example, when talking about a new feature, we'll start with the long hand explanation: what does it need to do? What are the implications of it? How will people interact with it? Once the

development is underway, we may move to more short handed discussions: "That bit needs to work better with the transition, it's feeling a little lost right now."

See what I mean? The short hand is only really understandable to people who know what it is about. But it sure saves time.

But what about the first question?

Choosing the right tone is super important when communicating your message, both in terms of 'sending and receiving'. And that tone goes way beyond just what you're talking about, it is vital to know who you're talking to.

For effective communication you need to understand the groups of people that you will be collaborating with.

I tend to think about them in slightly sci-fi terms (don't ask me why), so you've got your Crew, your Known Universe, and your Far Out Group.

Your Crew

These are generally your work colleagues, they are the people that you know well and the tone of the conversation can be mostly short hand. You like and trust each other and have a common set of values and goals.

You might need to use long hand for some conversations, but short hand works well here in a majority of cases.

Known Universe

These are people whom you collaborate with often but who are not as well known. They are most likely clients, suppliers, and prospects who are well into your sales cycle.

When communicating with people in your known universe, you will most certainly need a lot of long hand, but will probably develop your own version of short hand as you go along.

Your tone is different, not in terms of being professional, just has a more detailed approach to the process you are both following.

A question of tone: Crew vs Universe

Imagine you are with friends at a social event and want to pass on some news: you get

the picture, its far more casual and you will generally have a feel for the room and how they will receive your message.

Imagine the same situation at a professional networking event: again, you will see the point, you will be more guarded around your communication style and perhaps less confident on how the message will be received by some members of the group.

The Far Out Group

Then there are those that you don't communicate with very often or are completely unknown to you. They may be people who are reading your website (or magazine article) for the first time or whom you meet at a conference or event.

These are the group where you will be far more cautious around your communication style, perhaps defaulting to a more traditional professional approach. You'll need to rely on long hand with these people because you haven't built up a relationship or a short hand with them yet.

But you will.

Summary

My point is there are different groups of people and different communication styles. Being able to recognise when you should change your style is crucial to great communication and great companies.

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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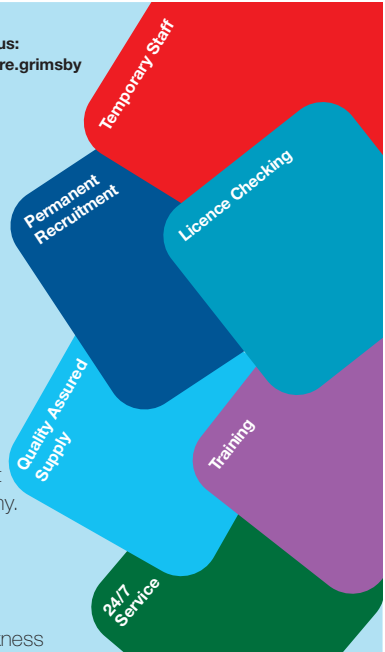
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A recent site visit shows the scale of the plant.

Tansterne Advanced Biomass Plant Exports Clean Energy to the Grid

The moment, which all the partners involved in Tansterne Advanced Biomass have been working towards, has come. On 15th February, Northern Powergrid confirmed the first export of clean power from the plant to the national grid. Work is continuing on site to build the plant up to full operational capacity.

World-class energy efficiency

The plant is one of the most compact and efficient clean power producers anywhere in the world, thanks to the combination of a fluidised bed boiler and a power module patented by plant designers HRS Energy and built by Hull steel fabricators CF Struthers. Tansterne will produce the cheapest renewable energy from biomass (in terms of cost per megawatt) of any comparable facility.

Powered by waste wood

The biomass in question is 'grade C' waste wood which originates in the UK, most of it from the local area. It is important to emphasise that this wood would otherwise be landfilled.

Instead, it is producing renewable electricity for homes and businesses in the Hull area. The wood is supplied by Hull based E Mercer & Co in a joint supply agreement with Probio Energy International.

Investment in the local area

The plant development involved more than 100 skilled local workers and around 300 contractors. Many of these people were from local companies like CF Struthers and Hull family business Ashcourt, which carried out the civil engineering on the site. With a team of around 30 locally recruited staff, HRS Energy Tansterne will operate and maintain the plant on behalf of owners GB-Bio.

The plant is already earning an income from the power purchase agreement and government-backed incentives for renewable energy generation – ROCs (Renewable Obligation Certificates).

A step closer to 2030 targets

The commissioning of Tansterne Advanced Biomass represents another step towards reaching the UK's ambitious carbon emission target of a 57% reduction on 1990 levels by 2030. The plant will produce approximately 162,000 tonnes fewer of carbon dioxide than a similar-sized coal plant every year. The planting of 34,000 trees and shrubs on the site will also play a part in reducing CO₂.

From solar in Italy to biomass in Britain

GB-Bio is the company that was established to develop the Tansterne biomass project.

Based in Aldbrough, it is majority owned by Solar 21, a Dublin-based renewable energy developer and financier. Solar 21 built its track record in renewables through the acquisition and operation of grid-connected photovoltaic installations in Italy. Established in 2010 by brothers Michael and Andrew Bradley, Solar 21 currently has assets of circa €240m (£212 million) under management. Tansterne is the first in a pipeline of bioenergy projects in the UK and the total project pipeline has estimated development costs of £500m, with completion values of well over £1Bn. The group is headquartered in Dublin and employs over 30 people in Ireland, the UK and Italy.

Tansterne Advanced Biomass a winner at Humber Renewables Awards

The power plant was named Best Renewables Project/Installation in the Humber Area at the 2017 Humber Renewables Awards beating Enrolled Freeman of Grimsby and Crown Paints, other finalists in the category.

Projects that are setting new technological benchmarks and attracting global recognition – like Tansterne Advanced Biomass – will ensure that Hull's reputation as the UK's leading city for renewables is both secured and enhanced.



Tansterne Advanced Biomass near Aldbrough, built by CF Struthers to a design by HRS Energy.



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Please call Claire or Graeme on **01482 219777**, or email hull@jark.co.uk for more information

GDPR: Filtering the Facts From the Fantasy

HBP Systems' Commercial Director Phil Denham cuts through the smoke and mirrors surrounding GDPR to explain what it means for your business – and what he has to say may surprise you...



Phil Denham

OK. Stop for a minute and take a deep breath. GDPR – the General Data Protection Regulation – goes live on May 25th. Does the date signify some kind of IT Armageddon, or does it just seem that way because of what you've been reading in the media?

Let's start at the very beginning. GDPR is a piece of legislation, and as such it tells you what you can't do. There's the first problem; having said you're not allowed to do something, it doesn't go on to tell you what you should do instead. That's something you have to work out for yourself. And there's the second problem – the answer won't be the same for every company.

“
A company like ours, which is involved with the IT networks of more than 600 Humber region companies.”

So, let's come at this from another direction, and de-mystify the law's objective, because that's where the first chink of light begins to appear at the end of the GDPR tunnel.

The law is trying to stop individuals' personal data being lost, taken away by lax procedures in the way you run your business or mined by cyber criminals. We're not talking about 15-year-old boys in their bedrooms; this is about attempted hacking on an industrial scale. The

numbers of attacks really are eye-watering, and they're happening at this moment.

Think Health & Safety for data

To help you understand GDPR more easily, let's think about Health & Safety instead. It starts by taking the view that it wants everyone to go home from work in the same state of health as when they arrived. To support that objective every company has procedures and processes, defined in legislation, in place to protect workers. The need for that protection is obvious and understood.

But hang on, not all companies are the same. Take HBP Systems as an example. We're largely office based. As such we have no major manufacturing activity, no forklift trucks, no welding, and no overhead cranes. The detail of our response to Health & Safety legislation is therefore different from a company that undertakes all of those operations as part of its daily activities – but the same legislation applies to all of us.

In the same way, GDPR wants data to be protected to the same standard all the time, which means that asking 'what should I do' draws the answer 'it depends'. It depends on the kind of business you have, and what sort of data you hold.

A company like ours, which is involved with the IT networks of more than 600 Humber region companies, must take a different approach to GDPR from that taken by the cash-only business model of the window cleaner whose only IT is a web site showing pictures of the windows he cleans. The same rules apply to both companies, but the response to them is very different. He has no data worth stealing; we have access to a great deal.

So what should you be doing?

Here's some more light at the end of the GDPR tunnel. You already do a great deal of what's required. The Data Protection Act has been telling us to protect data since 1998. However, just as standards in Health & Safety have become higher over the years, so GDPR is moving data protection to higher standards, trying to achieve the same for individuals' data as Health & Safety is doing for their physical wellbeing.

Try asking the 'what should I do' question another way, by saying 'how easy would it be for my data to be lost?' and reacting accordingly. There are two things to be considered. The first is the threat of being hacked by cyber criminals; the second is the ease of which an employee could copy data onto a memory stick and carry it out in their bag or pocket. It happens. People are regularly the weakest link in IT networks. We've all heard about sensitive data being left

on buses and Tube trains... You need to take steps that make both eventualities less likely.

It's good business practice

More good news comes from understanding that you're probably already doing much of what GDPR wants you to do without even realising it, because it's good business practice, like not passing data to third parties, using it wisely, storing it safely, and completely removing people from your database when they ask you to do so.

No-one is checking up on you, and you're not going to get into trouble unless something goes wrong. It's down to you and your business to take account of what you're doing. But what you should do is have all the checks and balances in place so that, if something did go wrong, you could look Information Commissioner's Office officials in the eye and say 'we did everything we possibly could, and this still happened. In order to stop it happening again, we are going to refine our process'. More importantly, being able to say that to yourself probably means you're not going to lose any data, so you won't be in that position in the first place.

Can I prove it?

There's no specific certification to show that you comply with the new rules, but there are two steps you can take to show your commitment to data protection. The first is accreditation to the Government's Cyber Essentials programme, and the second is to get third party certification to ISO 27001. Oddly, although GDPR doesn't require you to hold either, it's increasingly likely that both will appear in the tendering process as companies looking to have work done will want to know how hard potential suppliers are working to comply with the rules.

So, what next?

Make it as tough as possible for anyone to get at the data you hold. Take steps to encrypt it. Don't let employees have access to all if it. Don't use the same password for everything. Do all these things because they're good business practice, not because someone in Brussels has told you to do them. They're telling you because it's good business practice, not because there has been a sudden and dramatic change.

Protect yourself – and other people's data – as much as you can, and you'll be complying with GDPR. And if you're still uncertain, get in touch with HBP Systems. We'll talk to you about the rules as they apply to your business.



Chamber Expo 2018

Book Your Stand and Gain Contacts and Business!

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The two-day event is staged as part of Humber Business Week 2018.

Organised by the Hull & Humber Chamber of Commerce and now in its 22nd year, the annual Expo is attended by over 1000 business people, from all types and sizes of company.

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



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

Chamber Expo 2018 represents a huge networking opportunity.

Three Speed Networking sessions will also be held. These are fun and are very beneficial for

people looking for new contacts and sales. The sessions will be held over the two-days of the Expo, and are free. Speed Networking ensures that you meet around 20 people per session – contacts you may otherwise never have made.

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

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

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

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

www.hull-humber-chamber.co.uk

Trends in Cyber Crime



Alan Boswell Insurance Advisers' Account Executive Steve Eastwood takes a look at the cyber trends you should be aware of in 2018 – and what you can do to protect your business.

With last year's high-profile cyber-security breaches directly affecting both organisations and individuals around the world, cybercrime is at the top of the agenda for many people this year.

The WannaCry ransomware attack in May 2017 infected 400,000 computers across 150 countries and caused hundreds of millions of pounds of economic losses. In the case of the 47 NHS trusts that were affected in the UK – and likely for the majority of victims – it didn't take long to realise that a failure to keep computer systems updated had left machines vulnerable.

But ransomware is one of many cybercrimes threatening the globe - and the number of incidents is rapidly rising. There were 978 million victims last year, of which 17 million were Britons. The attacks themselves are becoming increasingly complex too, and are often purpose-built by organised groups that know exactly what they're after.

Here are some of the key risks to be aware of during 2018:

Ransomware

Ransomware does what it says on the tin – it allows cyber-criminals to hold your data hostage by locking or encrypting your devices and files, usually until a ransom fee is paid. However, there is now an increasing emphasis on so-called 'pseudo-ransomware'. This is where the criminals' objectives are unclear, or their aim seems to be to cause disruption or destroy data, rather than make large financial gains.

Hacking

Hackers are developing ingenious new ways to

steal or compromise your data, either for their own use or to sell on to third parties. Their two key tactics are: malware, which is software designed to disrupt, damage or gain access to a computer system; and phishing, which involves sending emails that look to be reputable, requesting personal details from recipients and/or encouraging them to click on links to fake websites or to open files that will expose them to malware.

Business email compromise (BEC)

These attacks are a form of targeted phishing, where fraudsters contact a specific individual at a company and pretend to be a fellow employee, usually in order to gain access to (and, consequently, use of) that person's inbox. They then steal data and conduct fraudulent activity, such as requesting funds from the company's finance department.

Distributed denial-of-service (DDoS)

This type of cyber-attack temporarily or indefinitely disables computer systems, networks and wireless devices by disrupting the services of an internet-based host. This is usually achieved by flooding the targeted system with traffic, often from many sources, to overwhelm it. A DDoS attack tends to come as a result of phishing or malware exposure.

Internet of things

Many of our devices, appliances, everyday objects and even vehicles are linked to each other and to central data hubs, exchanging information wirelessly via the internet. This makes them vulnerable to data interception, hacking and DDoS attacks. This is especially true of wireless devices whose systems and cyber-security measures aren't up to date.

What steps can you take to protect yourself and your business?

It's vital to get appropriate safeguards such as encryption, password protection and firewalls in place; installing anti-virus software from a trusted provider; and regularly updating operating systems and software to avoid vulnerabilities. It's worth maintaining secure data back-ups as well.

For businesses, it's important to keep an eye on passwords and data access for staff members who change department or leave the company. Education is also key, so they are alert to tactics such as impersonation fraud and phishing.

If cyber-criminals still manage to infiltrate, a cyber liability insurance policy can cover such aspects as data restoration, business interruption, third-party liability and reputational repair. A cyber broker can help you to choose the right level of cover for your organisation.

With technology and cyber intelligence constantly evolving, it's unlikely we'll ever achieve 'total cyber-security'; but by taking the time to acquaint yourself with the threats and implementing the highest standards of protection, you can keep risks to a minimum – and avoid the majority of attacks.

To discuss your protection against the biggest risks in cybercrime, call Steve on **01472 875089** or visit www.alanboswell.com/cyber





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Yorkshire and Humber



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One of the biggest science fairs in the region is coming to Doncaster Racecourse on Tuesday 26 June 2018.

Over 2000 primary and secondary school students are expected to attend the interactive exhibition aimed at engaging young people in science, technology, engineering and maths (STEM) through a fun and educational experience.

Put your organisation in front of young, local students, teachers and parents to explain and promote what you do. You can inspire children to study and pursue jobs in STEM and find your future employees!

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Go to www.debp.org/big-bang/employers for more information or call Rebecca Kuchta on **01246 212 535** to discuss the options.



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YH Training Services Opens New Centre

YH Training Services are delighted to announce the official opening of our new Learning Centre in Hull. This is a result of our continued growth in the delivery of apprenticeships/ pre-apprenticeships and the increasing demand for apprenticeships from employers and learners.



Phil Watkin (Centre Manager Hull) and Frank McMahon (Managing Director YH Training Services)

The new facility provides increased delivery areas for all our sectors with excellent air conditioned training rooms and breakout areas for our learners to enjoy. It also provides a large conference facility and information centre. The centre is designed to meet the needs of all our learners and is easily accessible with a city centre location.

The new centre is a sign of the commitment YH Training Services has to supporting young people in developing new careers and businesses by upskilling existing staff through apprenticeships.

YH Training Services was established in 1985 with its head office based in Scarborough and has training centres in Hull, Huddersfield, Leeds, Doncaster, Sunderland and York.

The new Learning Centre was officially opened by the YH Training Services Managing Director and Chairman Frank McMahon on Thursday

15th February 2018.

In this very busy and exciting time, YH Training looks forward to welcoming all our learners and partners to our new flagship facility, with more exciting news to follow shortly.

YH Training Services

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- Always challenging
- Always progressing.



Bespoke Photography Portfolio for Business

Refresh your business marketing strategy. Stock images are usually less than ideal. Photo session £50...read on to see how!

In the world of digital marketing, it's hard to ignore the fact that visual content (photography) has become a powerful tool for businesses in running successful marketing campaigns.

Photography for business is considered one of the most essential ingredients; creating a consistent visual aesthetic making your brand strike an emotional cord and connection with visitors across all your marketing activity. Visual content that is compelling builds trust, creating awareness or building a brand. It is geared towards inspiring customer action.

Visuals (photography) have become integral to website tone, feel and brand strategy. The tone is essentially your brand's personality, expressed through content and captions.

Considering that 65 percent of people are visual learners and that articles with images get 94 percent more views compared to those without, it makes perfect sense to have a portfolio of compelling images; that have longevity in all areas of your digital marketing efforts.

It's also a fact more people are accessing the internet via mobile devices. So it's essential that your websites visual content (using photography) is engaging for mobile displays and this is seamless with more traditional marketing methods.

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“

Considering that 65 percent of people are visual learners and that articles with images get 94 percent more views compared to those without, it makes perfect sense to have a portfolio of compelling images; that have longevity in all areas of your digital marketing efforts.

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Developing People - Delivering Return on Investment

In this issue of Business Intelligence, we speak to Lisa Blakey, Managing Director of Encompass Development Group about how best to approach developing your workforce, the benefits of apprenticeships and more:

"I've never been convinced that off-the-peg courses meet an organisation's needs," explains Lisa. With over 25 years' experience in HR, Lisa is well placed to understand what constitutes effective learning and development, for she has often been the person responsible for making training decisions within a company and spending the learning and development budget.

Lisa brings to her role a sterling business background, from having worked with Geest and Smith and Nephew, to becoming the youngest and first female Main Board Director of Shepherd Engineering Services, and progressing to the Executive HR Director of Shepherd Group Built Environment. Now Managing Director of Encompass Development Group, Lisa and her dedicated team of 35 employees help people achieve their goals through the delivery of high-quality apprenticeships and training programmes.

"When we provide training, we send a committed business partner into the organisation and write bespoke content, taking into account their vision and values, procedures, processes, and general business strategy."

"The course content for a large organisation who have dedicated personnel in specialised roles will be quite different from the content we write for a small company, where one person may undertake multiple roles. That's why we design the course specifically for each business and tailor the training and content to their needs.

"We are also extremely flexible in how we deliver training, whether it is in a facilitated classroom setting, in a more informal manner over a lunch and learn, or on a one-a-one basis to fit in with shift patterns – again this degree of flexibility is not what you would receive with a one-course-fits-all approach.

"We deliver apprenticeships for levy-paying customers and SMEs; we also have an adult education budget for 18-23-year-olds to support

people without previous qualifications, and are the largest Adult Learner Loans provider on the east-coast from Durham to Essex" says Lisa of her work at Encompass Development Group. "We specialise in four or five major areas of training, including management and leadership, procurement and supply chain, accountancy and finance, human resources, and information technology, thus retaining our expertise in our fields.

"There have been massive changes to apprenticeships in the last couple of years, and many businesses are unaware of the many benefits they can bring to their workplace, whether they want to develop the skills of their existing staff or to train new recruits.

"We've worked with businesses facing huge challenges, from those that have encountered rapid growth, to those that are downsizing or businesses that face their most experienced employees retiring and are in need of a succession plan. We've helped them to meet the challenges ahead through the delivery of appropriate training.

"From our base in Melton, North Ferriby, we've worked with businesses in our local area, as well as organisations across the UK and Europe, but we are always looking to work with more organisations in our home city.

"We've delivered training for familiar high street names, blue chip companies and large public sector organisations like the NHS, city councils and Humberside Fire and Rescue." To date Encompass's clients have also included Arla, AAK, The Swift Group, Heron Foods, and William Jackson Food Group.

The apprenticeship levy has been much misunderstood, those with a pay bill of over £3 million a year will pay the levy – in practice, only 400 of the 20,000 (2%) UK levy-paying employers will cover nearly half of the entire levy. For those companies that do pay, it makes sense to harness the benefits, including the

ability to transfer a maximum of 10% of their annual funds to their supply chain, or other employers in their industry from April 2018. "Employers who are paying the apprenticeship levy, can spend that budget on training tailored to their needs and that will help their business grow and improve. However with the introduction of the 10% transfer, they can also utilise any remaining funds, helping to avoid an under-spend" adds Lisa.

When it comes to non-levy-paying employers, typically 90% of their apprenticeship training costs will be paid for by the government. In some cases, even more financial assistance is available – so as Lisa adds, "it makes sense to investigate the opportunities apprenticeships present and take advantage of the assistance available with funding."

To employers unsure of what apprenticeships have to offer the message is simple: "We can come to you regardless of your location, and we'll explain what we do and how we can help you to utilise apprenticeships."

"At Encompass, we have direct funding with the ESFA, and have the ability to be agile and adaptive in the way we respond to employers' needs, helping them to address the challenges they face, from change management to bridging the skills gap."

"We pride ourselves on the fact that we don't recruit trainers, we recruit experienced business people, then train them as facilitators, which means our clients have a training partner who understands their business environment.

"Some of our team have specialist skills like finance, whilst others have experience of working in public sector organisations such as the NHS, so they understand the pressures faced by the organisations with whom we work. Our trainers are credible individuals who deliver training up to MBA levels."

Encompass's high standards are reflected

in-house as well as in the training they deliver for clients, for they have recently been awarded the Investors in People Silver accreditation - a benchmark of good people management practice. They were also the very first strategic partner with the Chartered Management Institute (CMI), enabling all of their management training programmes to be accredited through CMI.

Speaking of how best to deliver training Lisa comments, "I'm a great believer in stories, in how stories can illustrate theory and bring training to life. Employing trainers with substantial business experience means they have numerous real-life examples and stories

with which to illustrate the theory."

Reflecting on the most fulfilling aspects of her job, Lisa observes, "we've helped people who've left school with no qualifications earn degree level qualifications, despite their apprehension of capability. We have also helped people progress within their organisation, obtaining a promotion as a direct result of completing one of our training programmes.

"It is enormously fulfilling when you see a person grow in confidence, complete qualifications and move onto promotion; for this reason, I enjoy HR, leadership and development, and collaborating with different businesses.

Moving forward, Lisa and her team are far

from resting on their laurels; "our vision is to be a leading provider of training, to produce outstanding business results for our clients and to help individuals fulfil their potential" – and it looks as though they are well on the road to achieving their goals.

For more information about Encompass Development, visit www.encompass-consultancy.com, call **01482 222 463** or email enquiries@encompass-development.co.uk.

Lucas Elliott
CEO

Lisa Blakey
Managing Director

Adam Rhodes
Sales Director



“ It is enormously fulfilling when you see a person grow in confidence, complete qualifications and move onto promotion; for this reason, I enjoy HR, leadership and development, and collaborating with different businesses. ”

Lisa Blakey,
Managing Director



Digital Technologies - The Key to Reimagining and Developing Your Workforce

The economic growth witnessed in the Humber region has been phenomenal over the past few years, which is remarkable when factors like the uncertainties over Brexit are taken into consideration. Despite the unpredictability for many industries throughout the UK, the Humber area has consistently performed beyond expectations and at the end of 2017 there were visible achievements for us all to be proud of, with record numbers of people in employment and the lowest levels of unemployment seen in the region for years.

There are two predominant reasons for these levels of success. The first, is the progressive nature of existing organisations in this region, many of whom have adopted an innovative mindset to become more forward thinking, embracing technological evolution and the necessary operational changes required to succeed and adapt continually. This can even be seen throughout our education sector, which has heavily involved itself in the evolution of business in the region, by providing information, knowledge and becoming an increasingly useful resource for professionals.

The second is the amount of major investment in the region from big businesses which have identified exciting opportunities by having a strong presence in the Humber. This has

pushed the Humber to the forefront for cutting edge technologies, especially in the energy, chemical and manufacturing sectors, and has generated thousands of new jobs, attracting specialists to the area, generating work for skilled contractors and providing employment opportunities for the local population.

The Humber has also spent the past few years capitalising on its strengths, and this is particularly evident in the renewable energy sector with the region becoming the location of choice for major investment in the establishment of a world class renewable energy hub looking to service future renewable



energy investments. The Humber area supplies a substantial amount (approximately 20%) of the current National Grid requirements and provides access to new renewable energy developments such as wind energy, tidal technologies, biofuels and biomass.

It is vital that all businesses in the Humber region can evolve technologically in order to show compliance quickly and move forward. With more and more people in the region moving in to employment in these new sectors, it has never been more important to focus on the workforce and its management to ensure internal employees and external contractors are efficiently trained and competent.

Workplace challenges arise almost daily with new laws and regulations, maintaining a constant state of health and safety awareness and embracing new customer and employee privacy policies with the imminent arrival of GDPR. Other potential challenges that face our region in particular, include keeping workforces in the loop when operating in remote locations, the requirement for fast and efficient (re)training across industry sectors and the need to align a large influx of new employees and contractors with rapidly changing business protocols to ensure maximum efficiency and safety.

To help Humber-based organisations achieve continual growth and profitability, innovative digital solutions can be the answer to many of the challenges aforementioned. When it comes to developing your workforce and managing contractors to match the standards of your business, smart software choices can be the catalyst for positive change.

Not only can you increase a user's knowledge retention through interactive learning, but it also provides a consistent delivery and assessment method to guarantee the workforce has understood their training and is measurable by the same parameters for everyone. There are a number of eLearning solutions available by innovative software companies throughout the region, many of which have been created specifically to overcome certain, identified challenges within the workplace, providing numerous benefits, such as automation, streamlining, unification, increased efficiency and cost-saving, to name but a few.

Many of these digital solutions have been developed not only to enable organisations to ensure their entire workforce has access to critical training materials at any time, on any web-based device, but to ensure they are fully inducted or (re)trained to the level required. This is a far more efficient approach to training than manual, classroom-based learning and often completely measurable and auditable.

Software companies have definitely taken GDPR very seriously and have solutions in place to guarantee that their digital solutions are fully compliant, working with their customers. This ensures each product is never found guilty of breaching the new regulations. Developing the software around securely stored personnel profiles for each user, these next generation solutions offer a simple way of managing internal employees or external contractors. This enables the sharing of personnel data across multiple locations and projects and makes compliance information easily accessible to HR and management teams.

It is vital that all businesses in the Humber region can evolve technologically in order to show compliance quickly and move forward.



This type of software can even provide the answer to site access, only allowing entry to staff and contractors once they have demonstrated their competency. Functionality like this firmly ensures compliance and safety is never compromised, on any site. Additionally, online systems like this provide the ability for remote access, meaning any employee or contractor can access the relevant training resources from any location, at any time. This goes a long way in helping to bring a remote workforce together with the rest of the organisation based at headquarters.

Workforce development isn't just about training though, any team can improve through strong motivation, effective communication and by generating a sense of camaraderie. These are all important values needed within any successful organisation and software can help to address all of these requirements too. Strong communications software helps to keep everyone in the loop, and, with the benefit of remote access being implemented within many organisations, ensures company-wide policies and notices that are sent out are not only received, but acknowledged and understood, with instant reporting capabilities to ensure compliance is always met.

In addition, any company looking to increase their workforce motivation could even consider staff portal software. These innovative solutions come with a large variety of pre-packaged modules, each designed to engage the workforce, instil motivation and develop a positive culture in the workplace through clever incentives and rewards while behaving as a hub for staff interaction and feedback.

As technology improves further and business requirements change, digital solutions are clearly the way forward. Using a versatile software solution is imperative for any HR department or HSE team to be able to instigate awareness of business processes or even to help streamline them, whilst at the same time, increase their employee engagement and improve their health and safety awareness. Inevitably, a more efficient workforce will also quickly demonstrate substantial time savings and cost savings for any organisation.

Our region will continue to be incredibly successful, but a key part of ensuring this momentum is by embracing progressive thinking, technological innovation and by exploring the benefits of strong software solutions within our workforce management.

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More Than 90% of Cyber Attacks Are ‘Preventable’, Says Security Specialist

Cyber Security and intelligence specialist Intelligencia Training has warned that too many organisations are still failing to take the threat from hackers seriously and that 2018 will have to see a big change.

Recently published statistics have shown that more than 90% of cyber-attacks are directly linked to user error or lack of awareness and are, therefore, preventable.

Nick Atkinson, Intelligencia Training’s Commercial Director, said: “Our work has shown that awareness of cyber security is lacking in far too many organisations, despite all the publicity about security breaches.

“To have research showing that more than 90% of security breaches are preventable is truly shocking and the situation is unlikely to change in 2018 unless companies start taking cyber security more seriously.”

Nick predicts that the Cyber Stars initiative will become increasingly popular in 2018 as a cost-effective solution to tackle the threat and develop a cultural change towards how organisations perceive the cyber threat.

Intelligencia deliver sessions utilising the Cyber

Stars initiative, which has been designed and developed by cyber security experts and is an on-site one-day course which gives people an improved understanding of cyber security.

It is the only programme of its kind backed by a nationally-recognised qualification and access to ongoing learning materials via the Cyber Stars e-learning platform.

Nick also predicts that 2018 will see businesses making better use of data and analytics, something in which Intelligencia Training specialises, including offering the Level 4 Diploma in Intelligence Operations training to organisations across a range of sectors.

He said: “Many organisations within public and private sectors have now identified how the effective use of intelligence-led data and analysis can add significant value in relation to the decision-making processes.

“Government agencies, local authorities, banks,

insurance providers, utilities providers and large retailers are now utilising the innovative Level 4 Diploma in Intelligence Operations. This was developed in conjunction with military intelligence operations as a method to raise the intelligence and analytical skills of key personnel across a range of departments.

“Being able to standardise training, and professionalise the way in which intelligence is used, offers significant benefits to many sectors and organisations. Many more are planning to make effective use of this cutting-edge qualification and training programme in 2018.”

You can read more about Intelligencia Training and their specialist training programmes at www.intelligenciatraining.com



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Fed N Watered Coffee Shop/Restaurant

Fed N Watered Coffee Shop/Restaurant on Prospect Street recently joined Hull and Humber Chamber of Commerce after a change in ownership from the founder David Meyers to Stephen Richley, an entrepreneur who has spent that last 30 years living in east and central Africa.

At Fed N Watered the gelato dessert experience has been replaced with a wide variety of freshly prepared meals including home baked quiche, pizza, soup and salads and a variety of sandwiches freshly made on the premises. New staff have been brought in with experience in food preparation including a continental chef. The owner proudly

declares "we don't use any frozen vegetables, only fresh". Every day there is a chef's specially prepared meal (Fridays is Fish, Chips and Mushy Peas) and loads of meal deals to be had. Mondays meal deal is two pizzas for the price of one.

The most popular dish is not lunch but the Jumbo Breakfast for the hungry comprising of

two sausages, two slices of bacon, hash brown, mushrooms fried in garlic sauce, tomatoes, baked beans, two fried eggs, orange juice, tea or coffee and as much toast as you can eat for £6.95.

Chambers of Commerce Members are entitled to 10% discount on all snacks, meals and beverages (including beer and wine). Fed N Watered can seat up to 60 people inside.

Parts of the restaurant can be sectioned off to accommodate private functions, meetings and office parties. There is loads of space between tables to accommodate wheelchair access. A disabled toilet is also available. No charge is made for hiring out the restaurant provided patrons order food or drinks.

Fed N Watered is keen to partner with local businesses in their neighbourhood who aren't able to provide their staff with a company canteen. Up to 20% discount can be negotiated by companies who are looking to offer subsidised lunches to their staff. For more details contact the owner Stephen on **07392959764** or email **management@fednwatered.co.uk**.

“

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Apprenticeship Week at Ongo Recruitment

Ongo Recruitment is looking back at a successful year of securing apprenticeships for local businesses as part of National Apprenticeship Week.

The annual National Apprenticeship Week ran from 5-9 March and aims to celebrate apprenticeships and the positive impact they have on businesses. The week is organised by the National Careers Service which is a company that coordinates the delivery of apprenticeships in England.

In the last 12 months, Ongo Recruitment has supported over 50 apprentices into organisations across North Lincolnshire. We have some great outcomes which have seen the apprentices successfully gaining full time work with their apprenticeship provider or progressing to the next level of training.

Richard Green, Recruitment Manager at Ongo Recruitment, said: "Apprenticeships are a brilliant way to start your career, to be able to get that vital hands on experience whilst still earning a wage.

"Not only are these great for young people, but businesses can really benefit from taking on an apprentice too. There are so many great advantages for businesses, offering apprenticeships can give employers the opportunity to discover the best young talent, with many people at the start of their career opting for an apprenticeship as an alternative to

the university route. Apprentices can also bring a great new dynamic to a company and the government funded training available can mean that this is a affordable and very effective way to ensure apprentices can grow with the needs of their business. They can also rest assured they are doing their bit for young people and the UK, helping to create a skilled workforce which will drive the future economy."

"Here at Ongo Recruitment we like to go the extra mile with the support we offer our apprentices and businesses we work with. We will take all the hard work out of employing an apprentice; we'll do the recruiting, payroll, regular reviews and arrange any training they may need. The Apprenticeship Levy came into action last year and we're also able to offer businesses support in getting as much funding as possible to make it a viable business decision to take on an apprentice.

"Apprenticeship week is a brilliant way to highlight the great work apprentices do, and also to see how much they've progressed over the space of 12 months. We've had really positive feedback from businesses we work with that have taken on apprentices, many hiring them as permanent staff once the apprenticeship comes to an end."

If you're interested in finding out more about how an apprentice could benefit your business, or would like to get more information on how the process works, get in touch with Ongo Recruitment today. You can call **01724 844848** or email jobs@ongorecruitment.co.uk



Freya Cross speaking at a business event at The Deep.

Property Professionals Urged to Attend Flagship Conference

The head of one of the region's leading business centres is urging property professionals to seize the chance to study latest trends and developments in the sector by attending a flagship event next month.

Freya Cross, Business and Corporate Manager at The Deep, said The Business Centre Association (BCA) Conference and Exhibition in London presents a great opportunity to gain insight into the flexible space sector and into investment opportunities.

A board member of the BCA for six years, Freya said the event will explore such issues as demand for various types of flexible workspace, capacity, finances and emerging innovations.

The BCA represents more than 1,500 member locations operating across the UK, with each of them having demonstrated a commitment to professional and ethical standards, service and conduct by adopting the BCA Code of Conduct and Consumer Charter, both of which are renewed annually.

Freya said: "The BCA plays a significant role in lobbying government and local authorities over matters affecting our sector and it is committed to setting and maintaining the standards which help to distinguish our member operators from non-members.

"I have attended BCA Conference and the accompanying exhibition since I joined the industry in 1996. The content has always been extremely relevant, incorporating current and changing trends and with the calibre of the speakers outstanding. There is always something new to learn no matter how long you have been in the flexible workspace industry or in commercial property generally.

"A key benefit for the delegates is that the event is CPD certified and presents a great learning opportunity for property agents. The knowledge shared and the networking opportunities with other operators and suppliers are second to none and I actively encourage attendance to anyone who has not attended before."

For details of the conference, which takes place on Tuesday 15 May, visit www.bca.uk.com

Utilitywise - Chamber Energy Solutions Partner

Costly updates to your energy bill this April are no joke.

In April, some major changes came into play in the energy industry. Whether you're affected by all or just one, your business could see a significant cost impact.

New energy efficiency requirements in force

As of 1 April 2018 new Minimum Energy Efficiency Standards, better known as MEES, came into force. Aiming to improve the energy efficiency of buildings, MEES will make it illegal to grant new leases to properties with an F or G rated Energy Performance Certificate (EPC). There are strict penalties in place for non-compliance, and fines could reach up to £150,000. The impact of fines will be compounded by loss of earnings while non-compliant properties cannot be rented.

Utilitywise are able to assess your current EPC level and help you with energy efficiency projects to increase your rating to a MEES-compliant E or above.

Why is your energy bill increasing?

Your energy bill is set to rise again, as changes to distribution charges took effect in April.

The introduction of DCP161 and a regulatory change, DCP228, will bring price increases to businesses:

- DCP161 has been introduced by Ofgem. Its purpose is to ensure that businesses with half hourly (HH) supplies that exceed their assigned available capacity, pay more.
- DCP228 will revise how DUoS (Distribution Use of System) charges are calculated, so they accurately reflect the costs incurred by network operators during peak and non-peak periods.

These two charges are set to increase further the already spiralling non-commodity cost (NCC) element of your energy bill, which is a mix of transmission, distribution, and other regulated charges you pay on top of the wholesale cost of energy.

In less than three years' time, these extra charges will account for the largest portion of your energy bill at 66%.

Chamber Energy Solutions can help you control your costs. It's critical that you take control of these soaring costs, and we recently hosted a webinar – The Rise of NCC's – to show you how. To catch up on our webinar call **0333 000 0132** or email help@chamberenergysolutions.co.uk



Partnership with the World's Leading A4 Print Technology Manufacturer

North East print solutions firm United Carlton continues to expand its product offering, by entering into a partnership with HP, the world's leading A4 print technology manufacturer.

The new partnership will allow United Carlton to offer customers access to HP's product portfolio, providing class-leading technology and the assurance of HP's reputation for producing high-quality, secure and reliable devices. HP's research into alternative print solutions and cost reduction also fits in with United Carlton's business ethos of sustainable, cost-effective printing.

Warren Colby, Director at United Carlton, said;

"Choosing to partner with HP was an easy decision once we saw their products portfolio, investment in security and their plans for the future. As the market leader in A4 print with over 40% market share, and having recently acquired Samsung's A3 print technology, it's clear they plan to be world leaders in print, and we want to be part of that journey."

Neil Sawyer, Commercial Channel & Education Director (UK&I), HP said; "HP are delighted to have joined forces with United Carlton in the field of Managed Print Services. The combination of exemplary customer service from United Carlton and HP's status as the fastest growing office print manufacturer in the market, makes for an exceptional partnership that will undoubtedly deliver fantastic results."

United Carlton's success in becoming an HP Premium MPS Specialist, not only reflects the strength of the company and the quality of the

service they provide, but is also indicative of the vitality of the technology sector in the North East.

From their regional offices, United Carlton offer managed print services to organisations across the UK. Since their foundation in 1987, they have worked with over 4,000 organisations, providing completely managed print solutions, helping clients to make their print operations more cost-effective, efficient and environmentally friendly. Renowned for the high standard of their customer service, United Carlton tailor their services to suit the needs of each client. You can find out more at

www.united-carlton.co.uk/



Why Degree Apprenticeships are like Strawberries and Cream

With so much changing in the world of apprenticeships you could be forgiven for letting degree apprenticeships pass you by. The University of Hull provides an insight into what's been happening and what you can do to make the most of degree apprenticeships within your business.

Who are apprenticeships for?

When you think of the word 'apprentice' – other than the TV show – you're probably thinking of a 17 or 18 year old learning the ropes in an office or a trade. But times have changed. Nowadays apprenticeships can also be an effective way of developing existing staff of all ages.

This means you can focus on developing employees with the potential to succeed and strengthen your organisation, as well as to improve their own skills.

Of course degree apprenticeships can help to bring in new recruits and college leavers too so that you can attract the brightest and the best talent to your organisation.

Apprenticeship standards aren't standard

The days are numbered for the familiar model of 'apprenticeship frameworks' as groups of trailblazer employers come together to create new standards based on the knowledge, skills, behaviours and competencies they expect. Just a glance through the lengthening list of standards, shows how diverse the needs of today's businesses really are.

The levy's definitely not dry

The apprenticeship levy is an ever increasing pot of money that larger levy paying organisations are able to use specifically to pay for new apprenticeships and there has never been a better time to decide how best to invest in talent, new and existing, to get the best return on your investment. Typically the whole cost of delivering an apprenticeship, including a degree apprenticeship, will be covered by the levy so there shouldn't be any extra money to find.

What about smaller businesses?

Funding for new apprenticeships takes a very different form to the fully-funded programmes of the last 10 years or so. There is now a requirement for all employers to pay, even if they are not contributing to the levy. To soften the blow, Government is providing 90% funding, meaning that smaller employers can access the same programmes as their larger partners at a reasonable cost.



For example, a typical degree apprenticeship costs around £27,000, so a 10% contribution would be £2,700 over the term of the apprenticeship - and this can be paid in instalments to help fit in with your cash flow needs.

Relevant programmes, content and delivery

New degree apprenticeships are being launched all the time and universities are working closely with employers to develop programmes that will work for them. The content of the programme and the way that it's delivered is crucial in making degree apprenticeships possible. Universities are condensing programmes and finding innovative and creative ways of meeting employer requirements so there has never been a better time to get involved. Typically universities focus on key specialisms, so the University of Hull, for instance, has developed Supply Chain Leadership, a Chartered Manager Degree Apprenticeship and a Senior Leader Masters Degree Apprenticeship (including a fundable Executive MBA), as well as programmes in healthcare and chemical sciences - areas that are increasingly important to the regional economy.

But why would I want a degree apprentice?

It's a route to develop the talent of your new recruits and existing staff, giving you the opportunity to train your own experts and leaders. And a degree apprenticeship could be for you too, as it is even possible to study for a Masters degree funded through an apprenticeship.

Strawberries and cream

The combination of a degree and the relevance of applying learning directly to your business work so well together. Whether it's to strengthen the capabilities of your organisation or to support succession planning, degree apprenticeships will help you to retain staff, motivate your workforce and attract new talent.

The University of Hull remains at the forefront of developments in degree apprenticeships and can support employers looking to get to grips with how to make the most of their levy and funding.



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AA Global Recognised as a Leader in Languages Sector

A leading translation and interpreting company has demonstrated the quality and value of its services by securing another listing in a prestigious public sector framework of trusted and reliable suppliers.

AA Global Language Services Ltd has added the listing on ESPO, which primarily informs local authorities throughout the UK, to its recognition on the NHS framework Shared Business Services (SBS).

Kirk Akdemir, Chief Executive of AA Global, said both frameworks are of great significance

to people making public sector purchasing decisions and are also relevant to the private sector.

AA Global was listed on the SBS interpretation and translation services framework two years ago and has now been included for a second time by ESPO, having already spent five years on its supplier list.

Kirk said: "ESPO is a very large and important framework which was set up by some major local authorities. Inclusion on that list indicates our status as a major player in the country, operating in the same league as some very big organisations such as Capita.

"The listing is intended primarily as a guide for the public sector but it is also recognised more widely as a hallmark of excellence. It is a

catalogue of the best places to source goods and services.

"Private sector businesses have their own lists of preferred suppliers as we know from our repeat business with Toyota over many years. However smaller businesses may not have access to that sort of resource, particularly if they rarely require translation and interpreting services, and they can benefit from seeing who is trusted to work for the big public sector bodies."

AA Global, a major supporter of the Chamber's International Trade Centre, employs around 20 permanent staff, including 15 at its office next to Hull Marina. The company also has a team of nearly 15,000 translators and interpreters who between them can cover more than 500 languages and dialects.

Just Do It! The Key Message From a Business Masterclass for Dutch Delegation

JUST do it! That's the philosophy of success for the managing director of one of the Humber's leading logistics groups.

An event organised by the Hull and Humber Chamber of Commerce's International Trade Director, Pauline Wade, for a 15-strong group of visiting business leaders from the Netherlands, saw Peter Aorosin deliver a business masterclass at his Stone House headquarters in Goole.

Peter explained how he had built the company from scratch after coming to the UK from Denmark 39 years ago as a trainee in shipping, having turned down a dream job in London to follow his ambition of working for himself, and the rest, as they say, is history.

The Dutch businessmen heard how the logistics company has grown from its core business of chartering, port agency, stevedoring and wind energy projects now to include an interest in a road-based logistics business with 100 trucks and 20,000 sq metres of high quality warehousing and a Danish company operating 30 ships. TDL Wind Ltd is working in the growing renewables sector and IPL is an industrial packaging company.

The combined Danbrit Holdings group is involved with ships, ports and trucks including seven port terminals in Denmark.

Peter is a passionate advocate of the Energy Estuary and the benefits of living and working in the Humber, having based his company and his life in Goole, the UK's largest inland port.

Asked by the Dutch businessmen what his strategy for the future of his business is, Peter explained that he believed the key to success was to have a lot of young employees around you. His strategy is to get apprentices into the business who will bring new ideas to drive the business forward. He also stressed the importance of taking the time to talk to your staff to understand better the issues which concern them, as happy and motivated staff always work better for you.

The group from the Netherlands were keen to learn about the work of Green Port Hull, and Pauline explained how the initiative was funded by the British Government and had helped to bring the renewables industry to the Humber. Siemens had built its turbine blade factory here and it had opened exactly a year ago, with vessels taking the blades out to the North Sea. It was a major development which would see



Peter Aorosin and Pauline Wade (front centre) pictured with their visitors from the Netherlands.

work continuing until at least 2030.

Answering a series of questions from the Dutch delegation, Peter said he believes you have to enjoy what you are doing and have fun every day. If you're enjoying what you're doing and having fun, you're probably good at what you do, and then you usually find you have a pound in your pocket when you need one.

Asked what the key factors to his success are: Peter said: "You have to be humble, deliver quality and be seen to be reliable. You also have to react quickly to a downturn and take action, and you can't be afraid of change as markets can change quickly".

He also talked about his long-held ambition for developing an Intermodal Terminal at Goole, a

project he has spent a lot of time on and hopes will be a success.

The Dutch business leaders were also keen to discuss Brexit and views were exchanged.

The businessmen also wanted to know if Danbrit Holdings had worked with the Dutch, and how he had found that relationship. Peter revealed that he had been the part-owner of a company in Rotterdam for 20 years and had never had a problem working with the Dutch and he would give them 10 out of 10.

So if he had his time again, what would he do differently, was the final question. The answer was emphatic, and delivered with Peter's familiar charismatic smile . . . absolutely nothing!

New Director at Lloyd Dowson

Vanessa Rowbottom has been appointed a Director at Lloyd Dowson taking their board to six. The appointment will further strengthen the existing board as Vanessa has had many years experience in mentoring and coaching.

David Dowson, Chairman of Lloyd Dowson commented "Vanessa has acted as a Director for many years. She acts impeccably and has always had the business at heart. Her professionalism and enthusiasm is second to none. I personally look forward to working alongside her as a fellow Director for many years to come."

Vanessa continues with her role of marketing and sponsorship within the business as well as supporting the development of trainees within the business and mentoring of team members. Vanessa Rowbottom said "Lloyd Dowson is a



fantastic business and I am delighted to have been invited to join the board of directors. I am passionate about my role and I am looking forward to working more closely with my fellow directors."

(Picture by Paul Atkinson)

Hull Venue Become Chamber Patrons

SMG Europe is the largest operator of sports and entertainment venues in the United Kingdom and Europe, controlling 75000 seats in eight facilities.

These include Hull Venue - a state-of-the-art, music and events complex with a capacity of up to 3,500 people that will allow Hull to attract large corporate conferences, exhibitions and trade events as well as major touring concerts, stand-up comedy, family shows and sporting events.



The Chamber is very appreciative of the support our Patrons give. It represents a valuable contribution towards enabling us to provide a wide range of services for our smaller Member companies, as well as raising the profile of your company.

As such, Patronage carries a strong PR message as the company are viewed as being a successful, established company, who are keen to help the local economy by helping the not-for-profit Chamber to provide vital support to the smaller firms amongst our Membership.

Bruce Massie (left) Chamber Membership & Business Manager, present the Patron's Plaque to Dan Harris, SMG General Manager - Hull Venue & Scunthorpe Theatres

help support our customers' business growth during these fast-changing times is particularly exciting."

Mr Potter said, "I have enjoyed being at Immingham with DFDS for almost three decades during which I progressed to become MD in 2010. Whilst I am joining the shipping division's management team in Copenhagen, my new role will still involve working in Immingham and other DFDS locations where required. There are great opportunities to align and integrate systems into an innovative world: I hope to make a difference in developing DFDS's digital future and how digital technology shapes our industry as a whole."

New Technologies and DFDS Management Changes Poised to Drive Shipping and Logistics Forward



Developments at DFDS busiest port - Immingham - are designed to bring benefits across the entire DFDS network.

Sean Potter moves from Managing Director of DFDS Seaways plc to a new DFDS Group position with responsibility for Digital Technologies and IT. His experience as MD gave Sean first-hand insight into how emerging technologies can advantage customers who look to the future. "There are huge opportunities for logistics and freight customers to streamline their operations and manage growth efficiently and cost effectively," said Sean. "New IT and digital technologies developed by DFDS in-house teams as well as external partners are central to the future of the business, DFDS customers and the wider industry. My new IT and Digital Technologies role spans the whole of DFDS Freight Shipping and Terminal operations, reporting directly to executive vice president and head of shipping Peder Gellert, as part of

the group freight shipping division management team in Copenhagen."

Mr Potter added, "Shipping and logistics as a whole is not as responsive to change as the business-to-consumer sector. In my new role I want to help our industry to integrate digital solutions. We are developing resilient new products and services for customers to keep ahead of challenges across the supply chain whether or not the UK is inside a customs union."

DFDS Seaways plc new Managing Director, Andrew Byrne, rejoins the business to oversee UK operations based in Immingham.

Mr Byrne had worked with DFDS for five years until the late 90s when he joined the Humber Sea Terminal team. For many years since, Andrew worked for rail specialist DB Cargo (formerly EWS) so has a good understanding of the multi-modal world DFDS operates in.

"It is a real pleasure to return to DFDS and see how much it has grown in recent years," said Andrew. "Work continues to add terminals capacity to manage organic growth and the holding traffic that enhanced checks could bring post-Brexit, with increased storage for cars and cargo units."

"I relish the challenges of process and cargo flow management, with the potential extra layers it will entail. Post-Brexit Europe will still trade; the UK is not suddenly going to start producing everything it currently imports. The application of innovative digital technologies to

Humber Recruitment Consultancy Finds Work for Thousands of People

Thousands of people have gone to work for companies in the UK and abroad thanks to the efforts of Humber-based specialist On Loan Recruitment, which celebrated its 20th year in the business this February.

The business has been led from Day One by joint founder and Managing Director David Riggall, who says the company's success and longevity is down to the approach taken to the process of finding the right people for often very specialist roles.

He said: "Although we work in recruitment, we are emphatically not an agency. We would never dream of treating employees as a commodity, and our success reflects that approach. It has been built on the understanding, from clients and potential employees alike, that we want to find people who bring not only the right skills to a role, but also have the right attitude to fit into a company culture."

David said the first step in establishing the new business, in 1998, had been to build relationships with companies in the Humber region. He said: "We achieved that with two years of effort, after which we decided to spread our wings and work with companies

further afield as well. The first objective was to create links around the country, but our efforts eventually led to working relationships with clients in Australia, Norway, China, Germany, Mexico and Italy, amongst others.

"I am particularly pleased that we are still supporting some of our very first clients almost 20 years on," he added. "This is very unusual in the recruitment market as things change all the time. I believe it is down to our core values of trust, respect and delivery, along with understanding the needs of everyone involved in what we do.

"What we have also managed to achieve over the years is to place many of our past contacts into new roles when their employment has closed. Now they are our new clients, and appreciate the continuity that working with On Loan provides. I like to think this is a testament to the added value we offer in our all-round service."

He also believes credit is due to the people who work at On Loan with him. "Without our own team developing we would not have been able to move forward. Our clients have total trust in our people, who make up part of our winning formula. Ethically we believe we are the very best."

With 2018 continuing to be as positive as 2017, On Loan Recruitment would be pleased to hear from any company wanting advice or extra

“

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personnel, as well as from candidates looking for new opportunities. Contact our offices on 01469 577698 or e-mail us at enquires@onloanrecruitment.co.uk.





The full list of winners is as follows:

Marketing Excellence – sponsored by Filplastic:
Saltmarshe Hall.

Contribution to the Community – sponsored by H. Walton Ltd:
Goole RUFC.

Customer Service Excellence - sponsored by Townends Accountants LLP:
Premier Training.

Employee of the Year - sponsored by Associated British Ports:
Richard Deakin of Filplastic UK Ltd.

Environmentally Friendly Business of the Year – sponsored by Drax Group Plc:
Grotech Production Ltd.

Innovative Business of the Year - sponsored by Press Association:
Collett and Sons Ltd.

Large Business of the Year - sponsored by Chronicle Publications Ltd. (Goole Times):
Filplastic UK Ltd.

New Business of the Year - sponsored by Cobus Communications Group:
Y Pellets.

Small Business of the Year - sponsored by MNA Group Ltd:
Repair and Restore Body Shop (Goole) Ltd.

Training and Development – sponsored by Goole College:
Drewton's Ltd.

Overall Business of the Year – sponsored by Link Agency:
Grotech Production Ltd.

Tim Richardson Lifetime Achievement Award – sponsored by Glews Garage:
Peter Aarasin.

Chamber Goole and Howdenshire Business Excellence Award Winners Named

Goole-based Grotech Production Ltd. was the big winner of the night at the 2018 Goole and Howdenshire Business Excellence Awards on Friday 16 February, scooping both the Environmentally Friendly Award and the Overall Business of the Year accolade.

Filplastic UK Ltd., which is celebrating 25 years in business this year, also won two awards. The Eastington-based company was named Large Business of the Year and its project coordinator, Richard Deakin, took the Employee of the Year title.

The Tim Richardson Lifetime Achievement Award, which is presented in memory of the late Tim Richardson, a well known local businessman, went to Peter Aarasin, managing director of Danbrit Shipping, in recognition of a distinguished career in shipping and logistics spanning four decades.

Now in its eighth year, the annual awards ceremony was, once again, compered by the BBC's Harry Gration. More than 250 guests enjoyed a three-course meal and entertainment from stand-up comedian Martin Gold before the most eagerly anticipated part of the evening –

the presentation of the awards – got under way. Chairman of the Goole and Howdenshire Business Excellence Awards Committee Garrey Haase, who also addressed guests at the event, said: "We had a record number of entries this year, so the judges had a really tough time whittling them down to produce their shortlist and an even trickier job choosing the winners. It just shows that, eight years on from its launch, the Goole and Howdenshire Business Excellence Awards continues to go from strength to strength.

"I'd like to congratulate our very deserving winners and also recognise all of the finalists because it's a huge achievement to be shortlisted. It was a wonderful evening and I'd like to thank everyone on the committee who works so hard to make it possible.

"If you didn't win this year, please don't be deterred from entering again in the future. It's important that the businesses of Goole and Howdenshire continue to shout about their good work and that we can help them to highlight their successes and raise their profile by staging our annual awards ceremony."

For more information please visit:
www.goolebusinessawards.co.uk

Humberside's New Chief Constable Tells Chamber About Growing Pace of Improvements at His Force



Lee Freeman talking to Chamber Members at the recent annual meeting.

POLICE and Crime Commissioner Keith Hunter and the new Chief Constable of Humberside Police, Lee Freeman, laid out their vision for the future of the force at the Chamber's AGM lunch. Mr Hunter told guests that since being elected to the PCC role he had got to grips with Humberside Police and initiated a refresh of the chief officers team. His new Chief Constable, Lee Freeman, was the visible evidence of those changes.

The Humberside force is on the biggest recruitment drive of any police force in the country and is looking to increase its staff by

500 officers, to around 1,800. He said the force was facing massive challenges, but these challenges also provided big opportunities.

Lee Freeman is a Grimsby lad who has served in the City of London and Lincolnshire Police forces during his career to date, and said he was proud to be appointed to the top job with Humberside Police in June 2017.

Mr Freeman told his audience that following an ill-fated programme of change in 2014/15, he has now set a new course. He believed in listening to his staff. He also believed that the River Humber running through his force is a big strength, not a weakness.

The Chief Constable said he is now transforming Humberside Police at a rate which is unprecedented in policing and he said the staff were behind him and Keith Hunter because they have engaged with them and listened to their issues and concerns.

Mr Freeman said he expects his officers to treat the public with firmness, integrity, respect and professionalism, and in return expects his officers to be given the same respect by the public.

He said he had created the conditions for success and they now have to deliver it. Humberside Police has embarked on a two to

three-year journey in terms of culture, pointing out that this was one of the few forces in the country to be investing heavily in neighbourhood policing aimed at building confidence in communities.

The efforts of Keith Hunter and Lee Freeman will be scrutinised in the Autumn, when the Annual Police Inspection takes place, but he promised that he is determined that his force won't settle for second best.

Chamber Chief Executive Dr Ian Kelly said: "Keith and Lee impressed our Members greatly with their determination, commitment and motivation. The Chamber has always been a big supporter of Humberside Police in the vital work they do in keeping our communities safe and tackling crime. We wish Keith and Lee the very best in their ambitions to build the best force possible for the future."

The Chamber would like to thank CASE Training for their valuable support of the event and the Chamber through their Sponsorship. In particular, we are grateful to Steve Rusling for his input and for his excellent presentation about the great work carried out by the charity CASE.

Photo credit: Kevin Greene Photography.

Chamber Annual Dinner – A Soulful Evening!

The 2018 Chamber Annual Dinner was held at brand new, four star DoubleTree by Hilton Hotel, in Hull, on Friday 9th February. Nearly two hundred guests attended the Dinner, which has been an annual event since the mid-nineteenth century.

The Chamber Members and their guests enjoyed a three-course meal before listening to Chamber President Phil Ascough speaking about the past year's developments in business in our region, including his part in the founding of the Chamber Culture Fund.

The guest speaker was Lord 'Bob' Kerslake, former Head of the Home Office Civil Services and Chair of the Northern Powerhouse Conference Advisory Board. In his speech, Lord Kerslake called for new Northern Economic Forum to tackle north/south divide and gave guests his insider view on the opportunities and future prospects of the Northern Powerhouse.

Entertainment was provided by comedian Josh Daniels, who proved to be an extremely funny stand-up, guitar playing, comedian, with a very sharp wit, and not too risqué!

£1435 was raised for the two charities during the evening. These were Emmaus Hull & East Riding, which supports homeless people, and Harbour Place in Grimsby, who work to

improve the wellbeing of socially excluded and vulnerable people in that area.

The Dinner featured well known Saxophonist Rick Davis who performed solo at various times throughout the evening and then as part of the excellent band Soul Patrol. This is a seven-piece Soul band, who provided authentic live Soul from the 60s and 70s and had lots of guests performing on the dance floor.

The Chamber is very grateful for the support of our Sponsors for the event – Cobus Communications and Saville Audio Visual.

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

Saville Audio Visual have been operating in Hull since 1981 and now number many major venues, hotels, businesses and public sector organisations throughout East Yorkshire and Lincolnshire among its key clients.

The Hull team regularly provides AV facilities



L-R: Phil Ascough and Bob Kerslake

at KCOM Stadium as well as providing full AV support, including digital technologies, for a number of top level national healthcare organisations.

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

Plans are already in hand for the 2019 Dinner!

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



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It's a Blast as Business Team Helps to Launch Nerf Centre



Main pic, from left, Sean Maloney, Donna Guy, Kris Guy, Dan Tills, Joe Bvumburai, Jo Tills.

“

We demonstrated the importance of the centre in terms of promoting physical activity among young people and we emphasised the potential of Hull Blast to attract people to the area. This is a good example of how we use our skills and expertise to help people deliver development projects. We are currently working on a number of other projects in Hull and further afield, particularly residential developments.

”

Prominent local businesses and the Chamber itself joined forces to provide the expertise which enabled two couples to set up Yorkshire's only dedicated Nerf centre, which has opened in Hull.

Hull Blast emerged from the conversion of a mobility scooter warehouse in Stockholm Road, Hull, and provides more than 7,000 square feet of space for children and adults to enjoy the Nerf craze.

The idea came from Kris and Donna Guy and Dan and Jo Tills, who wanted somewhere for their trigger-happy sons to play. Kris and Jo manage the centre, Dan and Donna are fellow directors, and the venture has created nine additional jobs. Sean Maloney of 360 chartered accountants

activated his business network to provide advice from planning professionals and funding from the Chamber Acorn Fund (Humber) Limited and Finance for Enterprise, part of the Northern Powerhouse Investment Fund.

Joe Bvumburai, architect and director of Eznat, advised on change of use and compliance with regulations to accommodate the larger volumes of people and, after planners initially rejected the proposal for a leisure development in an industrial zone, Benson Planning Studio helped to succeed with a second application.

Joe said: "We demonstrated the importance of the centre in terms of promoting physical activity among young people and we emphasised the potential of Hull Blast to attract people to the area. This is a good example of how we use our skills and expertise to help people deliver development projects. We are currently working on a number of other projects in Hull and further afield, particularly residential developments."

Caroline Sturgeon, Business Advisor at Chamber Acorn Fund (Humber) Limited, said: "We provided funding options and ongoing mentoring support, all at no cost to Hull Blast. Working with them to bring such an exciting concept to Hull was a great opportunity for us to contribute to a successful business."

First of Its Kind for the UK; State-Of-The-Art Wood Refinery Announcement Brings Multi-Million Pound Investment to GOOLE...

A major, multi-million pound, renewables energy development has been announced for Goole, East Yorkshire, by Y Pellets.

The new, state-of-the-art wood refinery is the first of its kind in the UK and second to be built in the world due to patented processes. It will boost the regional and wider Northern Powerhouse economy with £10 million being spent over the next year and is anticipated to become one of the largest, private sector, renewable energy investment projects in the country over the forthcoming months.

Built and operated by ARC Applied Sciences which operates an advanced European wood fibre processing and pellet manufacturing plant in Austria, the development is in addition to the company's 5,000 tonne storage facility at the Port of Goole. Neil Holland, Director of ARC Applied Sciences and MD of Y Pellets commented, "This is a massive investment as we grow our UK presence and establish a market-leading company. Having looked



Head of construction, Manfred Spille, with Neil Holland, director of ARC Applied Sciences and managing director of Y Pellets at the site of the new multi-million pound, state-of-the-art wood refinery to be built in Goole, East Riding of Yorkshire.

at other locations nationwide, Goole 36 offered a total, all-round solution in terms of manufacturing, warehouse, logistics and distribution. It's a huge milestone for the organisation and a vital next step in our commercial growth."

The refinery is expected to be operational by 2019 and will increase the organisation's European manufacturing operations as well as supply to the UK biomass market. Ten new

manufacturing jobs could be created initially with additional employment in the supply chain during construction. Work is estimated to take 14 months (starting Spring 2018) with the first wood pellet production in March 2019 and production reaching 50,000 tonnes per year.

Jake Berry MP, Northern Powerhouse Minister, commented, "This is an important boost to the local economy, the region and the country and demonstrates that we have the right skills, transport infrastructure, workforce and supply chains to help grow their business in a national and international marketplace."

Councillor Andy Burton of East Riding of Yorkshire Council, said, "The Humber region is firmly establishing itself as the UK's energy estuary and biomass fuel producers, such as Y Pellets, are playing an important role in developing new renewable energy technology.

Y Pellets was named New Business of the Year 2018 at the Chamber Goole & Howdenshire Business Excellence Awards.

LTP Builds on UK Success with New Manchester Office

Successful independent transport planning and traffic engineering business, Local Transport Projects (LTP) is opening a new office in Manchester to complement its existing base in Beverley, East Yorkshire.

LTP specialises in transport/development planning, traffic engineering and highway design services, and works throughout the UK, with 20 staff currently based at its Beverley office. It serves the residential, commercial, health and retail sectors as part of the planning process as well as holding framework contracts with various local authorities and other public bodies.

Andy Mayo, LTP director, said: "We've come a long way since LTP set up in 2004 but this is a landmark occasion for us and an incredibly exciting opportunity.

"While LTP already works throughout the UK we feel that a base in Manchester will help us better to access the wider North West market and apply the expertise we have built up in our 14-year history to serve the thriving Manchester development market. It will also serve as an excellent base from which to further expand our local authority services."

The new offices, which opened on January 22nd, are on Princess Street in the heart of Manchester's

commercial centre, and will initially be staffed by two senior engineers, Aimee Dunne and Ryan Penn, with support from LTP's head office team.

"We are also looking to expand the Manchester office with additional employees in the short- to medium-term," added Mr Mayo. "This will not only allow us to develop the business but also enable us to offer rewarding professional roles to existing and new employees.

"LTP has a well-established track-record in nurturing professional talent from recruiting through paid internships, leading to permanent roles, hiring graduates and apprentices and sponsoring staff through professional qualifications and Masters degree courses.

"We want the very best employees and we want the best for our employees."

LTP has won recent contracts throughout the UK, including in England, Northern Ireland, Scotland and Wales, and has been appointed onto a number of local authority frameworks, including the national 664 Consultancy Services framework agreement for the Eastern Shires Purchasing Organisation and the Scotland Excel Engineering and Technical Consultancy Framework Contract.

Its local authority and private sector work includes transport planning and highway design for large new secondary Free Schools across London and the South East; transport assessments for 12 expanded schools across the North West; developing 'cycle superhighway' designs for Cardiff Council; transport assessment, highway design and work place travel planning for RB's new £105m research and development centre of excellence in Hull; and transport planning for a 1,000 home scheme with a large leisure complex at Loudoun Castle near Kilmarnock.



Andy Mayo

New Members

4 Cladding Services

Tom Spence
Brough
0370 741 7600
Specialist Construction Plant Hire

AFMET - North East Lincolnshire Community Interest Company

Alex Baxter
Cleethorpes
01472 324355
Major Events & Support 'HIVE' for Veterans and Service Families

Bibby Financial Services Ltd

Mike Day
Cleckheaton
01274 850550
Independent Financial Services Provider

Cookie Doodle Doo

Melanie Drewery
LOUTH
07985 526245
Bespoke Cookies

Coversure Insurance Services

Andy Price
Hessle
01482 434343
Insurance Brokers

CRG Financial Recovery Limited

Charles Howard Ranby Gorwood
Grimsby
01472 250001
Insolvency Practitioners

Devoy & Smallbone Properties

Robert Smallbone
Hull
0748 1111 098
Property Investment

Downright Special

Angela Broekhuizen
Hull
01482 420160
Charity

East Coast Sales Ltd

Steve Clements
Goole
01405 760110
Hand, Power Tool, PPE & Workwear Distributor

Fed N Watered

Stephen Richley
Hull
07422 662385
Coffee Shop

Forward And Thinking

Samantha Simpson
Market Weighton
01430 236 200
Advertising Agency

Giani & Muller Ltd

Luke Mikkonen
Wrawby
01652 657854
Freight Forwarder

Holiday Home Buyer Ltd

Chris Hampson
Bridlington
07342 275174
Marketing & Website Design/Apps for Holiday Parks

Hot Yoga Hull

Michelle Shenton
Hull
07926 925607
Yoga Pilates Health & Wellness

L A Solutions

Lance Allcock
Lincoln
07735 568728
Industrial Plant Training

Labelnet Ltd

Richard Baldwin
Beverley
07904 236007
Manufacturer of Labels, Tickets & Tags

Lacey Manor Golf Resort

Gemma Cooling
Lacey
01472 873468
Golf Resort

Lindsay Cowie Freelance Content Writer

Lindsay Cowie
07791 944467
Copywriting, PR & Marketing

Litonics Homes

Jelena Litosa
Hull
01482 377377
Lettings & Estate Agents, Property Management

Mediarox

Vicky O'Grady
Brough
07932 084887
Social Media Management & Consultancy

MGAR Roofing Ltd

Matthew Alllen
Leicester
0116 2126294
Construction

My Procurement Partner

Michael Coulson
Grimsby
01472 289829
Consultancy

Routes and Branches Ltd

Jennifer Robson
Llangefni
+44 01915009747
Export Consultants

Simplytrak

Samantha Simpson
Market Weighton
01430 879197
Remote Tracking and Monitoring

Smeets Transport UK Ltd

Brian Hosford
Immingham
01473 378178
Haulage

The Socent Connection Ltd

Anthony Veluz
Lincoln
07540 968211
Social Enterprise/Youth/Education

Tim Wilson

Tim Wilson
Hull
07877 844538
Community Advocate

VPA Business Support Ltd

Yvonne Hemmings
Winterton
07950 567036
Virtual PA





Name:

Andy Dickerson

Company:

Simply Shredding

Job Title:

Director

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

I was 14 and it was washing pots in a hotel kitchen. Cant recall the amount, wasn't a great deal but you could work a lot of hours which made it very worthwhile

What do you always carry with you to work?

A large A4 sized diary

What is the biggest challenge facing your business?

Constant changing legislation that always increases costs but with little chance of recouping this from our clients

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

Repeal the working time directive laws, remove the drivers CPC as it isn't fit for purpose and impose legislation to make those using 3.5 ton vehicles for hire and reward to have to adhere to drivers hours rules. (Sorry that's three things !)

What can you see from your office window?

Into an industrial estate

If you could do another job what would it be?

Professional mountain guide

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

Impatience, vision and goal setting

What was your biggest mistake in business?

Staying too long within an umbrella organisation before going it alone.

What advice would you give to aspiring entrepreneurs?

Be prepared to work harder than you think you will have to

Who do you admire most in business?

Anyone who starts a business from scratch and makes it successful



Chamber Events Diary 2018

Members' Speed Networking and Lunch

Thursday 26 April 2018

Cave Castle Hotel & Country Club, South Cave, Nr Hull

Chamber Northern Lincolnshire Business Awards

Friday 18 May 2018

Grimsby Auditorium, Grimsby

Chamber Expo 2018

Wednesday 6 & Thursday 7 June 2018

Costello Stadium, Boothferry Road/Anlaby Park Road North, Hull

Members' Speed Networking and Lunch

Thursday 12 July 2018

Forest Pines Hotel & Golf Resort, Brigg, Scunthorpe

St Leger Ladies Day with the Chamber

Thursday 13 September 2018

Doncaster Racecourse

Members' Speed Networking and Lunch

Thursday 27 September 2018

Lazaat Hotel, Cottingham, Hull

Members' Speed Networking and Lunch

Thursday 11 October 2018

Oaklands Hall Hotel, Laceby, Nr Grimsby

Chamber Bridlington & Yorkshire Coast Business Awards 2018

Friday 19 October 2017

Bridlington Spa, Bridlington

Members' Speed Networking and Lunch

Thursday 29 November 2018

Beverley Racecourse, Beverley

Take advantage of your Chamber Membership by attending 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.



SIMPLY shredding

secure document
& data destruction



Most local business owners and managers are currently either learning about GDPR or are starting to implement it into their companies. Simply Shredding Hull are able to help you through this process and have created online a 20 point GDPR implementation plan. This series of short videos give practical advice that will ensure you are on the right path and can be found at :

<https://bit.ly/2q27gOQ>

In terms of both your customer and staff records there are three main areas in which Simply Shredding can help you with :

Secure Document Destruction

You will have to create a Data Retention Policy to comply with GDPR and this means that old records should not be retained. For most businesses this will be for around 7 years. It makes sense to securely dispose of all current old records and to have an ongoing policy of doing the same. Simply Shredding can collect files in

their existing archive boxes or supply shredding bags and seals for you to fill. A certificate of destruction is issued following the destruction process.

Document Storage

Ensuring that paper records are stored in a secure manner is another prerequisite of GDPR. Simply Shredding offer a managed document storage system close to the centre of Hull.

IT Destruction

It is common when replacing IT equipment to retain your old computers and servers. These are often kept in cupboards or on racking with little thought to security of the contents. The new laws mean that you need to be more responsible with regards to these. Simply Shredding can remove these items and securely destroy all hard drives. These any other IT equipment would be recycled to the latest WEEE standards.

If you think that Simply Shredding Hull can help you in any way then send an email to info@simply-shredding.co.uk or call Amelia on **01482 330791**

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