

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

June/July 2018

Issue 44



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13 32
36 43

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Visit Chamber Expo 2018!

Gain Contacts and Business!

Wednesday 6th and Thursday 7th June 2018

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

Come and network at Chamber Expo 2018, the region's premier and largest business event.

A small number of exhibition stand are available.

You can visit with as many colleagues as you wish.

There'll be three free Speed Networking sessions over the two days.

It is free to park and to enter Chamber Expo 2018. No registration is required and there will be excellent networking opportunities. Just turn up!

This is great way of raising the profile of your company, your products and services and to gain business contacts and sales.

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

Organised by the Chamber 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 have chosen from several different sized stands.

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.

Complimentary Wi-Fi is 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 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



Janice Harrison (second from right) presents a cheque for £717.50 to staff at Emmaus, including Kelly Thompson

Saudi Project Demonstrates Value of Good Design

An international university in Saudi Arabia which was hailed as being 10 years ahead of its time for its facilities and its design, has turned to an expert from East Yorkshire to help with a programme of improvements.



Ian Streets, Managing Director of About Access, spent a week at the King Abdullah University of Science and Technology (KAUST) advising on the accessibility of a campus which boasts 'everything you need to live, work, study and play'.

Ian admitted to being surprised by the scale of the project at the campus in Thuwal, which is on the Red Sea coast north of Jeddah, and by the commitment of the KAUST management to achieving the highest standards of design.

He said: "The accessibility standards in the Kingdom are still developing. That gives KAUST a certain freedom and they are making the most of that, seeking a design based on what they see as the direct needs of their customers.

"They were 10 years ahead of their time when they opened and are keen to improve further so they can remain an example of best practice to other establishments in Saudi Arabia. They want the site to be the best it can be, and inclusivity is a big part of that. They recognise the benefits of making the campus as accessible as possible in order to attract the best talent from around the world."

The high-quality facilities include shops, restaurants, swimming pools and a golf course, with plans to add 300 houses. Ian assessed one property which has been built as a sample,

He said: "We had a discussion about the appropriate level of accessibility and we agreed they should be adaptable, because it is impossible to anticipate the specific needs of future residents. It demonstrated the importance of being there at the right time and able to influence the design from the outset."

Chamber Makes Donations to Homelessness Charities

Charities working to help homeless people in Hull and Grimsby have been supported in their efforts by guests at this year's Chamber Annual Dinner.

Immediate Past President Phil Ascough selected Emmaus Hull and East Riding and Harbour Place to benefit from the proceeds of the prize draw, which raised more than £1,400.

Janice Harrison and Bruce Massie from the Chamber's Membership team visited the Emmaus centre in Lockwood Street, Hull to hand over a cheque. Anne Tate, the Chamber's Northern Lincolnshire Manager, made a presentation to Harbour Place.

Kelly Thompson, Director of Emmaus Hull and East Riding, said: "We were all truly thrilled when we were advised of the Chamber dinner guests raising funds for Emmaus Hull and East Riding. We are always keen to connect with local business networks and value the support we continue to receive. Thank you to all those who attended, contributed, and donated."

Robin Barr, Project Director at Harbour Place, said: "Harbour Place is extremely grateful for the terrific ongoing support it receives from

the Hull and Humber Chamber of Commerce and the local business community, which helps make the work we do possible. As a local charity, we are always keen to work with local organisations."

Phil urged businesses to find out how they can help the charities by visiting their websites at www.emmaushull.org.uk and www.harbourplacegrimsby.org.uk

He said: "It is important to keep these things in perspective. The authorities and the agencies who work with homeless people tell us the problem is no worse here than anywhere else in the country.

"Nevertheless we wanted to do something to help Emmaus and Harbour Place with their work, and we are grateful to the Chamber Members which supported us by donating some fantastic prizes – 1884 Wine and Tapas Bar, The Deep and P&O Ferries."



Picture shows Andrei Sparling (left) and Kirk Akdemir in AA Global's Hull office.

Restaurant Hits the Road to Meet Demand for Quality Catering

An award-winning restaurant is ready to take its culinary delights on the road with a van-tastic new catering service.

1884 Wine and Tapas Bar, winner of a string of regional and national fine-dining awards, has extended its Amor 1884 service by investing in equipment to deliver, prepare and serve the highest quality food to social and corporate guests.

Deborah Spicer, Director of the restaurant which opened three years ago at Wellington Street West, Hull Marina, said the investment was inspired by demand from diners for something different in the corporate sector, and by the explosion of interest in street food.

She said: "Many of the diners who visit the restaurant organise their own special events at home or at work and have been asking if we could provide a catering service. We have done a few events in the past but we can now do so much more, from travelling to source the best ingredients to delivering the finest food to prepare and cook fresh at a company event, private party or any other occasion.

"We're now also targeting outdoor public events including food festivals, sport and cultural events and the hugely successful Hull Street Food Nights."

The new service was unveiled as 1884 Wine and Tapas Bar also launched a new breakfast service with a business event featuring a presentation by Tim Sheens, the acclaimed coach of Hull Kingston Rovers.

Deborah said: "Just as we gave a new twist to tapas when we opened in 2015 we also cooked up some new breakfast ideas, which went down very well with our business guests.

"The message is that we're open for breakfast, lunch and dinner at our place or yours, and we can create a menu that is perfect for your guests and for any occasion!"



Dan Poole, Head Chef at 1884 Wine and Tapas Bar, outside the restaurant at Hull Marina with Chef de Partie Chris Wingfield.

AA Global Announces Promotion as it Prepares For Office Move

A leading translation and interpreting company is set for further expansion after confirming a key appointment and revealing plans for new premises.

AA Global Language Services Ltd has announced the appointment as General Manager of Andrei Sparling, who joined the company as a part-time interpreter and progressed to lead its expansion to Hull in 2011.

AA Global provides services to major public sector organisations and a wide range of private sector businesses with a team of nearly 15,000 translators and interpreters who between them can cover more than 500 languages.

Kirk Akdemir, CEO of AA Global, said: "Andrei joined us in a part-time role, came in full-time at a very junior level and has taken on more and more responsibility over the years, making a significant contribution to the success of the business.

"Since we expanded from our base in Worcester, our Hull office it has grown in importance and now employs 15 of our 20-strong workforce. Andrei has played a pivotal part in that and he will be a key figure as we prepare for a move to a new site in Hull in the coming months.

"Andrei's promotion is a sign of the progress that he has made and of the strides that AA Global has made since opening in Hull. It also indicates that people who join us at a junior level will have the opportunity to progress to very senior positions."

Andrei, who comes from Moldova, has lived and worked in Spain and in the UK. He speaks English, Moldovan, Romanian, Russian and Spanish.

He said: "The work has been very challenging and there is always so much more to learn, but that motivates me, as do the people I work with. It's about everybody working together and helping each other. My colleagues are part of the reason I am where I am."

Andrew Jackson Kicks Off the New Financial Year with Trio of Hires and a New Financial Director

Regional law firm Andrew Jackson Solicitors LLP is looking ahead to the new financial year with a new financial director and the appointment of three newly-qualified solicitors.

Rachel Joyce and Harry Mills have taken up roles with the firm's litigation and commercial property teams based in Hull, whilst Grace Moreton remains with the corporate department in the York office.

Managing partner, Mark Pearson-Kendall, said: - "Having undertaken their training contracts with the firm, Rachel, Harry and Grace have already developed strong relationships with our clients and have shown their commitment to providing them with trusted, commercial legal advice. I have every confidence that they will continue to make a valuable contribution to our combined achievements, and we're very pleased to have them on board as we look ahead to a very busy new financial year across our departments and offices."

In addition, Peter Taylor, who recently joined the firm as financial director, is looking forward to the new financial year.



L-R: Rachel Joyce, Grace Moreton & Harry Mills with MD Mark Pearson-Kendall

Peter Taylor said: - "I am delighted and excited to be leading the finance function of the firm this financial year and aim to use my experience to add real value to the Andrew Jackson team, which has already built a reputation for delivering effective, commercially-focused solutions for their clients. I look forward to playing my part in ensuring that, collectively, we build on this success and continue to provide an exceptional service that is tailored to the needs of the businesses and individuals we work with." The role of financial director is a

new one for Andrew Jackson and Peter joins the firm at a busy time, as Mark Pearson-Kendall, explains:

"Peter brings the ideal blend of commercial, strategic and client-focused commitment to delivering excellent service. The firm continues to grow, in terms of the breadth and scale of the work we are delivering, as reflected by our requirement for Peter's expertise."

ACA Continues to Attract Young Talent into the Design Team!

Italian Architecture Student, Martin Taglianetti, has arrived at ACA headquarters this week to meet the Design Team!

Martin is in his final year studying Architecture at the University of Florence and is due to graduate in September 2018. He will officially become part of the ACA team in October 2018.

Martin was born in Pistoia, in Tuscany, Italy, in 1993 and currently lives in Prato. He has studied architecture at universities both in Florence and Madrid. He is passionate about architectural design, particularly environmental sustainability, the enhancement and restoration of historic and cultural heritage and urban planning. Martin is currently working on his thesis about the knowledge and the valorisation of the entire medieval walls of Prato.

In his spare time Martin loves travelling, practicing martial arts acting in the theatre.

Martin spent until the end of May at ACA in Beverley and is already beginning to learn the ropes and define his role.

ACA is an innovative architectural and interior design practice offering specialist expertise, passion and a creative flair to the health and social care, commercial, education and residential sectors. At ACA we are dedicated to listening to our Clients and asking questions to ensure our designs positively impact the well-being of our building users, whether it be a hospital, care home, school, office or home. ACA keeps abreast of international best practice and can be relied upon to bring the latest innovations into designs at a competitive cost.



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



Sean Potter (left) and Andrew Byrne

Developments at DFDS's 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 in which it operates.

"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 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."

Sir Ian Helps Educare Run Up a Big Score for Charity

A children's nursery in Beverley signed up cricketing and fund-raising legend Sir Ian Botham to bring in nearly £5,000 to support charities in Hull and East Yorkshire and to help research into multiple sclerosis.

Educare Nursery sponsored the sporting dinner, which was organised by Haltemprice Lions Club, as part of its 20th anniversary celebrations.

Around 200 guests attended the event at the Mercure Hull Grange Park Hotel in Willerby and found the former England cricket captain on top form.

Sir Ian answered questions submitted by the audience and by Geoff Miller, himself a former England international. He covered subjects



Pictured at the dinner are (from left) Geoff Miller, George Biggin, Margaret Whincup of Educare, Sir Ian Botham and Alice Rennison of Educare.

ranging from the recent ball-tampering scandal by the Australia team to his early years in county cricket with Somerset, his fame as one of the world's top players and his football career at Scunthorpe United, where he remains President.

Sir Ian also connected with the charitable

theme of the evening as he told how he first became involved in raising money for leukaemia research. He had visited a hospital for treatment to an injury and was devastated to learn that some of the children he had spoken to had only weeks to live.

He completed his first walk, from John O'Groats to Land's End, in 1985 and over the years was joined on his treks by celebrities from sport and entertainment. He completed his final fund-raising walk in Australia in December 2017 having covered thousands of miles and raised around £26 million.

David Whincup, owner of Educare, said: "We have been looking after children in the Beverley area for 20 years and we were delighted to be joined in our anniversary celebrations by Sir Ian, whose fund-raising efforts to help children began more than 30 years ago. We are grateful to Sir Ian, to Geoff Miller and to everyone who helped us raise money from a fantastic event."

government share scheme oversight resolved



By Nasim Sharf, *Corporate & Tax Partner
at Wilkin Chapman Solicitors*

IT IS all systems go again with regards to firms offering tax incentives requiring EU state approval, after an apparent Government 'oversight' was resolved.

On May 15, the European Commission gave the necessary approval for the continuation of the EMI share scheme, which is designed for SMEs – after a delay of more than a month had left some firms in limbo. This news will be met with relief by many businesses.

Introduced by the Finance Act 2000, EMI schemes are intended to help certain smaller companies recruit and retain the best people with a share offer that has advantages for both employer and employee.

However, due to its nature, this scheme and the tax advantages it offers must be re-approved every 10 years under EU state aid rules – the deadline for that approval was April 6 and, until May 15, it had not been done. This had left firms very uncertain as to a way forward.

Companies affected were certainly considering how to move forward and were seeking advice – with some being told to hold off any activity in this area until approval has been secured. Fortunately, this has now been secured and so it is business as usual.

Prior to May 15, HM Revenue & Customs had not released any detail on when new approval would be obtained, only that the Government was working hard to resolve the situation.

However, the official statement then came through, stating that 'The Commission has found that the prolongation of the measure is necessary to help UK SMEs talented and skilled personnel'.

This news is most welcome as there were concerns that such matters may not have been an EU priority, with Brexit taking centre stage. Of course, after Brexit, the Government can make its own rules and such successful schemes are likely to be maintained.

For further information, please contact Nasim Sharf at Wilkin Chapman on **01482 398393**, email nasim.sharf@wilkinchapman.co.uk



Lee Joins HBP Systems to Enhance the People Dimension of Information Technology

A man whose training in acting and teaching helped him to double the turnover of an upholstery manufacturer to £55m has joined a regional IT company in the new role of People Director.

Hull-born Lee Green has just been appointed as Group People Director with HBP Systems, which operates from offices in Scunthorpe and Hull.

The new role has been created to enhance HBP Systems' performance by making it more employee-friendly, more closely involved with supporting good causes in the community, and ultimately winning a place on the Sunday Times list of the best 100 companies to work for in the UK.

Lee has moved to HBP Systems from Hull-based Trans2Performance, where he was Delivery and Consulting Director. He said: "As part of Trans2Performance I had been working with HBP Systems for some time on the earlier stages of their transformation. It was a natural progression for me to join the company to implement, from within, things I had been advising them to do in a consultancy role."

Lee, who lives on the north bank in Little Weighton, was so inspired by school drama classes that he went on to train as an actor, became involved with Hull Truck Theatre, and spent ten years performing up and down the country, before deciding that the time spent

'resting' between acting wasn't for him. He had also trained as a teacher "so I had something to fall back on," he said.

He went to work in sales for an upholstery manufacturer in Lancashire. "It turns out that the skills I had learned helped me not only to succeed as a salesman, but to help other members of the sales team become better salesmen. I even went in to our customers, people like John Lewis, to help their sales teams perform better. The result was that sales almost doubled to £55m in the five years I was there," he said.

"From there I went to Trans2Performance, and it was there that I met the team from HBP Systems, and this new role grew from that. I'm very much looking forward to the new challenge."

HBP Systems' MD Jo Dixon said: "We have always believed that the way to make HBP Systems succeed was to focus on achieving success for our clients. Success in any kind of business will always be based on people, regardless of product, and it's a vision Lee shares with us. I have no doubt he will be a great asset to us – and our clients – as a result."

About HBP Systems

HBP Systems is an award-winning provider of business IT and software solutions, offering a range of systems and products which help organisations reach their potential. This service can include everything from connectivity, IT hardware, business software and a complete consultation, implementation and support service – and cyber security too. The company employs more than 60 people based at offices in Hull and Scunthorpe.

Jupiter IT Boosts Services to Clients with Office Move

An IT support company is planning to expand its services and its team after completing a move to new premises.

Jupiter IT has already welcomed a new Senior IT Engineer since relocating in April to a modern office overlooking the A63 at Redcliffe Road, Hessle. Further recruitment is planned as the company maximises the space in its new home to provide more support to clients, particularly around GDPR and cyber-crime protection.

Dan Gladstone, the company's Infrastructure Director, said: "We brought in the latest addition to our team two weeks after we moved, and that takes us to seven. Next we plan to take on an apprentice, and maybe another engineer by the end of the year.

"We've got much more space here to accommodate our own people and to invite people in. Added to the more modern design it will enable us to improve and expand what we do, and we're now looking at hosting events to raise awareness among clients and the business community generally of issues around GDPR and cyber-security, which are just two of our specialist areas. Businesses no longer require an IT provider just to resolve day to day issues, but also manage their IT security and threats."

Jupiter was launched in 2007. Dan, (Infrastructure Director), Iain Powell (Technical Director) and Craig Paul (Operations Director) drew on the experience and ethics from their years working as IT consultants for the NHS to offer services to the private sector.

Early in 2017 they secured accreditation to the Government's Cyber Essentials scheme, a move which has boosted turnover by 30 per cent and enhanced their specialised data security capabilities. Now the relocation is providing a platform for further growth.

Paul White, Agency Director at Garness Jones, said: "There is increasing demand for modern office space and Jupiter IT are already finding that a better working environment supports productivity and expansion."

For further information:

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HBP Systems Marketing Manager

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Research and Development Tax Relief – What is it? Can I claim?



When Business Intelligence first approached me and suggested that they were going to create a specific section of the magazine to allow people to access more specialist knowledge about Research and Development Tax Relief or R&D Tax Credits as it is sometimes known, I jumped at the chance to put myself forward as an expert.

Having graduated from the University of Hull a few years before R&D Tax Relief came to life the city retains a significant place in my DNA. I returned to my native Sussex after graduating, qualified as an ACCA accountant in practice before moving on to roles in industry in Clinical Research and Motorsport engineering, both hotbeds of innovation and Research and Development.

I set up Cooden Tax Consulting in 2013 to work with SME businesses to help them gain access to this generous tax relief. I have worked with Business Edge, the Sussex Chamber of Commerce magazine, in a similar capacity and hope to work with some interesting businesses in Hull and the Humber region.

I thought in this preliminary piece I ought to cover the basics.

Despite being on the tax statute for 17 years, R&D Tax Relief still remains an often overlooked and frequently misunderstood piece of tax legislation.

When it comes to R&D Tax Relief I tend to say to businesses “rather than thinking about Innovation, which is sometimes difficult to define to everyone in your business, ask them to think about whether they’ve been doing something interesting in your company”.

So, let’s start by getting this out there!

In principle ANY COMPANY could claim R&D Tax Relief, it doesn’t matter what industry you’re in or whether you employ staff or work with contractors. If you are working on a defined

project and that project involves the overcoming of Scientific or Technological Challenges then you could be claiming. It could be specific to your industry, a new or improved product, or it could be the development of a new in-house IT System that has been tailor made to your unique requirements.

What actually is Research and Development Tax Relief?

Research and Development Tax Relief is a government backed scheme that reduces a company’s tax liability if it is profitable or offers a repayable Tax Credit if it’s not. It is designed to support companies working on interesting projects in the science and technology sectors, regardless of whether or not they succeeded.

Just how innovative does my project have to be?

In order to qualify for R&D tax relief, your business, and your collaborators, need to be able to demonstrate that the advance your project was trying to achieve within the field was significant, and couldn’t easily be achieved by another professional within the industry.

If I am eligible, what costs can I include in my claim?

Consumable Material costs – if you are developing a prototype you will often have to use materials to develop it. If you can’t reuse these materials after they have been incorporated into the prototype and you don’t sell the prototype, then the materials will have been consumed and can be included in the claim.

Third Party costs – payments to subcontractors for Research/Development activity,

Externally Provided Worker costs – going to an agency to bring in specialist help on a ‘short to medium term’ basis, or payments to a University or Research Centre for support on a project.

Staff costs – wages and salaries, bonuses, pension contributions and Employers NI contributions, together with staff travel costs where the travel has been for relevant R&D purposes.

Software costs – If you have to use specialist software in your research or you are using project management software to manage the R&D team, then you can include a portion of the software costs.

Utility costs – You can include a proportion of light, heat and water in the R&D claim, provided that some of the R&D has been performed in-house.

In the next issue we’ll look at some of the common pitfalls in preparing a successful claim and maybe share with you some case studies of successful projects.

In the meantime, if this article has prompted any questions you can call Simon Bulteel, at Cooden Tax Consulting on **01424 225345**.





Cllr Brady chats with Ian Kelly over tea and biscuits in the Chamber's boardroom.

Chamber Welcomes Mark as New Area Council Chair

Hull & Humber Chamber of Commerce's North East Lincolnshire Area Council has welcomed Mark Warburton as its new Chair.



Kevin Hopper (left) Mark Warburton (right)

His predecessor, Kevin Hopper, of Forrester Boyd, handed over the chain of office at the beginning of the April meeting held recently in ABP's boardroom at the Docks Offices, where the Chamber's Grimsby office is based.

Kevin thanked the Chamber's Grimsby manager Anne Tate for her support and guidance during his time as Chair.

Mark Warburton, who has always worked and lived in the Humber region, thanked Kevin for "his excellent work during his time in the role" and said he was looking forward to his year of office.

Mark, whose mother was from Grimsby, was born in Northern Lincolnshire, now represents several companies. He said: "In the context of the plans for Greater Grimsby and the depth and breadth of the trading activities in the area, we have a great opportunity in North East Lincolnshire to build on these significant commercial opportunities and I would hope as chair of the Chamber's North East Lincolnshire Area Council positively to influence these prospects."

Despite the budget challenges, he noted his Council had not closed one library down. The library on Holderness Road would be moved into East Park and £1.2-million was being put into leisure services and parks to refurbish them generally.

Cllr Brady said that all-in-all, the Council was doing the very best it could under trying circumstances. He noted that the finances were balanced and they were building up reserves, however possible business rate changes in the future could leave Hull with a £40-million shortfall because of its tight city boundaries.

Tea and Biscuits with Hull City Council's Leader

THE Leader of Hull City Council, Cllr Stephen Brady, met recently with Chamber leaders to discuss the key topics of the day affecting the city.

Cllr Brady highlighted that the Council was facing its seventh year of reductions in Central Government funding which had seen £130-million taken out of its budget during that time. Cuts to Social Services budgets were causing severe pressures and were now clearly visible. Hull's Council Leader felt the Government had to do something radical about this and simply putting a couple of million more pounds into the pot was not enough to resolve the local or national care funding crisis. He said Hull Council was nevertheless working very well with the local NHS Clinical Commissioning Group and also with the fire and police services to alleviate some of the worst problems arising from cuts.

He told Chamber leaders how the Council had gone for an early budget this year having agreed a four-year deal with the Government. They decided to go for a 4.9% increase to help social services and council tax. Secretary of State for Local Government Sajid Javid had said local councils could go for an extra 1% on council tax this year but Hull City Council decided not to.

Cllr Brady said the new Hull Venue was coming on well and would be open later in the year and was expected to provide a boost around the Princess Quay area and new car parking was being provided.

The Indoor Market in the Old Town had reopened after a £3-million refurbishment and the Council had got some big names to move in there. He also said a new swimming baths would be opening in the spring and a new cycle track was being built at Ennerdale.

During the discussions, Cllr Brady confirmed the Council was committed to building a Cruise Terminal in Hull which it was hoped would open up new tourist business for the city centre, as around a third of cruise passengers usually stay near to their ship when visiting a port. In Hull's case, it was thought other passengers may also visit Lincoln or York. He said the controversy over its location was being looked at and discussions were ongoing.

The Council Leader revealed Hull City Council officials had held high level talks with the Government recently and they wanted to do some innovative things with skills. They were pushing for more city centre living and he noted it was really pleasing to see the current work that was going on in the city to develop this aspect of people living in the city centre. This would make it much more vibrant, especially in the evenings.

East Yorkshire Brewery Wins Two Awards at London Beer Competition

The team at a Wold Newton based brewery is celebrating after winning two prestigious awards for its continental style blonde beer.

Wold Gold, 4.8% ABV, was awarded both Best in Show (by Country) and a silver medal at the London Beer Competition recently.

Judged by industry professionals including Ros Shiel, Secretary of the British Guild of Beer Writers; Mitch Adams, Beer and Spirits Buyer, Borough Wines, London and Anna Aitken, Buyer and Beer Sommelier at Flavourly.com, the competition recognises top quality beer, that offer both the trade and the consumer great value for money and stands out on the shelf or on the bar.

According to CEO Sid Patel of event organiser Beverage Trade Network: "At all the other major competitions, beers are judged solely on the quality of what's in the bottle. We wanted to take a different approach, by asking our judges to look at beers the way beer drinkers do, adding appearance and value for money into the mix."

Beers were judged on the basis of three primary criteria - quality, value and packaging - and then scored on a 100-point scale. Beers that scored 90+ points were awarded Gold medals, while beers that scored 76 to 89

points were awarded Silver medals.

Wold Top's Brewery Manager, Alex Balchin is pleased with the awards: "We're delighted that a beer that was first brewed 14 years ago has withstood the test of time to win two awards at this new global beer competition."

Wold Gold is brewed using Yorkshire Wolds grown barley, Wheat and Cara malt hopped with Goldings and Styrian hops that impart a fruity flavour with a hint of spice. It is available from independent retailers and selected multiple retailers nationwide.

The London Beer Competition is organised by the Beverage Trade Network, the US drinks events, services, business and publishing group dedicated to helping drinks producers and brand owners get closer to the buyers, distributors and retailers that can bring their products to market.



Business Centre Highlights Conservation Commitment

A reception revamp has provided a welcoming new look for one of the region's leading business centre – and underlined the environmental commitment which it shares with its iconic tourist attraction neighbour.

The aim of the Deep Business Centre in carrying out the work was to improve the working environment for nearly 40 business tenants and their staff of around 200. In planning the project they also seized the opportunity to reflect the ethos of The Deep aquarium: "For conservation not profit."

Freya Cross, Business and Corporate Manager at The Deep, said: "We have a very good reputation as a business centre and The Deep aquarium is renowned internationally as a tourist attraction, but not everyone is aware of the relationship between the two.

"Our location on the banks of the Humber and next to such an eye-catching and successful tourist attraction is often a factor in encouraging businesses to come here, but there is more to it than being in a great place.

"In addition to welcoming hundreds of

the new-look reception area at The Deep Business Centre.



thousands of visitors every year The Deep is renowned for its work in research and conservation, with an environmental policy highlighting its mission to create a deeper understanding of the world's oceans and river systems.

"For our part, we strive to improve our services and facilities to support our business tenants and the re-styling of the reception area is part

of creating a better working environment. We invest money from our activities into The Deep aquarium, and we adopt best practice from The Deep in terms of use of plastics and other environmental issues, so we felt it was appropriate to incorporate the new logo with its vibrant colours to get the message across that we too are for conservation, not profit."

The One-Stop-Shop vs The Specialty Retailer

When you're looking at apps for your business, there is an argument for both.

With a specialty app, you get a depth of functionality and that industry (or process) expertise. Which is great. It's often hard to get a single product that has the depth of functionality available from 'best of breed' applications that might be available.

Going with a single app with integrated functionality, of course, gives you less specialisation, but you've only got to train people on one piece of software and there is less confusion over 'where' any particular bit of information is stored.

In my experience (speaking as someone who has been selling integrated software solutions for longer than I care to admit), SMEs in particular often struggle to be able to find the time to understand, integrate and afford many separate applications.

In addition to the issue of training users on multiple applications, there is the added pressure on time and resources, upkeep of multiple systems, and the internal knowledge or software/hardware required to plumb these solutions together.

So even though the theory of a singular, specialised solution with multiple applications sounds appealing, it is often not translated into the reality within the business.

Saying all that, though, I wouldn't go so far as to say that going for a one-stop-shop application is settling for something as a way to save money.

A proper single, integrated solution, especially in this day and age, is often the preferred solution for the business owner. Yes you might not get that specialisation, but other benefits can far outweigh that individual drawback.

Streamlined

A single application is easier to manage, that's the obvious one. You've got joined up writing and terminology when you move from one part of your business to another. It keeps the context of data and information, after all, it's all there in the same place.

This allows you to make better use of the knowledge you gain.

The whole customer journey

Being able to see all of the interactions you have with your customer, from the first enquiry



through the sales cycle and acquisition phase, in one place is great for the team on the ground. But it is also a great way for the Management to get deep insights into the ongoing relationship... and pinpoint trouble spots so you can zero in and fix them.

Integration options

These days it's hard to find a system that doesn't integrate with other applications and that's especially true for the bigger software out there. It's good to integrate sometimes, so yes you need a system that has the capability to reach out into other systems when needed. Industry specific applications may be mandatory but also complex, so consolidating this information into a central touchpoint system makes the data available to a wider audience.

GDPR easier to manage

It would seem you can't have an article nowadays without mentioning GDPR. But I'm not just mentioning it for the buzz word. Having a single, auditable system makes the process of managing the data and compliance so much easier. You know where everything is and you can find (and correct) the data that needs the attention.

Using the right tool for the job is really important

Regardless of whether you want specialist software for your business or a single integrated solution, the most important thing is that you get the right tool for the job.

The first step when you start your search is to map out what you 'really' need. Be clear about the 'would likes' as well, though. That will help you find the system(s) that will grow with your business, expanding into new departments and processes without financial or user stresses.

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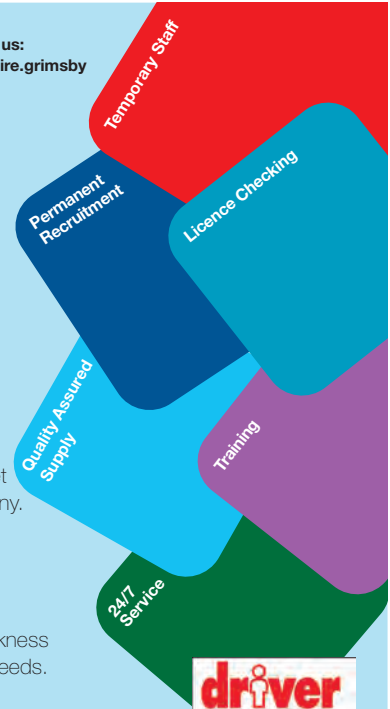
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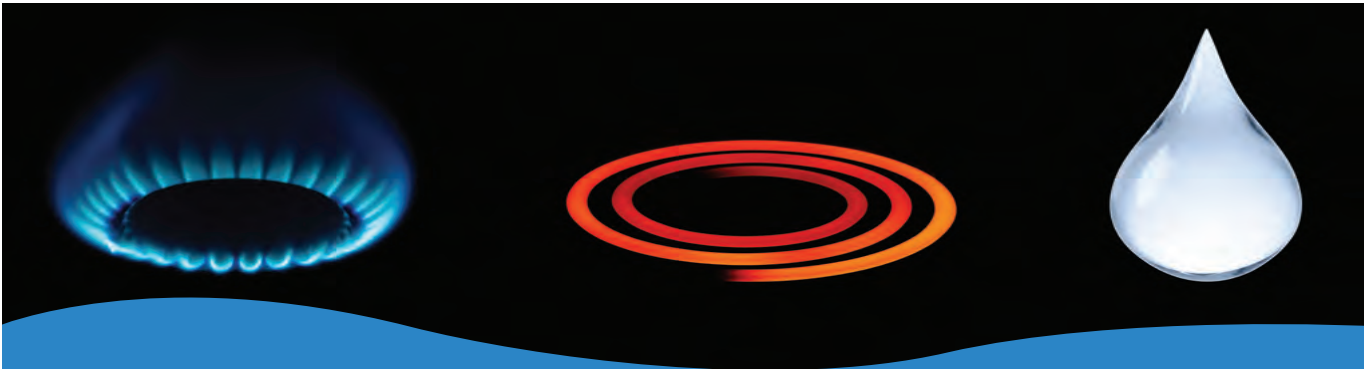
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AAK UK opens first Customer Innovation Centre at Hull's King George Dock

AAK UK Limited has opened a new Customer Innovation Centre in Hull to take its co-development work with leading food brands to new levels of success.

AAK, the UK's leading manufacturer and supplier of edible oils, fats and semi-speciality oil ingredients, works in close partnership with some of the most famous names in food and bakery to create bespoke ingredients and finished products.

Jan Lenferink, President AAK Europe, visited the UK to open the new Customer Innovation Centre officially, praising the Hull team who had taken the project from plans to completion in just three weeks.

The new CI Centre comprises a large test bakery, an ultra-modern demonstration kitchen, and conference and office facilities. It is a first for AAK in the UK and, said Jan, customers will be "royally impressed".

He said: "This is an extremely joyful day for AAK and for Hull. Investments like these show we truly are the Co-Development Company.

"It is testimony to the AAK UK team and to all of us that we are prepared to invest where we see business opportunities. The significant investment we have made in this centre is proof of our belief in the business.

"This is where we can invite customers, exchange ideas and create solutions. It is sure to be the envy of the industry."

Gary Hughes, Head of Customer Innovation for AAK UK, said the centre would enable AAK's Customer Innovation team to take their co-development work to the next level.

"Co-development is central to our business proposition," he said.

"It means blending our own capabilities and experience with our customers' skills and know-how, to produce unique value-adding solutions which really make a difference.

"A great example would be the work we have been doing on the development of butter alternatives. These specialist vegetable oil blends are helping our customers to improve the nutritional profile of their products, whilst controlling costs at a time of record-high butter prices."

Gary added that the new centre would consolidate Hull's position as a leading player in the country's food industry.

"This new, purpose-built Customer Innovation Centre will enable us to take co-development to the next level. I believe that it will be a game changer for our sector."

AAK 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.

Hull Accountants Strengthen Audit Capability with Appointment of New Partner

A Hull-based accountancy firm has strengthened its audit capability with the appointment of a new partner.

Pete Adams has joined Smailes Goldie Group from a 'Big Four' accountancy firm to bring additional audit expertise, with a particular focus on clients in the food manufacturing sector.

Prior to joining Smailes Goldie Group earlier this month, Pete led the regional assurance and audit practice of his previous firm for six years.

In addition to his expertise in the food manufacturing sector, Pete also has strong experience in the logistics, manufacturing, property and construction, and mining sectors.

At Smailes Goldie Group, he will focus on supporting the region's SMEs. As well as providing accounting and taxation advice to his clients, Pete will also support the practice in technical audit and assurance matters.

Pete Adams said: "Smailes Goldie Group enjoys an exceptional reputation across the region for its work with clients ranging from start-up to substantial SMEs and owner-managed businesses.

"It is a testament to the success of the firm's client base that it has decided to invest further in its audit capability.

"I am looking forward to being able to make a real difference for our clients."

Ian Lamb, Managing Partner at Smailes Goldie Group, added: "We are delighted to be able to welcome Pete to Smailes Goldie Group as a Partner.

"He has an exceptional track-record in audit and assurance that will both complement and strengthen the firm's existing capabilities.

"I know our clients will welcome his input."

Pete holds the FCA Chartered Accountancy qualification and a PhD in Mathematics from the University of Hull.





Hotel Group Launches Nationwide Appeal to Bring Families Back Together

A UK hotel group has launched an appeal to find distant and deserving families in need of quality time to be in with a chance to win a weekend stay at one of its seaside hotels.

Hallmark Hotels, which has its Hull hotel just a short distance from Hull city centre, has launched its Welcome Home campaign to reunite families this summer.

Whether a loved one is in the armed forces, works away for most of the year or simply hopes to spend more time with their children, Hallmark Hotels is appealing to Brits to nominate their family in a bid to bring them back together.

Shortlisted entrants will be listed on the Hallmark Hotels website www.hallmarkhotels.co.uk/welcomehome where the general public will vote to help decide on the winning family.

The prize, worth £1,000 will include a bespoke stay at one of Hallmark's seaside hotels at either Hallmark Hotel Bournemouth Carlton or Hallmark Hotel Bournemouth East Cliff, both of which boast fantastic sea views. The prize package includes a weekend stay for the whole family complete with bed, breakfast,



evening meal, travel expenses, tickets to a local attraction and other personalised surprises.

Head of Marketing at Hallmark Hotels, Michelle Anderson said: "Hallmark Hotels prides itself on creating a 'home away from home' across all its hotels and we want to extend that warm welcome even further to families in need of some quality time.

"We feel as a hospitality brand it's really important to use our hotels for the greater good and we encourage deserving families to nominate themselves to win a stay at one of our Bournemouth hotels for an idyllic summer trip to the seaside."

To nominate your family for a Welcome Home weekend stay, go to www.hallmarkhotels.co.uk/welcomehome and tell Hallmark Hotels why your family should win. Entrants are asked to offer a few sentences to tell their story and have the option to upload images and video to really bring it to life. Remember to follow Hallmark Hotels on Facebook for updates on the shortlisted families and vote for your winner.

The competition launches a summer-long Welcome Home campaign, which will see further national competitions and guest promotions in the coming months.



Meet the Chef

What inspired you to become a chef?

I grew up in a small rural community in Sicily and food was a very important part of our lives. We grew our own produce and my mother prepared fresh meals every day. I always looked forward to my mother's cooking - the tastes and smells are still with me today.

Have those experiences influenced the menus at San Pietro?

I think they taught me the importance of quality ingredients, having respect for the produce and letting simple flavours speak for themselves. As we grew our own vegetables and fruits this made us eat seasonally and this is what I like to bring to the menus here at San Pietro. I am genuinely excited for the new seasons - wild garlic, asparagus, strawberries, artichokes, courgette flowers - I just can't wait to cook with them. So many venues seem to have the same menu all the time, I would get so bored with that and what a missed opportunity! Produce in season is produce at its best and this translates into the flavour of the dish, this is why we created our Taste of Sicily menu, to showcase the best of Sicily with the best of the season.

Do you recreate your menus at home?

I often get asked by customers - "Do you eat like this all the time?" The answer is obviously not.... I have very simple tastes but at the restaurant we try to create something special, exceptional even. We want to create the perfect dining experience and the food plays a big part of that but there is also quality of service, ambience and comfort which are also very important and as a team we try to focus on the intricate details that have a big impact on the overall experience.

What is your favourite meal?

Pani cunzatu - a simple and traditional Sicilian dish of fresh bread, ripe tomatoes, anchovies, oregano, salt, pepper and the first pressed olive oil of the season. The olive oil that we use in our dishes, and have available to purchase, is the same first pressed oil from my family farm in Sicily. Our facebook page actually has a video of my family and I harvesting the olives and exploring my home town.

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The University of Hull - Full of Possibilities

For those of you in search of a venue for your next event, look no further than the University of Hull. If you haven't stepped onto the campus for a while then you are in for a surprise, for the university has been undergoing a £200 million transformation.

You'll find that thoughtful design-work has informed every aspect of the refurbishment, effortlessly combining the elegance of the early 20th Century red brick buildings with the chic later additions, together with all of the contemporary facilities you require.

Choice and flexibility

Take Canham Turner, for example, this magnificent building has recently reopened following a £7 million investment, providing a spacious and luxurious venue for corporate or family celebrations, with the ability to cater for up to 300 guests at a single event.

Canham Turner alone offers a total of 15 function rooms providing light and airy spaces which will set the right tone for your event. This venue is particularly versatile as it includes some rooms which can be connected to create

a larger space or utilised separately as needed, making it the perfect choice for all manner of occasions.

"Thanks for all your efforts in delivering a memorable annual meeting. All aspects of the organisation, from start to finish, were very smooth and you constructed an excellent scientific programme. The venue was superb, as were the surrounding social events. The success of the Society's annual meeting is important to the broader success of the Society and I am very grateful for all your hard work in making Hull 2017 such a resounding success. You have lifted the bar for the standards of these meetings and the next host now has a very tough act to follow." Steve Darby. Chair, British Society for Geomorphology.

Take centre stage

Middleton Hall is a rare example of a world-class concert and performance venue set at the entrance of the University campus, reopening in 2017 following a £9.5 million refurbishment. Offering acoustics capable of showcasing first-rate music, theatrical productions and films, the hall is also a show-stopping venue for a corporate event. Several other function rooms on the campus include a stage, so you can step into the spotlight, whether you are organising a sales conference, an AGM, product launch or an awards night.

"A huge thank you for all your support with the National Student Drama Festival this year. Several regular festival attendees have commented that it was the best in recent memory. As well as an interesting and varied programme, the festival benefited hugely from a wonderful village atmosphere with performances taking places across a wide range of campus venues." Michael Brazier. Director, National Student Drama Festival.

The Lawns Centre

The Lawns Centre, a self-contained venue situated three-and-a-half miles from the main University campus, can be hired for your exclusive use. The multi-functional centre and nearby residential halls are suitable for a wide variety of events, including conferences, meetings and exhibitions to name but a few.

The largest meeting room in the main complex can comfortably seat up to 300 delegates, with a choice of additional rooms seating between six and 60 people, with a dining room and licensed bar with outdoor terrace also available onsite.

"The Lawns has been home to HERCMA's Caravan Extravaganza and Trade Show for many years. The venue is versatile and offers many amenities, including meeting rooms and dining facilities. The picturesque grounds are always



well-maintained and the Lawns team is always friendly and ready to help ensure the event's success. We look forward to being hosted at The Lawns for many years to come." HERCMA

A turn-up for the books

The Brynmor Jones Library is one of the most striking buildings on the campus and it too has benefitted from significant investment. The dramatic seven-storey building forms a spectacular backdrop to any event, complete with breathtaking views across the city and beyond, delivering an experience you simply won't find anywhere else.

State of the art

The Allam Medical Building is the stunning centrepiece of the University's £28 million health campus and what you may not know is that this ultra-modern facility incorporates several event spaces of note, including a 200-seater lecture theatre, several smaller lecture theatres and teaching rooms, a mezzanine lounge and a café.

The grass is greener

The beautifully landscaped, award-winning grounds provide yet more possibilities for your event, whether you wish to organise a trade show, exhibition, run a team building exercise, or host a charitable or sporting event. You can choose from the main campus gardens or the 40 acres of lush parkland in nearby Cottingham.

The Hull and East Riding Caravan Manufacturers Association Show is one such event held in the grounds which attracts more than 15,000 visitors to The Lawns each year, with the attractive setting and impeccable organisation proving a winning combination.

Day or residential conferences

The University of Hull has the rare capacity to cater for both residential and day conferences. Hold a residential conference at the university and you'll discover accommodation that is a cut above the vast majority of campuses. Here again, the huge investment is evident, including



a new £30-million accommodation complex, known as 'The Courtyard' which opened just eighteen months ago.

In fact, unusually for a university, residential conferences can be catered for all year round and when sufficient accommodation is not available on campus, the university works with local partners to provide additional high-calibre accommodation.

Options abound

These are just a few of the venues from which you can choose at the University of Hull, suffice to say whether you require a large space or a smaller one, a classic or contemporary setting, to base your event indoors, outdoors or a combination of the two, the options are numerous. All in all, the University of Hull provides you with a wide range of possibilities, from an intimate gathering for a chosen few to a conference for hundreds of delegates or something in between.

The many function rooms can be set up in a variety of ways, as a boardroom, cabaret style or in a conference configuration, with the inspirational catering team delivering everything from light

bites to buffets and gala dinners. You can choose to enjoy your refreshments in your function room or in one of the many cafes or restaurants on the campus. Not only is the university equipped to cater for all types of corporate events but it also has a wedding licence too.

Great care and attention

The hospitality and events team are truly ambassadors of the city, who take great care in their work, delivering customer service that is second to none and providing you with far more than a function room. Their commitment to quality means you won't merely be offered a standard package, but the service will be tailored to meet your specific requirements.

The skilled team, have years of experience in events management and will be there for you every step of the way, first finding you the most suitable venue and coordinating the entire event, including the accommodation, and being on-hand to ensure everything goes smoothly on the day.

Location, location

The excellent transport links make the university a choice location, whether you are travelling from the city centre, the surrounding area or from much further afield, with excellent road, rail and bus routes. No other venue in the region offers so tranquil and versatile a setting, and to find all of this just one mile from the city centre is remarkable.

A hidden gem

Finding the right venue for your event can be a difficult task; location, facilities, ambience and service are all crucial, but the University of Hull is a rare option that strikes the right balance between all of these factors. The main campus may stretch across 52.7 hectares, but in many ways it is a hidden gem of the region, providing a plethora of possibilities, far beyond those you may at first anticipate.

Find out more at www.beyond-events.co.uk, call **01482 465341** or email beyondevents@hull.ac.uk.



Common Mistakes When Making a Business Insurance Claim

Sharon Theobald of Alan Boswell Group explores some of the mistakes businesses make with their insurance – and how to avoid them.

The aftermath of a crisis is traumatic enough without an invalidated, or partially paid, insurance claim. But unfortunately, if you haven't filled in the paperwork accurately, or failed to update the insurer with important information, this is the situation you could find yourself in.

Sharon Theobald, Claims Consultant at Alan Boswell Group, knows only too well the effect such mistakes can have on a business.

One of the most common slip-ups is underinsurance. "Misunderstanding the value that property should be insured for can bring problems if the business owner needs to claim on his or her policy. For example, if a building is insured for £250,000 but it will cost £500,000 to rebuild, the insurer will only pay 50% of the claim, because the policyholder is 50% underinsured," Sharon explains.

"And it isn't just buildings where we see underinsurance. Stock, contents, machinery and business interruption all need careful consideration to ensure the sums insured are adequate."

The terms and conditions attached to insurance policies are also frequently overlooked by businesses, leading to invalidated claims. "Such endorsements may include a minimum security clause, which will indicate specific requirements for locks and alarm systems, for example. Your insurance broker should highlight these points to you so they're not missed," says Sharon.

"I've seen many instances where these requirements have not been passed to staff to ensure correct practices are carried out; but ultimately, an insurer could avoid paying a claim if an endorsement is not complied with," she continues.



Staying safe

Needless to say, policy documents and Ts&Cs must be read carefully, but how else can you avoid making costly mistakes? And how can you ensure that, in the event of a claim, the recovery period is as smooth and quick as possible?

Firstly, says Sharon, it's about good record keeping, regularly backing up computer systems (both on and off-site), and having a business continuity plan in place, to ensure no ground is lost if disaster strikes. However, a business insurance policy that provides adequate coverage for your needs and is based on accurate information about your business is also essential.

Buildings should be insured for their rebuilding cost – taking into account external walls, paving, driveways, fences, outbuildings, professional fees and debris removal.

"Get your buildings surveyed by an RICS-qualified surveyor who is best-placed to give adequate rebuilding costs," Sharon suggests. "If your property is valued every three years by an RICS surveyor, some insurers will settle your claim in full, even if you are underinsured at the time of a loss."

Stock must also be accurately valued, although policies are available that allow for seasonal fluctuations. Meanwhile, for machinery, plant and all other contents, Sharon recommends consulting asset registers. "These usually allow for depreciation, but don't forget that your

sum insured should reflect the new-for-old replacement cost," she adds.

Dealing with business interruption

Then there's business interruption insurance to consider. This should cover your gross profit – in other words, the profit you make after deducting the costs associated with your sales.

"Importantly, the sum insured should include the cost of wages, so you can continue to pay your employees throughout the claim. They are valuable assets and you will need their help to recover," Sharon points out.

"It's advisable to have an indemnity period of longer than 12 months," she adds, "because if, for example, you suffer a significant fire, which could affect you for up to a year, a longer indemnity period will ensure your gross profit is still paid while your business recovers."


With so much at stake, consulting an independent adviser about your business insurance can provide peace of mind – as well as making sure your assets are properly protected.

"Insurance policies are often referred to as having 'small print', but an experienced, independent insurance broker will understand the policies they're selling, and will be able to negotiate to get the best deal," says Sharon. "Then, when it comes to making a claim, an adviser who understands the process can provide reassurance."

To discuss your business' insurance needs, call Alan Boswell Group on **01472 872872** or visit www.alanboswell.com



Sharon Theobald



“The best part of my job?
Getting to know my clients
and helping them with the
risks they face”



Jon Preston
Account Executive

Do you have questions about
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Insurance Brokers
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Agencia's Embarks on Anti-Corruption Role in Kenya

A company which is a leader in helping regimes worldwide reform their justice systems has launched a programme to help authorities in Kenya tackle corruption and associated criminality.

The team at Agencia, which is based at Hessle, hopes the project will lead to more international assignments, particularly as a post-Brexit UK works to support foreign law enforcement agencies in developing and protecting new trade opportunities.

Steve Pitts, Director of Justice, Security and Policing at Agencia, said the company was approached about the work by HMRC on the strength of its success in driving criminal justice reform in countries including Malaysia, Croatia and Moldova.

He said: "The drive has come from President Kenyatta, who wants to take a firm stance against corruption, particularly within the public authorities. He has established an anti-corruption agency and wants to equip them with the expertise to investigate and successfully prosecute people and, importantly, to seize any assets that people acquire through criminality."

Agencia will deliver the programme through Angus Naismith and Tim Holt, two former police officers who have wide experience in the sector,



L-R Tim Holt, Steve Pitts and Angus Naismith

notably with the UK Government's National Crime Agency (NCA).

Tim said: "The UK Government needs to make sure our house is in order along with those of current and potential trading partners. More and more territories are being identified as potential business partners and we also have to be aware of the risks with online trading."

Steve added that demand is increasing for economic crime expertise in a world of international organised crime and terrorism.

He said: "The growing numbers of international regulations demand that people have to focus more on compliance at a time when developing countries are feeling the effect of corruption within their own economies and on people's willingness to invest."

Future Leaders in the Humber Region Are Set to Take Part in a New 'Science Behind Recruitment' Assessment to Find Out Their Full Potential

The 'Science Behind Recruitment' series of lunchtime workshops launched in East Yorkshire on 26 April, with delegates having the opportunity to discover their High Potential Trait Indicators (HPTI).

Hosted by Thomas International, a leading global provider of people assessment tools, and East Riding-based recruitment consultancy Emmerson Kitney, the inaugural event has proved very popular, with places being snapped up only days after launch. Delegates were taken through Thomas' HPTI concept before being invited to complete the assessment, which explores an individual's personality traits and will

gave them a comprehensive report into their leadership potential.

Only 1% of assessed leaders gain an optimal score in all six categories of conscientiousness; adjustment; curiosity; risk approach; ambiguity acceptance and competitiveness.

Emmerson Kitney director Kate van der Sluis said, "Thomas International's assessment framework is a great scientific tool, which enables unbiased feedback on a person's strengths, opportunities for development, and future potential. We are very excited to be able to introduce the future leaders of the region to this methodology."

Members of the Emmerson Kitney and Smailes Goldie Financial Recruitment teams have recently completed an HPTI Practitioner course, so are now qualified to use the assessment tool to help clients during the recruitment process.

Further workshops are scheduled for July on Mental Agility, using the GIA cognitive ability assessment and in September on Emotional Intelligence using the TEIQue tool. Places are strictly limited, but anyone interested in taking part in the July or September assessment centres should contact futureleaders@emmersonkitney.co.uk.



Picture shows Phil Ascough (centre) with Vic Golding and Di Garbera.

Rising Rates Bills Set to Prompt More Challenges

Businesses are facing a double whammy with rates bills rising because of the slow pace of transitional relief on top of an increase in line with inflation.

The plight of business owners is aggravated by continuing problems surrounding the 'check, challenge, appeal' (CCA) system set up by the government after the 2017 rates revaluation process to enable people to contest inaccuracies.

Adrian Smith, founder of Hull-based AS Rating, said the higher bills are likely to prompt more people to use CCA, but the complications of a system widely branded as not fit for purpose are still a major deterrent.

He said: "There are still more than 150,000 appeals outstanding from the 2010 revaluation process. The numbers of checks, challenges and appeals from 2017 are still low but that is only because it is still so difficult for people to register their businesses and begin the process.

"There is a view within our sector that the government has achieved what it set out to do in terms of reducing the number of appeals and collecting more money."

The new bills include an increase of 3 per cent in line with the Consumer Price Index from September 2017. Another issue is transitional relief, which brings the benefit of phasing in increases, but which also forces businesses to wait for their reductions.

Adrian said: "It's hard to argue against the assertion that transitional relief creates a situation where businesses which are due a rates reduction are subsidising those which have had their rates increased.

"More businesses are contacting me and other professional rating surveyors because they have attempted to deal with matters themselves and they can't. More issues will emerge as more businesses see the scale of the

burden and the scale of the injustices. The system is even more complicated than when it was launched, and the bills are increasing."



Adrian Smith of AS Rating.

Goldings Honoured for Helping Young Entrepreneurs to Put Finance First

A business which was launched nearly 40 years ago was the surprise recipient of an award at a ceremony held to celebrate the achievements of a group of young entrepreneurs.

A total of 12 young people received awards for their success in Hull City Council's Making Changes for Careers (MC4C) project, with many more also recognised for taking part in the scheme, which provides people with the skills, information and guidance to explore self-employment.

The project, part-financed by the European Union's European Social Fund and supported by the Youth Employment Initiative, saw young people launch businesses ranging from gardening and window cleaning to teaching people about reptiles. The awards event also featured a mini-trade fair showcasing the products and services.

But after the presentations to the entrepreneurs

of the future, MC4C called on Chamber Immediate Past President Phil Ascough to present a special award to Vic Golding, Managing Director of Golding Computer Services, and Di Garbera, the company's General Manager.

Goldings dates back to 1982 and specialises in providing computerised accounts training for businesses of all sizes and in all sectors, often securing funding to cover the cost. Vic and Di are long term supporters of initiatives to help young entrepreneurs in Hull and played a key part with MC4C in ensuring a good understanding of accounts and finance.

Mark Jones MBE, Hull City Council's Director of Regeneration, said: "Di and Vic understand that financial literacy is something that young people often find daunting, and they have been an invaluable asset to the MC4C programme. Through their supportive nature and wealth of knowledge they showed the dedication, patience and passion to help our young people not only to gain an accredited qualification but actually to understand the world of business finance, an attribute that is paramount to the success of any start up business."



Firm Relocates and Offers Free Meeting Space in Hull's Old Town

PR Firm, Divine Clark PR has relocated to HU1 at Essex House which has recently undergone a significant refurbishment as part of a £42m investment by Iguana Developments.

The building is one of three major projects for the property developer, marking a significant step-change from providing high-quality student accommodation and house shares, to providing young professionals with luxurious city-centre living space, reflecting aspirational lifestyles.

HU1 at Essex House, is a former ten-storey office block which, following renovation now has offices on the lower floors and forty-five high-spec apartments, which include a cinema, gym, roof terraces and fantastic views of the city.

Divine Clark PR is working with Iguana Developments to increase awareness of the new brand and getting the company involved with a variety of events and initiatives, including Humber Street Sesh.

Jess Clark, Director of Divine Clark PR says:

"I jumped at the opportunity to take some of the office space, I love what Iguana Developments are doing; providing outstanding living spaces and they are also becoming part of the local community."

"Hull's Old Town is such a beautiful area and it's so convenient, within walking distance of all of the amenities, bars and restaurants. Iguana Developments are providing space for local businesses to use for meetings and events including: a boardroom, breakout rooms and a lounge area for networking events. Anyone who would like to have a look around, as well as a tour or the apartments will be more than welcome to get in touch with me direct via my website www.divineclarkpr.co.uk."

Lacey Manor Golf Resort

Set in beautiful surroundings on the outskirts of Grimsby, Lacey Manor Golf Resort is home to a 18 hole, par 72, parkland Golf Course, maintained to the highest standard. With experts on hand in the Pro Shop to accommodate your every need, the Golf Club offers a wide range of memberships to suit every ability, including full, flexible and social packages. All members benefit from pre-booking privileges and zero green fees as well as a generous discount across the rest of the resort.

The nearby Round Bar and Orangery restaurant is located within the main clubhouse, serving delicious, traditional British food and refreshments to enjoy all year round. Or if you're looking to make a weekend of it with friends or colleagues, Lacey Manor's Scandinavian Lodges and Pods are well-equipped to accommodate your luxury short breaks. The cedar clad lodges offer five-star accommodation; each complemented by outdoor hot tubs and set in close proximity of the clubhouse and restaurant.

Located the edge of the picturesque Lincolnshire Wolds, the venue is also the perfect private hire option for special occasions and corporate events. From weddings and christenings, to work socials and charity fundraisers, the bright and airy Orangery can accommodate up to 30 guests while the upstairs Fairway suite can accommodate up to 200 guests for larger events.

For more information on golf memberships, events, mini breaks and dining at Lacey Manor Golf Resort, please call **01472 873468** or visit www.laceymanorgolfclub.co.uk.



Have You Woken Up to Blockchain Yet?

Most of you reading this will have heard of bitcoin and cryptocurrency. I'm sure many of you have struggled with the concept of a virtual digital currency and how it could possibly fit into society as a store of value, or be used in everyday purchasing transactions.

If you take as gospel all the negative stories in the media, without digging deeper yourself for more information, or just listen to the 'know it all' down the pub or in the office, then you will have probably dismissed it as a bubble or completely laughed it off the park!

Whilst the crypto space at times can feel like the wild west, with the stagecoach getting held up by hackers stealing your virtual coins, it doesn't seem to be curbing the enthusiasm in those that see it as part of the future. People are learning how to store their digital assets more safely and companies around the world are springing up to develop ways to ensure the whole process is simplified and secure.

Blockchain is the technology behind crypto and is being hailed as the 'new internet'. Although it is still early days and not yet perfect, it is creating such a buzz around

the world as a way of solving and simplifying many processes. A different way of doing things....A 21st century way of doing things! It is expected that some of the most successful companies in the world in 10 or 20 years will come from the end of this decade. Perhaps the next apple, ebay, google or amazon?

There is a huge opportunity for the universities and colleges in our our area to get behind this and teach and encourage people to learn these skills which will be evermore sought after. There is also a need for local companies and investors to embrace this to ensure that those skills stay in the area and we don't just sit on our hands and wonder why we didn't make it happen. For more information contact Malcolm Macphee on **077 20465 888** businesshelp@linkoneconsultancy.com



Malcolm Macphee

Pulsar Instruments Scores 100% on ISO 9001 Assessment

Pulsar Instruments Plc is delighted to announce that our ISO 9001 Certification has been updated to the latest 2015 edition. We scored an excellent 100% on our recent assessment – a rare event according to BSI assessors - even better, there were zero 'non-conformity' issues so our 100% score was gained in one assessment, with no reassessment required.

Our new ISO 9001:2015 certificate replaces the previous ISO 9001:2008 certification and further shows our dedication to providing our customers with a high quality service and product.

As a business, Pulsar sell noise measurement equipment globally to help other business' protect their workforce from Noise Induced Hearing Loss and prevent costly insurance claims. We aim to continuously manage and grow our Distribution Network and ensure direct end users are given the correct guidance, training and support to enable them to comply with the Noise at work Regulations. This is reflected in the integrity of our management system with regard to the sale and procurement of noise measuring and monitoring instrumentation including related training and provision of product service, repair and calibration.

"Our quality management system has recently been enhanced by the addition of new personnel in the company, who have brought fresh external perspectives and provided renewed impetus" said, Simon Rehill, General Manager of Pulsar Instruments Plc. "The results of this assessment clearly reflect our ongoing commitment to quality management, communication, training and customer service".

For further information about Pulsar Instruments or its products please email: sales@pulsarinstruments.com or call **+44 1723 518011**.

Raft of Promotions as Law Firm Recognises Young Talent

Humber law firm Rollits LLP started its new financial year with a number of promotions.

The firm is adding two new Partners to its ranks and promoted three solicitors, one of whom made the step-up to Associate

The promotions saw Jennifer Sewell (Dispute Resolution) and Ed Heppel (Employment), who had both previously held the position of Associate, promoted to Partners in the firm.

Private client solicitor Sarah Adams has achieved Associate status and two property lawyers, Sophie Wheeldon and Gareth Orriss

have been made up to Senior Solicitors.

The promotions mark another step forward for the quintet, as the firm continues to invest in young local talent, with Jennifer, Sarah and Sophie all having started their legal careers as trainees at the firm and Ed and Gareth joining from other local firms after qualification.

Ralph Gilbert, Managing Partner at Rollits said: "I would like to congratulate Jennifer, Ed, Sarah, Gareth and Sophie on their promotions. All are thoroughly well deserved, and they have proved themselves to be very capable and focused on achieving the best possible results for clients in the work that they undertake."





WE DELIVER QUALITY MECHANICAL AND ELECTRICAL SERVICES

Based in Hull and established in 2014, GW Power-Safe is a combined Mechanical and Electrical Solutions provider offering a wide range of services to businesses throughout the Yorkshire and Humber region.

Business customers benefit from all services being delivered from initial concept, through to design, installation, commissioning and final client sign off. GW power has the capacity, expertise, and equipment required to deliver their clients objectives. Their fully qualified employed engineers have the expertise and experience to deliver projects safely and efficiently to ensure installations are fully compliant with current British standards.

What can GW Power do?

- Electrical Installations
- Plumbing & Heating
- Ventilation & Air Conditioning
- Gas-Safe Compliance
- NICEIC Electrical Compliance
- Boilers & Servicing
- Security/CCTV/Intruder/Fire Alarms

GW Power operates in a wide range of different environments.

Whatever the sector and type of site, GW Power will most likely have carried out in the environment and also have trained engineers that have a full understanding of the particular working practices. Some of the typical sites where work both new installations and refurbishment work has been carried out in the past include Schools, Universities, Offices, Industrial Factories, NHS Hospitals and Leisure Centres. GW has been involved in the recent £1M refurbishment of Scunthorpe Library which included Plumbing, Ventilation, Air Conditioning, Lighting, Power, and Fire Alarms.

What benefits can GW Power bring to your business?

- Friendly and flexible service
- 'One Stop Shop' M & E Solution
- Quality workmanship
- Honest advice
- Experienced in a comprehensive range of sectors

- Members of NICEIC, Gas Safe, CHAS & Constructionline
- Value for money – Competitive rates for quality work

Award Winning Business

Business clients benefit from services being delivered by a friendly dependable team and this is proving to be a winning formula. Testimony to this was GW Power being awarded Small Business of the Year 2017 at the Hull Daily Mail Business Awards.

Free Advice and Surveys

GW Power can provide businesses with initial advice and also visit the business to survey any potential works which are all carried out free of charge and with no obligations. Even if a business chooses not to proceed with GW for any potential works, it's a very good place to start contacting them.



GW Power Showcase

GW Power have revamped their website and it now includes a photo Gallery which is being updated regularly. The Gallery provides businesses with some examples of real work carried out, GW's capabilities, and also staff pictures. You can also sign up to a new e-newsletter which will keep you updated with the goings on at GW as well as product and legislation updates. The e-newsletter signup can be found on the top of the GW home page or at www.gwpower.co.uk/website-sign-up/



“Helping Businesses to ensure that their Electrical and Mechanical installations are safe and certified is one of our specialisations. Whether it be Gas Safety via the Gas Safe Register or Electrical Safety via the NICEIC certification scheme, compliance with British Standards and Legislation is paramount for Businesses”

Daniel Haley, Managing Director

“GW Power’s main aim is to provide a friendly approach in everything we do. This not only makes us a bit different to other companies but helps build long-term relationships which can benefit both the client and GW”

Rob Dixon, General manager



Cobus, Hull's Leader in Telephony Solutions is Urging Businesses to Switch and Save...

Since celebrating our 25th anniversary in 2016, we have saved our valued business customers a calculated, and ever increasing, £1.7million off their telephone bills. By buying wholesale and passing those discounts onto our customers, they enjoy savings of up to 50 per cent on their telephone bills.

To celebrate the launch of our new-look website www.cobus.co.uk and 27 years in business, we offered 27 new customers their first month's line rental and call charges totally free. Due to the popularity of this offer we are extending it to an additional 27 new customers who switch their telephone bills to us!

The process is as easy as switching your gas or electricity supplier, but businesses should act quickly as the 'free month' offer ends on Friday, June 29.

Our updated website showcases an improved layout and structured content, so users will get more information from a quick read. The site has been upgraded to ensure easy navigation, and simplifies the finding of information regarding our products, services, and other content, while providing a more user-friendly experience that focuses on our customer's needs.

When we started the project, we had lots of innovative ideas, from updating our company messages to helping users navigate more easily while providing them with the content they require to meet their communications needs. The new site provides information on the updated and revised products and services on offer and now also includes additional features, such as



a new corporate video, client video testimonials, and a selection of client case studies.

The Cobus Foundation is still a prominent section that highlights our CSR support that we provide to local charities, organisations and good causes, which is a core part of Cobus' commitment to the local community. A new inclusion is the special offers section that will provide our valued customers with not-to-be-missed deals on our latest products and services!

A new corporate video professionally filmed, edited and produced by Ben O'Leary www.bakehouseproductions.co.uk was great fun to be part of, highlighting our corporate side as well as showing off some of our people and a few of our happy customers!

We employed the use of local media firm Mobius Media to build the site and their service has been fantastic. John Masson, Managing Director at Mobius said "The new site has new and improved functionality that allows users to navigate and find what they're looking for much easier. It was great to work with the team at Cobus and bring their ideas to life!"

Emma Waudby, Sales & Marketing Manager at

Cobus, added "I've really enjoyed working on this project and I couldn't be happier with the result. We have refreshed our branding and created a site that is clean, simple to use, and gives the user the ability to get a real taste of what they might be looking for, before engaging with one of our professional teams to arrange a no obligation visit, at a date and time that suits their schedule. I hope that everyone likes the changes and takes the time to provide some constructive feedback via our Facebook or Twitter pages."

Michael Smith, Managing Director at the Cobus Communications Group, commented "The new website provides a fresh approach that better demonstrates our award-winning communication products and services. With continued growth, larger contracts, and newly formed partnerships it was felt that our portfolio required representing in a more professional way, and we believe that this new site has done just that."

To take advantage of the special offer or to receive a no obligation cost comparison please get in touch on **01482 225666** or email sales@cobus.co.uk



Michael Smith and Emma Waudby

North East Lincolnshire was pleased to host this visit from the Icelandic Ambassador who was keen to talk to local business interests to ensure that open and free trade between the two countries continues post-Brexit.

Photo Caption: Mark Warburton(left), Chair of Chamber in N E Lincolnshire, meets Icelandic Ambassador Stefán Haukur Jóhannesson at a lunch held at Grimsby Town Hall





Driver Hire Grimsby and Scunthorpe Driver of the Year Award 2018

Driver Hire Grimsby and Scunthorpe were delighted to announce their first Driver of the Year Award on Friday 4th May 2018.

It was a real pleasure to present Ian Gordon with our first Driver of the Year Award. Ian has worked for Driver Hire for some time now, and has excelled in meeting all aspects of our demanding criteria for this award. It was wonderful to receive such positive feedback from our clients about Ian. We are very proud of Ian and the service he has given to Driver Hire and our clients.

Ian received a cheque for £500, an inscribed plaque and a voucher for two for Dinner, Bed and Breakfast in an executive room at the Ashbourne Hotel, North Killingholme.

One of the first things that we noticed when we bought Driver Hire in February 2016 was the quality of their drivers. Many drivers come back to Driver Hire and continue to work with us over several years. This is a compliment to Driver Hire and the quality of staff we provide to our clients. It is also the reason why Driver Hire Grimsby and Scunthorpe have introduced this annual Award to recognise excellence in our workforce.

The criteria to win the Driver of the Year Award were purposely designed so that our drivers had to deliver high performance in ten different categories, and from which they would be scored. The winner was chosen using this formula, and who had accumulated the highest points in all ten categories of the criteria.

Driver Hire Grimsby and Scunthorpe is the UK's largest transport and logistics specialist Recruitment Company, with over thirty years' experience, supporting fleet operators and the logistics business throughout the UK. From our offices at the Innovation Centre, Europarc, Grimsby our team offers temporary and permanent driving jobs, non-driving work and Driver CPC training supplying staff to companies in Northern Lincolnshire.

In February this year Driver Hire Grimsby and Scunthorpe launched DH Recruitment – Your Partner in Recruitment. This side of our business concentrates on supplying permanent staff to their clients, alongside our temporary and well established business. Driver Hire Grimsby and Scunthorpe runs CPC Training throughout the year for our drivers from our offices at the Europarc, Grimsby.

Driver Hire Grimsby and Scunthorpe are delighted to have been nominated for the DFDS Excellence in Community Award 2018

For more details call us on **01472 357 171**
or email us on **Grimsby@driverhire.co.uk**

Crimestoppers Across the Humber

Crimestoppers is an independent charity that gives people the power to speak up and stop crime, 100% anonymously, always.

We believe in the power of people to stop crime. When people care and when people are determined, they can achieve change for their community. But people need a champion. Someone they trust. So we say 'Speak up, but stay anonymous'. Crimestoppers is a community champion. Here to listen and here to help people stop crime.

Everyone has the right to feel safe from crime, wherever they live, wherever they work, for ourselves and all those we care about. But sometimes people might be worried about a crime, or something that's wrong, and want to pass on information, without going to the police, which is why it's good to know they can always trust crimestoppers.

Whoever they are, wherever they live, from communities to companies, we are here for everyone. We can be contacted by phone on our 0800 555 111 number, or online at

www.crimestoppers-uk.org, we are available 24/7, 365 days a year. We can take information in any language on our telephone line.

We don't judge, we're here for everyone who needs us. We commit all our efforts to achieving positive change.

We have been around since 1988 and have never broken our anonymity guarantee. Every year we help stop thousands of crimes. So let's make communities safer together.

Across the Humber, Crimestoppers has been making a positive impact to communities since 2010 when the volunteer committee was established. We've run campaigns on everything from Drink Driving, Child Sexual Exploitation and Abuse, Fearless (our youth engagement element) and many more. We are immensely proud and grateful to all our volunteers and supporters, and we promise to continue to making the Humber area a safer place.

We are keen to continue expanding our work across the Humber, but we continue to ask for support in the form of donations, ambassadors, partners and volunteers. If you would like to find out more, please contact the Regional Manager for Yorkshire and the Humber, Gemma Gibbs, **gemma.gibbs@crimestoppers-uk.org** or the Volunteer Committee Chair Lynne Hope.

Thank you

Yorkshire's First Malt Whisky Distillery Fills its 1000th Cask of Maturing Malt

The team at Spirit of Yorkshire Distillery is celebrating after filling the 1000th cask of what will become Yorkshire's first single malt whisky in 2019.

In April 2016, the Hunmanby based distillery began making the spirit that has to mature for a minimum of three years before it can legally be called whisky. In the meantime, and in response to positive feedback to samples of the maturing malt that visitors enjoyed when touring the distillery, the second of four collectible spirits that offer a taste of the maturing casks, Distillery Projects 2, was launched last month.

The distillery team are naturally excited to have reached the 1000th cask milestone. Director and co-founder, David Thompson said: "We're really pleased with the way that the spirit is maturing and the support that we've had from customers and visitors to the distillery.

"Several of the 1000 casks have been bought by people looking for a potential investment. We're delighted that the cask offer has appealed to both whisky fans and families and groups of friends, who buy in to our grain to glass uniqueness and who want to be a part of



The Spirit of Yorkshire team with the 1000th cask - L-R Joe Clark, Tom Mellor, David Thompson

Spirit of Yorkshire, as it makes history when its maturing malt matures to become Yorkshire's first malt whisky next year.

"There's still chance for people to buy into our cask offer as we have just released a limited number of first fill ex-Bourbon and ex-Sherry casks."

The 1000 casks filled to date are a combination of bourbon, oloroso sherry and re-conditioned red wine casks.

Distillery Project 002, 46% ABV, is limited to 2000 individually numbered 70cl bottles. The release is priced at £39.95 and is only available to buy through the website (www.spiritofyorkshire.com) and from the distillery shop that is open seven days a week.

Spirit of Yorkshire was launched in 2016 and is a collaboration between farmer and brewer, Tom Mellor from Wold Top Brewery and business partner, David Thompson. The pair have invested significantly to follow their dream of creating a Yorkshire whisky that doesn't simply replicate Scotch. The distillery is a true field to bottle setup and boasts some of the most impressive distilling equipment in the country, including two of the largest Forsyth pot stills operating in the UK outside of Scotland. It is thought to be the only distillery operating in the UK that grows all of its own barley.

In addition to distilling whisky and conducting guided tours, Spirit of Yorkshire is home to the Pot Still Coffee Shop that serves a variety of home cooked food and hosts regular events including fortnightly Jazz and Blues nights, monthly Distillery Sessions and special events. Forthcoming events include Distillery Sessions with the Mile Roses on 29th June and a 'Pot Still Pop Up' whisky-inspired three course meal from Birds on the Loose on 11th October.

For more information about the cask offer, please visit <https://www.spiritofyorkshire.com/cask-offer-i26>.

Two Golf Resorts to be Rebranded as Doubletree by Hilton

Two of QHotels' nine four-star golf resorts are to see their hotels rebranded as DoubleTree by Hilton, as part a franchise agreement between the group's owner Aprirose and Hilton.

The hotels will continue to be managed by RBH - formerly Redefine BDL Hotels - and will henceforth be known as DoubleTree by Hilton Forest Pines Hotel & Golf Resort, in north Lincolnshire, and DoubleTree by Hilton Glasgow Westerwood Hotel & Golf Resort.

Three further QHotels properties are included in the deal.

Helder Pereira, the chief executive of RBH, said: "We are looking forward to building our already strong working relationship with Hilton, by welcoming five more DoubleTree by Hilton properties to our growing portfolio, in addition to DoubleTree by Hilton Edinburgh City Centre.

"The five hotels in question are fine examples

of upscale, full-service properties, and we look forward to offering our expertise in operating each one to give our guests the best possible experience under a globally-recognised brand."

Manish Gudka, Aprirose's chief executive, said: "Having recently acquired Hampton by Hilton London Docklands and Hilton Reading, we're looking forward to growing our Hilton portfolio by converting five hotels under DoubleTree by Hilton.

"DoubleTree by Hilton represents a mark of quality for discerning travellers, and we are looking forward to working in partnership with Hilton, and exploring future development opportunities in the UK market."

DoubleTree by Hilton Forest Pines Hotel & Golf Resort is set in 190 acres of woodland close to the Lincolnshire/Yorkshire border and includes an award-winning 27-hole golf course. The 188-room hotel incorporates significant meeting space and an upmarket spa and health club.



DoubleTree by Hilton Glasgow Westerwood Hotel & Golf Resort is an established rural resort with an 18-hole golf course, and meeting space for up to 400 delegates. The 148-room hotel includes a spa, health club and two restaurants.

As the largest golf resort operator in the UK, RBH manages nine championship and tournament golf courses across the UK, hosting events from the European Tour, European Seniors Tour, Ladies European Tour and the PGA.

GDPR: Q&A

The introduction of new General Data Protection Regulation (GDPR) law on 25 May changed the rules, regulations and business practices around data protection dramatically.

Marie Kell, head of commercial law at Andrew Jackson Solicitors LLP, along with Jonathan Dale, the firm's head of employment, have provided answers to some frequently asked questions, designed to help businesses understand - and comply with - the new regulations:-

What are the key differences between the old legislation and these new regulations?

Mandatory breach reporting is now in place and fines are now set at a much higher level than they were previously. Another important shift for all those who deal with data to bear in mind is that the requirements on consent are set at a much higher level than they were previously. There is no such thing as an 'implied' consent, and 'opting in' is mandatory.

Where should businesses look for reliable guidance on these issues?

The Information Commissioner's Office (ICO) website contains step by step guides and



information in plain English that we know many of our clients have found really useful.

What are the implications for businesses that fail to prepare or comply with the new legislation?

One of the key issues that GDPR hopes to address is the lack of consumer faith in how data is stored and used. The desire to improve upon it has been one of the main drivers from the government, so we can expect enforcement to be a key part of the regulations.

The regulators are seeking accountability from businesses, and the reassurance that they can demonstrate their compliance at any time. This is about more than just fines; it's about reassuring customers and stakeholders and protecting reputation.

What should businesses have in place?

The key thing is that you have a handle on the data that your business holds and how it is used. If you haven't already done so in readiness for GDPR, you will need to ask yourself several questions, including:

What data do we hold?

How is it stored?

How was it obtained?

How is it used?

Can we prove that consent was given for us to obtain it?

Are any third parties involved in its usage?

If you're still unsure of the implications of the data you have gathered, and how it fits in with the new regulations, make sure that you seek legal advice at the earliest opportunity.

For help and advice on GDPR, get in touch with Marie Kell or Jonathan Dale on (01482) 325242 or email marie.kell@andrewjackson.co.uk / jonathan.dale@andrewjackson.co.uk



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Beverley BS Heralds 'Exciting New Future' at This Year's AGM

Beverley Building Society was delighted to welcome a selection of members and other friends of the Society, including a number of local businesses, to its Annual General Meeting.

And the reception for our financial performance – and how we plan to mould that success into our new 'profit with a purpose' strategy over the next few years – was overwhelmingly positive.

2017 saw the Society achieve one of our best ever financial performances, with our second highest pre-tax profits in five years.

However, at our AGM on Tuesday 24 April, at Brown's Café in Beverley, our new Chief Executive, Karl Elliott, introduced himself to AGM attendees and explained the important thing is how we now use this strength in the future, to serve our members and the region where we are based.

"I've worked for mutuals like Beverley all my career so they must be a bit of a calling for me, and it's because they're not just about products and services and money and profits, but about offering care and support with the best intentions, and being able to make a positive difference to people's lives," said Karl.

"I'm really delighted to be here at the Beverley and my first few months have flown by, as I've got to know the Society, the town and some of the faces in the room. My observation is that Beverley is a thriving, energetic town with a real buzz about it and lots of future potential, as well as a rich heritage. I think there really is something good here that we can get involved in as a building society."

He also explained that the Society's financial strength and highly committed team are an ideal platform for providing more people in our heartland with the personal service and support they need to build better futures for themselves, their families and the communities they live in.

"These results are important to us, not just financially, but because of the potential they offer for us to revitalise our mutual roots, ensuring that our products, customer care and the role we play in our local community are more relevant than ever," he said.

"Our Society was created over 150 years ago by the revolutionaries of their day – driven by their vision of making homeownership a possibility for all.

"In today's financial marketplace, where there is ever more uncertainty; from affordable housing, to planning for later life, there is a growing need for a financial provider that is accessible and can better understand and respond to customers' changing needs. As East Yorkshire's only independent Building Society, we see it as our mission to do just that for people across our region.

"It's our team of people who bring this place alive and I'm very grateful to them for being as committed as they are to the Society and our customers. They make sure that every person we deal with is treated as an individual by taking the time to listen and understand.

"It is this genuine care which will continue to



make us different from others on the high street. While others are moving to more automated services, and decision-making based on algorithms, our team take the time to get to know people as individuals, and help them achieve their goals wherever possible."

Highlights of our 2017 results:

Strong platform for growth

- Pre-tax profits were £680k, almost double 2016's figure of £337k, strengthening reserves;
- Because the Society remains an independent mutual without shareholders, and has a policy of not paying bonuses, all of our profits will be invested into building our financial strength and resilience for members' benefit;
- Average loan to value down to 38.4 per cent. Reduced from 39.9% in 2016, maintaining the reducing trend of the past five years as part of our low-risk lending strategy;
- Improved net interest margin, increased by 12 per cent compared to 2016 and an important factor in our improved profitability;
- Impairment provisions remain stable at 0.39 per cent of the total mortgage book (compared to 0.35 per cent in 2016). This was a result of a continued focus on low risk residential mortgages (our owner-occupied mortgages increased in value by a net £4.5m);
- Almost entirely funded by local savers' deposits.

Meeting people's homeownership needs

- Meeting people's homeownership needs in line with our mutual purpose, by lending £20.3m to borrowers during 2017. Overall lending up by £1.8m, to £149.3m in 2017, compared to £147.5m the previous year. This positive increase resulted from our personalised approach to underwriting and meeting people's niche borrowing needs – offering mortgages to those building their own homes, buying for the first time, working for themselves and borrowing in later in life or retirement;

Supporting our East Yorkshire community

- Almost 90% of savers and over 60% of borrowers are within the East Yorkshire region;
- Fundraising for a cause close to our hearts. We continued to support Action Duchenne,

raising over £60,000 for the charity helping young children with debilitating muscle degeneration leading to premature death, inspired by our Head of Operations Lesley Wegg's son Ashley, who sadly suffers from the condition;

- Charitable donations. Members visiting our branch also voted to select 'Charities of the Month' from across the local region, with winners as diverse as Cash for Kids and the British Heart Foundation each receiving £250;
- Contributing to local community life. We supported popular local venues and events, including East Riding Theatre, Driffeld Agricultural Show, Beverley RUFC and the Beverley Food Festival;
- Celebrating 150 years. Playing an active and supportive role in our regional community is of fundamental importance to the Society, and 2017 us marking our 150th anniversary of doing so with a garden party at our Beverley head office, attended by members, friends of the Society and distinguished guests. We also buried a time capsule on our premises with contributions from members, schools and the wider local community, with the intention of digging it up in 50 years' time to give people a flavour of how life is today.

Prudent cost control

- One of the lowest management expenses-to-assets ratios in the industry, measured by management expenses levels compared to assets, which were 0.9 per cent or 90p in every £100 during 2017. The Society maintained one of the lowest cost bases in the industry, while continuing to invest in service improvements for our customers, including increasing resources within information technology to respond to the ever-increasing opportunities and challenges that the digital economy presents.

The future

Karl concluded: "I feel genuinely privileged to be able to announce such a strong set of annual results during my first year as Chief Executive of this thriving organisation.

"Thanks to the outstanding customer service our dedicated team deliver, customer satisfaction and retention are consistently high. Over the coming months and years we will be seeking an ever-deeper understanding of what our current and future customers really need, so that we can remain relevant and able to meet their requirements.

"We will be seeking opportunities to further improve the products and services we provide to both savers and borrowers during 2018, with a focus on remaining relevant to families across the region who are looking for a safe and reliable home for their savings, and participating in those areas of the mortgage market where we can make a positive difference for homeowners and first-time buyers."

Revolutionising Supply to the Energy Market

Neil Holland, MD of national wood pellet supplier, Y Pellets, highlights the benefits of using biomass fuel for companies to become more energy efficient.

Goole-based Y Pellets has rapidly carved a niche within the UK's renewable energy market becoming one of the fastest growing, independent wood pellet brands in the country. As corporate attitudes and organisations' environmental responsibilities change for the better, the company has helped an increasing number of businesses become more energy efficient and save thousands on rising costs by specifying biomass fuels.

UK market size is estimated to be in excess of 700,000 tonnes per annum and many companies installing industrial boiler systems do so under the Renewable Heat Incentive (RHI) scheme. Businesses may be entitled to payment if eligible.

Modern biomass systems using wood pellets are also highly efficient when well maintained and, in addition to low carbon emissions, customers benefit from significantly lower energy costs if specifying high quality, high consistency pellets. Specialist wood pellet technology is constantly being developed and



Y Pellets Managing Director, Neil Holland.

is widely used throughout Europe making most systems very easy to maintain and easy to run. By using premium quality pellets, companies can ensure that boiler systems are running at their most efficient whilst minimising maintenance costs and therefore reducing spend.

Neil Holland, Managing Director of Y Pellets commented, "High quality, biomass wood pellets are actively helping to change how we power our planet and can offer better price stability than other resources such as fossil fuels. This allows commercial clients to plan budgets further in advance and not

be affected by fluctuating energy costs. Even compared to alternative biomass fuels, pellets allow customers to install automated feed systems and highly efficient boilers that can automatically adjust usage based on demand and be accessed remotely via computer.

"Our pellets are from sustainable sources i.e. from forests where more new trees are planted than felled, and Y Pellets' ethos has always been to retain as much control in the supply chain as possible. By managing supplies directly, this ensures quality remains consistently high, eliminates any contamination, and, for end users, this is an essential requirement in order to reap the benefits of biomass."

Y Pellets is part of a larger European organisation with an advanced manufacturing and wood pellet processing plant in Austria. It has recently announced plans to construct a new multi-million pound wood refinery in Goole making it one of the largest, private sector, renewable energy investment projects in the UK at present. For details go to www.ypellets.com



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A Beast of an Evening

The Northern Lincolnshire Office of the Chamber was pleased to organise the 17th Northern Lincolnshire Business Awards, the culmination of which was the Awards Dinner and Gala Presentation Evening held at Grimsby Auditorium on Friday 18 May. The evening was co-hosted by Richard Askam and Helen Fospero and the Dinner was produced and served by The Lincolnshire Chef. The theme of Beauty and the Beast was evident throughout with the Auditorium dressed as the Beast's Library, a themed Dinner 'Try the Grey Stuff it's Delicious!' and an After Dinner Beauty and the Beast Show. Of course the highlight of the evening was



Karl Thew of CatTech International, pictured with sponsor Andrew Holt of Wilkin Chapman

the presentation of the 2018 Awards. It was a good year with evidence of plenty of business growth and talent on the south bank of the river. Thanks to all the sponsors and supporters of the evening, particularly Phillips 66, headline sponsor, and Grimsby Institute, who not only sponsor an award but provide performing arts students to take part. Thanks also go to Savilles for sponsorship of the event's AV requirements and the tech team at Grimsby Auditorium. Simon Baxter of Juice Media provided our videos and Chris Waud of go!Photo the pictures. These are uploadable from www.nlincsba.co.uk free of charge.



Ashley Taylor of TF Butchers, Winner of the Franklin College Young Entrepreneur of the Year Award



Care Plus Group - Winners of the Grimsby Institute Training Excellence Award



Joshua Walshe of Walshes Property and Letting Agency, Winner of the Bridge McFarland New Business Award



Mariner Packaging, Winners of the Hays Recruitment International Trade Award, pictured with Karly Clark Sponsor



St Andrew's Hospice - Winners of the DFDS Excellence in the Community Award



Winners of the HBP Systems Innovation Award Road Traffic Solutions



John Bowers QC, Winner of the HHCC Grimsby Lifetime Ambassador Award presented to him by Cllr Ray Oxby, Leader of N E Lincolnshire Council



Melanie, Grace and Nancy Tilletts of Tilletts Clothing - Winners of the ABP Business Growth Award



Sam Judah, Winner of the Gy and Scun Tel Lifetime Achievement Award with Dave Laister Sponsor and Sally Booker Chamber President



Chamber Events Diary 2018

Chamber Expo 2018

Wednesday 6 & Thursday 7 June 2018
Sponsored by Stratstone BMW 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

Friday 12 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

Friday 30 November 2018
Beverley Racecourse, Beverley

Take advantage of your Chamber Membership to attend the wide range of events we organise to help you meet potential. Clients and develop valuable business relationships. Please note that dates are subject to change. An up-to-date events diary is available on our website www.hull-humber-chamber.co.uk

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Cost of Cyber Breaches to Middle Market Businesses Quadruples

The average cost of cyber breaches affecting medium sized businesses has quadrupled in the last two years according to the latest government survey.

The Cyber Security Breaches Survey 2018 carried out by Ipsos MORI on behalf of the Department for Culture, Media and Sport, found that the estimated total cost of cyber breaches has consistently increased from £1,860 in 2016 to £3,070 in 2017 and £8,180 in 2018 – even when including breaches that do not result in lost assets or data. This represents an increase of over 400 per cent in just two years.

In instances where breaches do result in a material loss of assets or data, the impacts can be much higher – on average £16,100 for medium sized businesses and £22,300 for large businesses. These costs can include investment in new measures, including tools and technology, to prevent against future attacks and increased staff resource.

The survey found that two thirds (65 per cent) of medium and large businesses have identified and reported at least one breach or attack in the last 12 months.

Breaches were more often identified among organisations that hold personal data or where staff use personal devices for work.

The survey also pointed to a persistent

unwillingness for cyber security issues to be addressed within organisations. Only three in ten businesses (30 per cent) said they had Board members with specific responsibility for cyber security, and only a fifth of businesses (20 per cent) had any staff attend internal or external cyber security training in the last 12 months.

Less than three in 10 businesses reported that they had a cyber security policy, with even fewer (13 per cent) stating they had a cyber security incident management process in place.

David Morris, technology risk assurance director at RSM said:

'This survey very clearly shows that while the cost of dealing with cyber breaches is growing, there appears to be a persistent degree of complacency when it comes to preventing and responding to cyber-attacks.

'Nine in ten directors or senior managers in medium and large business claim to treat cyber security as a high priority but this doesn't seem to be matched by action. There is much more that organisations need to do when it comes to raising staff awareness through training, identifying and managing cyber related risks and adopting good-practice technical controls. Cyber security must be made a Board level issue to ensure it gets the required level of focus in a business.

'It's particularly interesting that the survey found that cyber breaches are more prevalent when staff are allowed to use their own personal devices for work. This is an area that we have

Local Charity Wins Award

Proud Winners of the 2018 Hull BID Awards

Emmaus Hull & East Riding Winners of the 'Contribution to the Community' sponsored by The Double Tree Hilton Kelly Thompson Director:

"We are so delighted to have been nominated for two category awards at this prestigious annual event, finalists and winners of 'Contribution to the Community' category. We have come a long way in two years and this award is testament to the dedication of Emmaus companions, staff, volunteers, and trustees. To say we are excited is an understatement. We have invested a huge amount of time, resource, and energy into Hull's City Centre through the work of our Outreach team and our newest Emmaus Home from Home shop on Whitefriargate. It was a huge honour to be nominated with some of the cities greatest businesses. Thank you to all those shared this special evening, specially The Double Tree for hosting and sponsoring this brilliant award"

Emmaus Hull & East Riding supports 30 companions by giving them a home, meaningful work in a social enterprise and an opportunity to regain lost self-esteem to help rebuild their lives. Running a series of social enterprises including:

Furniture Super Store on Lockwood Street in Hull

Emmaus Home from Home Whitefriargate in the City Centre

A Rough Sleeper Outreach Service in Hull & East Riding

To find out more about Emmaus Hull & East Riding and how you can get involved go to www.emmaushull.org.uk

been warning our clients about for some time and caution is needed.

'Personal devices should be managed and controlled via a formal Bring Your Own Device Policy (BYOD) which includes ensuring that controls applied to systems, which are managed and owned by the business are also consistently applied to personal devices which staff want to use for work related purposes. This is ever more important given GDPR came into force on 25th May to strengthen personal data governance. The reality is that organisations are only as strong as the weakest link in their network.'

Myton Law Provides Hull Base for Wind Turbine Service Company

Specialist shipping, logistics and insurance law firm Myton Law has let a floor of its Hull offices to Muehlhan Wind Service A/S.

Riverside House on Hull's Humber waterfront is Muehlhan Wind Service's first UK office. The Danish company was established in 2017 by the German Muehlhan Group as a dedicated service provider to the offshore wind energy sector. It offers surface treatment, onshore pre-installation and assembly and offshore installation and ongoing maintenance, drawing on decades of group experience of providing industrial services to other industries worldwide.

Welcoming Muehlhan Wind Service to Hull and to Riverside House, Myton Law director Scott Yates explained the background to the office let, he said, "Myton Law has an established relationship with Muehlhan having provided legal advice and assistance to another entity within the Group and we learnt through another client, which provides safety equipment to Muehlhan Wind Service, that they were looking for a Hull base. Our second floor was vacant. We were keen to let to a business with which we shared synergy so, as an existing client working in a sector in which we specialise, Muehlhan are an ideal fit for us."

Scott Yates is also a Board member of Hull's Green Port Growth Programme and sees this as



L to r Daniel Davidson of Muehlhan Wind Service with Myton Law's Scott Yates on Victoria Pier outside Riverside House, Hull.

a coup for Hull, "Muehlhan's decision to make Hull its UK office base further enhances Hull's position as a key centre for the UK, and indeed European, offshore wind industry. It's good news for the city."

Daniel Davidson, Muehlhan Wind Service's site manager, is launching the Hull office. He said, "With all the wind turbine developments along the East Coast now is a good time to be here providing our services, which include expert access to blades for inspection, maintenance, repairs and upgrades. Hull made sense,

because of the growing wind energy business presence and we're pleased to have found high quality office space in such a good location with the added attraction of great views over the Humber."

Muehlhan opened its Hull office on April 20. The company has taken 127 square metres of space with a view to growing its team as business develops.

www.muehlhan.com/en/
www.mytonlaw.co.uk

Brand New Website for Hales & Coultas

Hales & Coultas has launched their brand new website with a fresh new look and improved features.

Hales & Coultas is the largest heating and plumbing company in North Lincolnshire, providing business and domestic customers with a high quality heating and plumbing service. They joined the Ongo partnership in 2016, meaning all profit made is invested directly into improving homes and communities in North Lincolnshire.

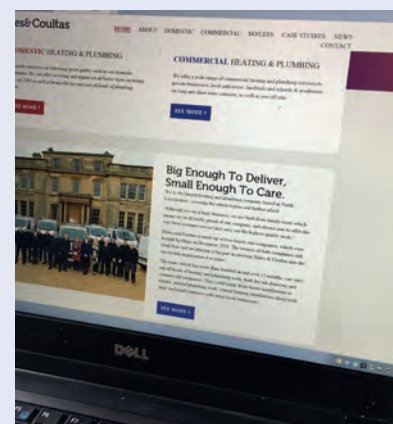
The new improved website includes features such as 'create an instant quote', client testimonials, the latest news and online contact forms, as well as updated

information about the company and the services they can offer. It will also be mobile optimised so it will be easy to use regardless of the device you're on.

Andy Hales, General Manager, said: "We're really excited to launch our new website that we've worked hard on to make sure it's quick and easy for our customers to use.

"We know that being online is crucial for a business to be successful and we wanted to create a website that really reflected us; professional, high quality and people focused."

Check out the brand new website by visiting www.halescoultasplumbing.co.uk



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Mr Richard Dent
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Danielle Miller
Grimsby
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Roofing Services

Turpin Bookkeeping Services Ltd

Bel Turpin
Brough
01482 210876
Bookkeepers



Name:

Simon Bulteel

Company:

Cooden Tax Consulting

Job Title:

Director

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

After I graduated from the University of Hull I spent the summer working on catering vans at events around the country, but my first full time job was as a trainee accountant for a small firm in East Sussex, I started in 1996 and was earning £7,500.

What do you always carry with you to work?

My laptop! As a small business owner you are always on the go, and having a laptop allows me to work wherever I am, in the office, at home when my two boys wake me up, on the train etc.

What is the biggest challenge facing your business?

For me the biggest challenge is convincing businesses and their advisors that R&D Tax Relief can really benefit their business and that it isn't a form of aggressive tax planning. It is part of the government's long-term strategy to make Britain 'The innovation Nation' and is extremely rewarding.

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

Just one? I think top of the list has to be improvements to infrastructure to allow businesses to do business better, whether that's 5G, the road network, the rail network. Yes we need more people in STEM rolls, but if they can't get to work because the infrastructure is creaking at the seams...

What can you see from your office window?

This is rather embarrassing, I work from a basement office, I call it the 'Cooden Dungeon' when I refer to it on Social Media and I can see the fire escape which is through the gent's toilets!

If you could do another job what would it be?

Why would I want to do another job when I spend all of my time with Small businesses who are innovating and driving science or technology forward and I am helping them to get cash back into their business. If you insist on another job it would have to be a professional golfer, I'm good, but I am not that good!

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

I have to listen, in order to understand what a business is doing to understand whether it qualifies.

I have to be able to communicate well both with the business and their accountants, being a business owner and an accountant allows me to have different conversations depending on the audience.

I have had to learn the ability to say no, both to people trying to sell me something and to people who think they might have an eligible project but after an initial discussion it has become clear that they don't; there's no point leading them up the garden path.

What was your biggest mistake in business?

I am an accountant and I am risk averse, that means, I am probably a little bit slower to react to things than a true entrepreneur might be. I probably should have set the business up after I was made redundant in 2012, rather than spending 14 months at a motorsport business, which was a great experience, but was also secure, especially as my wife was expecting our second child at the time I was made redundant.



What advice would you give to aspiring entrepreneurs?

Make sure you grab as much cash as you can, particularly funding from government, if you have a great business idea talk to your local Growth hub about funding. If it is scientific or technological consider applying for Innovation grants. Document what you are doing, it will help with your Research & Development Tax Relief claim, you don't have to, but trust me it's useful. You should also track your costs carefully, whether they are for R&D or just business in general, cashflow is absolutely critical at the start and even more so when you start to grow your team.

Who do you admire most in business?

Richard Branson because he is an innovator, would be the boring accountant's answer, but I am going to suggest a lady called Sue Nelson, she owns and runs a competitor, but we have a very good relationship. She was brave enough to walk away from another competitor and went off and formed her own company and most of the team she had built at the original firm were so confident in her that they followed her, even though there weren't many customers. Since then she has had the confidence to grow and diversify her business at a far faster rate and probably with far greater levels of risk than I have been prepared to.

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