

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

August/September 2018

Issue 45



Chamber Expo 2018!
See Page 26

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

Tel: 01482 324976

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

Tel: 01472 342981

www.hull-humber-chamber.co.uk

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

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

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

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

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

Contributing Editor

Ellen Rossiter

Email: ellen.rossiter@distinctivepublishing.co.uk



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D|STINCTIVE

Production & Design

Distinctive Publishing
Trunit House, 9-11, Carloli Square,
Newcastle, Tyne & Wear, NE1 6UF

Advertising

Contact: John Neilson
Commercial Director, Distinctive Group

Tel: 0191 580 5990

Mob: 07813 874970

Email: john.neilson@distinctivegroup.co.uk

www.distinctivepublishing.co.uk

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CONTENTS

4	PRESIDENTS MESSAGE	30-33	MEMBERS NEWS
5-6	MEMBERS NEWS	34-35	FEATURE: HOSPITALITY & EVENTS
8-9	FOCUS ON LEGAL	36-37	INTERNATIONAL TRADE
10	MEMBERS NEWS	40-41	PATRON NEWS
12	CHAMBER POLICY	42-45	MEMBERS NEWS
13-14	MEMBERS NEWS	46	CHAMBER PARTNERSHIPS
16-17	FEATURE: BUSINESS SUPPORT	47-48	MEMBERS NEWS
18-19	MEMBERS NEWS	49	NEW MEMBERS
24-25	BIG INTERVIEW	50	LAST WORD / EVENTS DIARY
26-27	CHAMBER EXPO 2018		

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My Busy Year as Chamber President

By Sally Booker, Chamber President

My busy year as Chamber President continued in July when I joined Goole Members on a tour of the Port of Goole's docks which was organised with the help of Associated British Ports.

A tour of the docks on an old tug owned by the Yorkshire Waterways Museum, which is appealing for new trustees with some business acumen, gave a fascinating insight into the history of the docks, as well as the modern operations which sees two million tonnes of cargo going through the UK's most inland port every year.

It's good to see Goole doing so well at the moment, with the recent announcement of the Siemens train factory and, hopefully a major motor group setting up operations in the town, it's all very positive.

The Chamber's calendar of meetings and events continues apace, but the Northern Lincolnshire Business Awards at Grimsby Auditorium in May was one of the highlights of the year so far, with a brilliant evening of entertainment themed around Beauty and the Beast and the success of our region's businesses being highlighted and celebrated. It was a pleasure to be one of the keynote speakers.

Chamber Expo 2018 took place at the beginning of June as part of Humber Business Week, and I was delighted to join Scunthorpe MP Nic Dakin for the official opening of the event and hear his thoughts on education, skills, and the possibility of Free Ports post Brexit – something that is focusing my mind in my day job as Head of North Sea UK Ports for P&O Ferries.

The work the Chamber is doing lobbying the rail industry is also worthy of note and resulted in a meeting recently with Rail Minister Jo Johnson in Westminster, who agreed that our region "doesn't seem to be getting a very fair deal".

All of these stories and more can be found on the Chamber's website, as well as in the pages of our magazine.



Full house at the Hull FC event at 1884 Wine and Tapas Bar.

Rugby Stars Kick Off Restaurant's Business Breakfast Service

Players and officials from Hull's two Super League clubs joined leading figures from the business community as an award-winning restaurant unveiled its new corporate breakfast service.

1884 Wine and Tapas Bar was packed to capacity as first Hull Kingston Rovers and then Hull FC gave an insight into the running of a professional rugby league club, and the valuable links between sport and business.

The restaurant, at the western side of Hull Marina, also hosted a HullBID Networking event which attracted representatives of businesses based in the city centre.

Deborah Spicer, Director of 1884 Wine and Tapas Bar, said the events, which were free of charge, were organised to promote the new breakfast service to corporate clients.

She said: "We know from the guests who visit us for lunch and dinner that there is a shortage

of places which can cater for a high-level business breakfast meeting. We kicked off by inviting Hull Kingston Rovers and Hull FC to come in, and the HullBID event came about as a result of that.

"We have already been approached by some of the businesses which attended about catering for their events, whether in our restaurant or by using our mobile catering service to take the breakfast to their offices – something we already do with lunch and dinner."

Players from Hull Kingston Rovers joined head coach Tim Sheens for the first event, which was also attended by club owner Neil Hudgell and Marc Hackney, a sponsor and director of the club.

Hull FC put forward a panel comprising owner Adam Pearson, former players Johnny Whiteley and Gareth Ellis and former Hull City and England footballer Nick Barmby – a passionate fan.

Deborah said: "We received fantastic feedback from the business community after all the events and we're extremely grateful to both rugby clubs and to HullBID for helping us to attract such influential audiences."

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Landmark Conference Calls for Arts and Health Role in City of Culture Legacy

Key figures from the Yorkshire and Humber cultural and health sectors are being urged to take a lead and establish the arts and health as a cornerstone of Hull's City of Culture legacy.

Delegates attending a landmark conference at Hull Royal Infirmary were told to use their influence and expertise to share the common sense and compelling evidence behind the message that the arts and culture can improve wellbeing and save money.

The call came from Lord Howarth of Newport, Co-Chair of the All-Party Parliamentary Group (APPG) on Arts, Health and Wellbeing, at the regional unveiling of their Creative Health report.

The event was hosted by the Yorkshire and Humber representative of the new Culture, Health and Wellbeing Alliance and Hull and East Yorkshire Hospitals NHS Trust, which seized the opportunity to launch its own arts strategy covering Hull Royal Infirmary and Castle Hill Hospital.



Lord Howarth said the APPG was set up against a background of dedicated health and social care professionals struggling at a time of inadequate funding and intensifying social pressures.

He said: "I hope arts and health will be as valuable a legacy arising from Hull's role as City of Culture as any other they might conceive."

At the heart of the national and local initiatives is the mounting evidence that the arts and culture offer an important additional resource for achieving health and wellbeing, and that

more investment in fresh and innovative thinking and cost-effective methods can improve the quality of experience and ease the pressure on health services.

Andy Snowdon, Chair of the Trust's Charitable Funds Committee, said: "Our arts strategy sets out our long-term commitment to increasing benefits for patients and our staff, working with community groups and individuals. We feel we have a responsibility to show leadership because we believe in the value and importance of the arts and culture."

Building Programme Brings Improvements to Children's Nursery

A children's nursery which has quadrupled capacity since opening 20 years ago is set for further expansion after embarking on a new building programme.

Educare, which opened in Mill Lane, Beverley, in May 1998, will complete an extension to its first floor in time to welcome up to 110 children for the start of the new academic year in September.

David Whincup, owner of the family business, said the extension is part of an ongoing investment programme designed to support working parents and help them take advantage of free nursery provision offered by the government.

He said: "Offering free places has proved to be a challenge for the nursery sector and some operators have closed. But our approach has been to develop our business and to support parents who want to work and who need childcare."



The government offers 15 hours of childcare free of charge every week for two-year-olds, who then step up to an entitlement of 30 hours for three and four-year-olds with parents who work more than 16 hours each and earn less than £100,000 per annum between them. Places at Educare are already filling up.

David said: "Current capacity is 90 for the nursery and that will increase to 110 once the work is completed. We also have places for 40 children in the out-of-school club, but demand is increasing all the time. When we started 20 years ago we only had 24 children!"

Expansion has led to job creation, with staffing levels having more than doubled to 35, and to ongoing improvement of facilities.

David said: "During 2017 we invested £100,000 in accommodation and equipment and that is continuing. With the latest investment we are literally building for the future and creating more space to develop services, improve facilities and expand provision with working parents in mind."

*** Picture shows the part of Educare Nursery which is to be extended to the first floor.**

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don't fall foul of the 'gig' economy



By Teresa Thomas, Partner & Head of Employment
at Wilkin Chapman solicitors

Grey areas that shroud the UK's burgeoning 'gig' economy have seen a number of high-profile court cases, highlighting the growing employment rights debate.

With an estimated five million UK workers now engaged in this way, the cases seen so far could be the tip of an employment law iceberg as publicity leads to more questions and claims regarding employment status, together with associated rights and entitlements.

Latest figures from the Office of National Statistics show the number of self-employed people in the UK has risen by 45 per cent since 2001. In 2017, more than 15 per cent of the UK labour force was classed as self-employed.

Businesses and individuals may both enjoy the flexibility that the gig economy and self employment brings, however the question is whether employment law accurately reflects and addresses this modern way of people engagement introduced via technological change.

Nationally, the case involving Uber drivers has arguably been the most high-profile of late, with the employees winning their right to be classed as workers rather than independent contractors and should have received the associated rights such as the national minimum wage and holiday pay.

There followed, in June, the news that Pimlico Plumbers' founder Charlie Mullins had lost the landmark Supreme Court challenge against the decision that Gary Smith was a worker rather than a self-employed contractor. Mr Smith

had worked for the business for almost six years until suffering a heart attack and Pimlico Plumbers terminated the relationship around four months later.

Judges ruled he should have been treated as a worker and given paid holiday and sick pay as well as other perks, despite being classified as self-employed in writing, submitting tax returns on this basis and being registered for VAT. Their decision was based on the facts that Mr Smith was required to use the firm's van for assignments, was contractually obliged to do a minimum number of hours per week and Pimlico had tight control over the work that he carried out.

In the Humber region, like others, the gig economy has seen an explosion in popularity – 'gig' being a term meaning people are paid for the 'gig' they perform, in other terms self-employed contractors.



This relationship very often works extremely well and reflects the modern working world. What businesses need to ensure is that there is a clear understanding from the outset between themselves and the contractor or consultant and that the nature of the relationship is reflected in a well drafted agreement.

The construction industry has been an area which is well known for its use of contractors for decades now – but other sectors are catching up as a flexible labour force is seen as a way of managing the needs of a business and work flows more effectively.

However, the relationship can cross boundaries beyond genuine self-employment into the status of a worker or even an employee in some cases. It may be necessary for a contractor to have a company email address for example, or be seen in a staff uniform or, like the Pimlico case, use a company vehicle. If allowed to continue and other factors, such as control and personal service are present, then an individual

could claim they should be afforded the same rights as a worker or employee – for example pension entitlement, sick and holiday pay, rest breaks, the right to receive the national minimum or living wage and the right not to be discriminated against.

This self-employment growth is now the focus of a Department for Business inquiry, as the Government looks to ensure its employment rules are up to date to reflect ‘new ways of working’.

However, with Brexit being the main focus of the Government, any changes in law will be a long-time coming and in the meantime, it would be prudent for businesses to review their working practices, including all contracts and documentation, regarding the use of consultants or the self-employed in order to mitigate risks of a challenge.



For further information, please contact Teresa Thomas on **01482 398398**, email **teresa.thomas@wilkinchapman.co.uk** or visit **wilkinchapman.co.uk**



Law Firm Rollits Makes Double Appointment to Private Client Team

Leading law firm Rollits has appointed two new solicitors to add strength to its existing team of private client law experts.

Emma Fawke and Bella O'Keeffe have joined the firm as Solicitors in the Private Capital department.

Emma, who has worked in the legal sector for over 12 years, qualified as a Solicitor in 2011, and has worked in general practice since then. She now specialises in Wills, Estate Planning and Administration matters, as well as Lasting Powers of Attorney. She is based in the firm's Hull office.

A history graduate from The University of Hull, Bella joined Rollits from a local York law firm and advises clients in relation

to the preparation of wills, creation of trusts, estate planning, taxation, administration of estates, powers of attorney, court of protection applications and care home fee planning. She will be located in the York office.

John Lane, Head of Rollits' Private Capital team, commented: "We are delighted to have Emma and Bella as a new additions to the team. We are keen to invest in the young talent and I look forward to helping them develop and learn as their careers progress with the firm."



Over-50s Unaware of Inheritance Tax Risks

Recent research by leading independent insurance broker and financial planner Alan Boswell Group has found that fewer than 30% of over-50s in the UK understand key Inheritance Tax terminology.

The findings showed that only 27% of respondents were able to identify correctly that 'nil-rate band' referred to the threshold at which an estate became liable to inheritance tax and that this threshold is set at £325,000.

This is in addition to only 44% being aware that the current rate of IHT was 40%.

The data comes following a survey into public awareness of IHT, which was launched when the Government announced record IHT receipts of £5.2bn in the year to May 2017.

The Norwich-based company has growing concerns because increasing property prices are pushing many more estates over the £325,000 threshold, (a figure that has been frozen since 2010, although UK house prices have increased by 33% on average in that time) incurring tax at a rate of 40% on sums that exceed the threshold.

Says John Whitehead, Managing Director at

Alan Boswell Financial Planning: "Inheritance Tax is affecting more people than ever before, and it is concerning to find that the majority of over-50s, who will be most affected by the trend, are unaware of the key facts. As a result, they are likely to pass on less to their heirs than they were expecting."

In addition, the research also found that only 30% were aware of Business Relief (also known as Business Property Relief), whereby an individual can invest in qualifying businesses and pass the shares on tax-free if they have been held for more than two years at the time of death. Of the respondents that had heard of it, only 31% were correct in stating that the IHT benefits only apply after two years.

John continues: "There is a real need for financial education, not just about the basics, but how families can pass on their estates in a tax-efficient way. Without an understanding

of the terminology, it's difficult to know how it affects you and your family. Although it's a subject that may be difficult to discuss, there are professionals available to help you to understand your risks and how to minimise their impact."

Tax treatment depends on your individual circumstances and may be subject to change in future.

Try and Avoid These Errors in Your R&D Tax Relief Claim

There are several common pitfalls that businesses and subcontractors make when filing a Research and Development Tax Relief Claim, read on to find out the common mistakes to avoid when preparing your claim.

Having looked at the costs you can include in our previous article, claiming for ineligible costs is a big no no, but there are some surprising costs that you can't include particularly if your project is technology focused.

Server costs

Server costs we can understand to a certain degree, the differentiation between a production server and a development server might be obvious for the developer but is more challenging for HMRC. So instead of allowing you to claim if it's only a development server, they have said no to all server costs.

Including the cost of data in your R&D Tax Relief Claim

Even we get it 'wrong' sometimes! We recently had a case where a Cyber Security solutions provider wasn't allowed to include the cost of data that it purchased in order to test and validate the readiness of their new threat detection solutions. HMRC's argument was that data didn't fit into any of the eligible cost buckets that we discussed in our last article. Our belief was and remains that it was a material that was consumed during the R&D process and is in effect essential to the successful outcome of the R&D project.

HMRC countered that the data wasn't tangible outside of a server and therefore couldn't be included. Sometimes, for the greater good of the claim (which was over £1m of staff costs, and only £50,000 of data costs), you have to concede the point.

We may revisit this argument with HMRC, as data will continue to be a valuable commodity for those developing new solutions that need data.

Claiming more staff costs than the member of staff has actually been paid

This occurred when another specialist completed a claim for a software development company and used charge out rates rather than actual payroll to calculate the staff cost. Ultimately we resolved HMRC's enquiry into their R&D Tax Credits claim by identifying around £10k of 'cost' that had been overclaimed as a result of a disconnect between the charge out rate and salary cost. HMRC now have



access to a company's payroll data through RTI and they are very good at using the information that they already have in checking over your claim.

Not claiming for all staff time spent on Research and Development

This is equally a challenge for a number of firms claiming for themselves, or with the help of their accountant. When you pick someone's role apart there is often more time associated with R&D than most people in the business would tend to consider. Unless you are an owner/manager not employing staff and paying yourself a notional salary and dividends, your staff are likely to be your biggest cost for an R&D project.

'Subcontractors' not making a claim

We often find that UK companies working on behalf of another company are not claiming when they should be. This is particularly the case in software development and engineering. There are several factors to consider when making a claim as a subcontractor:

- If you are a genuine subcontractor being paid on a 'time and materials basis'; and
- If your customer is a large UK company, a UK business outside the remit of corporation tax (Sole trader, partnership, charity) or an overseas business.

If you are performing R&D under the above circumstances, then there is a high chance that you can claim under the RDEC scheme.

If, however, you are in fact working on a fixed fee basis, deliver a working end product and you can demonstrate 'financial risk', such as a warranty or non-payment for not completing a piece of work, then as a business you can claim R&D Tax Relief under the SME scheme and your customer can't claim for your work regardless of their size!

Let us guide you to maximise your claim!

Here at Cooden Tax Consulting, our highly experienced team of specialists can help you and your business identify the best route to maximise your R&D tax relief claim and avoid the pitfalls.

Give us a call today on **01424 225345** to discuss your claim.





Chamber's Port of Goole Tour Has All the Bells and Whistles, Thanks to ABP

The Chamber's Goole Members discovered a hidden gem as they visited The Yorkshire Waterways Museum for their July meeting and enjoyed a boat trip around the town's historic port.

The museum, which is appealing for new Trustees with business expertise to support it, nestles between the Blacksoft Sands nature reserve and Goole's marina.

During their visit to the UK's most inland port which is a vital gateway to Britain's canal system and the River Humber, the Goole Members of the Hull & Humber Chamber of Commerce enjoyed a boat trip around the port complex on board two boats which used to work the Aire and Calder Navigation, the Wheldale tug and the Sobriety.

The Sobriety gives its name to the The Sobriety Project, a charity that utilises the museum's vessels, nature trails, community gardens, healthy eating cafe and allotments as resources for the personal development and training of disadvantaged people in the community.

The Aire and Calder Navigation was completed in 1826 and still sees one barge a week heading up the canal to Leeds, but ABP's Port Manager for Hull and Goole, Chris Green, recognises the potential advantages of using this system for carrying freight.

According to museum volunteer Malcolm Broadhead, The Wheldale tug, which can be hired privately for boat trips, was one of many tugs used to tow compartments which were filled with coal and became known as 'The Railway on the Water'. He explained how the trade began in 1864 and ran for 122 years, transporting 55-million tonnes of coal up the canals, with the compartments becoming known as 'Tom Puddings'.

However, not all the coal made it to its intended destinations, with the crew apparently trading some of it for beer, food, accommodation and even chickens and eggs with people who lived near the canals. Guests also learned about the systems of Bells and Whistles – bells were used as signals for loading coal into the tubs, while whistles were used to signal to the tugs' crews.

In its heyday between the Wars, Goole handled 3.5-million tonnes of cargo, mostly coal. Today, that figure is around 2-million tonnes and now focuses on handling a plethora of goods including steel, cement and timber; contributing £101-million to the economy each year. The fascinating tour also

took in Goole's modern facilities which include a grain store, containers holding vegetable oil from France, which is transformed into 500 different types of oil for aromatherapy products, steel being imported from Duisberg in Germany, and steel girders from Spain, newsprint, and of course, Goole's famous water towers. A recent addition to the town's skyline is a new Damac concrete silo which handles cement, pumped from ships into the tower, before being loaded onto trucks which drive through the tower's centre.

To sail from Goole to the sea takes five hours, however the busy port can regularly see up to nine ships delivering or collecting cargo at any one time – and that sometimes includes second-hand static caravans on their way to Poland!

The museum's boats can be hired for full or half days and residential visits are also available. Admission to the Museum at Dutch River Side, Goole, DN14 5TB is free, although donations are welcomed, and a coffee shop provides a good selection of refreshments. More information can be found by visiting www.waterwaysmuseum.org.uk or calling (01405) 768730 or emailing info@waterwaysmuseum.org.uk



Helen Gibson (left) and Linda Maytum-Wilson.

PD Ports Strengthens Long-Serving Support for the Armed Forces Community

PD Ports has signed a pledge to support ex-members of the armed forces in finding local jobs and enhance their employability skills once they leave military life.

As one of the UK's major port operators and logistics specialists, PD Ports has been a strong advocate of the value employing former military workers brings to the business, with around 8% of its 1,200 workforce being service veterans and reservists.

Russ McCallion, PD Ports' HR Director, said: "The wealth of transferable skills and attitude ex-service men and women bring to our business is exceptional. They are disciplined, decisive and determined individuals with a true team spirit, which adds real value to our business and the wider supply chain. I would encourage any business operating in the logistics sector to consider the potential of employing former military personnel.

"With Europe's largest Garrison at Catterick only 30 miles away from our main operations at Teesport, we aim to help provide stable employment opportunities for veterans as they start to build a new life.

"Having a diverse and inclusive workforce is a key part of our corporate social responsibility framework and signing the Armed Forces Covenant further strengthens our commitment to providing the richly deserved support to former military workers."

The Armed Forces Covenant is a pledge from businesses, local authorities and the third sector that those who serve or have served in the Armed Forces and their families are treated fairly. PD Ports is proud to join a growing number that have already signed their pledges to recognise the value of our Armed Forces community.

The Covenant was signed at PD Ports' headquarters in Middlesbrough by Russ McCallion, PD Ports' HR Director (front left) with Commander Ian Berry, HMS Calliope on behalf of the Ministry of Defence (front right).



Agencia Welcomes New Director to Drive Health and Social Care Strategy

A company which has built an international reputation for delivering improvements in health and social care and justice for two decades has strengthened its team with the appointment of a new director.

Agencia, based at Hessle, has welcomed Linda Maytum-Wilson to the post of Health and Social Care Director. Linda will focus on delivering her department's planned strategy to 2020, and on developing longer term policy.

A solicitor with wide experience of strategic, senior and front-line roles across the public, private and charity sectors, Linda held a number of health and justice roles prior to joining Caritas Anchor House (CAH) in 2010. She progressed to Deputy Chief Executive and then Acting Chief Executive.

Agencia has built its business by bringing together a team of industry experts in a variety of fields, notably health and social care and

justice, policing and security. The company has gained national recognition for the success of its Active Recovery Service, which achieved above average recovery rates among registered drug users, and Rewire, a pilot opiate painkiller addiction service. It has also launched Primary Care Direct – a 'one-stop-shop' which helps GPs and federations to grow and develop their businesses.

Overall, the family firm has delivered more than 400 contracts in 13 project countries and achieved a repeat business rate of 87 per cent.

Linda said: "I am thrilled to be part of the Agencia team and am committed to extending their valuable work transforming lives. I relish the opportunity and challenge of supporting and engaging people at all levels to think and act boldly and collaboratively for high social impact.

"Agencia's experience of driving and supporting change and meaningful engagement across the piece – with commissioners, providers, communities, service users and policy makers, both in the UK and internationally – is a sound and reassuring foundation for such innovative and important work."



Ongo's Arc Opens to the Public

A brand new community building, which forms part of North Lincolnshire housing association Ongo's £9million regeneration project, is now open to the public.

The Arc is a brand new community space right in the heart of the Westcliff estate of Scunthorpe. It cost around £2.9million to build and incorporates a cafe, Post Office, enterprise zone, Little Owls preschool, a training centre, youth zone and meeting rooms available for hire all under one roof.

The aim of The Arc is to be a place that the whole community can make use of and enjoy, regardless of your age or background. There will be training sessions and workshops taking place, along with the local youth club being based from there. The Arc also created 16 new jobs and volunteering opportunities including two apprenticeships, with at least 10 more lined up in the future.

An opening event was held on Thursday 31 May, where local lad Jake Quickenden made a special guest appearance. Jake, who won ITV's Dancing on Ice earlier this year and has appeared on The X Factor and I'm A Celebrity... Get Me Out of Here, had a tour round the building, spoke to the crowd and took hundreds of selfies throughout the afternoon.

The free event offered people the chance to meet Jake, take a look around The Arc, sample cakes and drinks from the cafe and chat to staff about the facilities and planned events.

He said: "It's great to be home! I love being from Scunthorpe, it's a great place and it's full of people who work really hard.

"I used to hang about round here and I think Scunthorpe's needed something like this for a long time, so I hope it'll make a real difference."

Jan Williams, Head of Community Investment at Ongo, said: "It's amazing to see The Arc open for business, and to see so many local people enjoying the building. We've had really positive feedback so far, and the facilities are all being really well used already, especially the cafe and the Post Office.


"Ongo has a commitment to support local people and improve communities by offering opportunities. The Arc certainly does this, and we're sure that our tenants will benefit from it opening and the services we will be providing from there.

"We've got lots of exciting plans over the coming months to hold events and offer services for the whole community to benefit from, so watch this space."

There are a number of meeting rooms available for businesses to hire at competitive prices, and The Arc can cater for all different types of meeting and event. Visit the website www.arcwestcliff.co.uk or email hello@arcwestcliff.co.uk for more information.

As well as The Arc, Ongo's £9million regeneration project includes 41 new homes, a convenience store, a hair and beauty salon, a pharmacy and two other retail units to be confirmed. The whole project is due to be completed in 2019.

"We've got lots of exciting plans over the coming months to hold events and offer services for the whole community to benefit from, so watch this space."



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Appointment of Managing Director for Hull Trains

FirstGroup has appointed Louise Cheeseman, formerly Service Delivery Director at Hull Trains, as Managing Director of the open access rail operator.

Louise, who is from Hull, started in the rail industry in 2001 as a guard with Northern Rail. Being quickly promoted through safety and operations roles, she became the General Manager for Docklands Light Railway, which included responsibility for managing operations for the 2012 Olympic and Paralympic Games.

Following this, she spent some time in Sydney to assist in the preparation of a light rail bid. She spent a further two years with Metrolink in

Manchester as Service Delivery Director before she joined Hull Trains in a similar capacity, and has been acting as Interim Managing Director since March of this year.

Commenting, Steve Montgomery, Managing Director First Rail, said: "I am delighted to announce the appointment of Louise to lead Hull Trains. Louise has a wealth of global experience in the rail sector and has held several senior positions within the industry. We have exciting plans for Hull Trains including new rolling stock which will provide more seats for our customers and also offer the potential for more reliable journeys and further customer improvements when they enter service in 2019."

Commenting, Louise Cheeseman said: "I look forward to leading the team at Hull Trains and

Double Success for JCS Fish

Grimsby salmon specialist, JCS Fish has celebrated two important milestones in June having successfully been re-accredited both to the British Retail Consortium (BRC) AA Grade standard and to Certified Organic supplier status from the Organic Food Federation.

Achieving the Organic status sets JCS Fish apart from most other UK fish processors since the company is one of only a very few producers certified to process and market organic salmon for retail and food service.

The BRC Global Standard is an international standard used by tens of thousands of food suppliers to assure safety and quality and is the universal standard set by the UK's major supermarkets to identify suitable suppliers.

Director Andrew Coulbeck says: "These certifications are extremely important to the development of JCS Fish as they underline our commitment to quality, reliability and the highest

sourcing and manufacturing standards. I am so proud of our team here for the hard work and dedication they put into making sure we maintain these accreditations, well done everyone!"



Quality manager, Ann Rogers (left) and Iuliana Popescu, Frozen Team Leader, proudly showing off their new certificates with founder and director of JCS Fish, Andrew Coulbeck.

building on the successes that we have achieved over recent years, in which we regularly score highly in the industry's independent satisfaction surveys. We will offer ambitious improvements for passengers. We recently invested £60 million in the development and production of five new hi-tech, bi-mode trains that will come into service next year. This will not only deliver a more reliable service, it will increase capacity and keep people moving and communities prospering as we connect the Hull and Humber region to the capital."

Yorkshire's First Whisky Distillery Reaches the National Final of Prestigious Magazine Produce Awards

The team at Hunmanby based business, Spirit of Yorkshire are celebrating after its Maturing Malt has reached the national final of the delicious. magazine awards.

Spirit of Yorkshire's Distillery Projects 002 Maturing Malt won through the regional judging that took place at The Dales Festival of Food and Drink recently and has reached the national final of the Drinks Category that will be held in Borough Market in October.

Distillery Projects 002 (DP002) is a limited edition Maturing Malt and offers a taste of the maturing casks at the North Yorkshire distillery. The second of a series of four collectible spirits, DP002 is described as being 'light, fresh and fruity, with notes of honeycomb, hot cross buns, barley sugar, gingerbread, orange sponge cake, black pepper, pear drops and white chocolate.'

Spirit of Yorkshire's co-founder and director, David Thompson is delighted that DP002 has reached the national final: "We have broken with whisky making tradition and challenged convention by bringing our Maturing Malt to market, so it's incredibly rewarding that



David Thompson

the judges valued it so highly in taste tests, especially given the calibre of the competition that included established spirits brands."

The judging panel included cook, Jane Lovett; General Manager of Fodder, Heather Parry; champion of Yorkshire food and drink, Sue Nelson; Bowcliffe Hall chef, Simon Crannage and Gilly Robinson from Malton Cookery School.

The aim of the delicious. awards, run in association with home appliance company Fisher & Paykel, is to search out and champion local food heroes - small-scale, artisan producers from throughout the UK.

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 for its whisky production.

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 a 'Pot Still Pop Up' whisky-inspired three course meal from Birds on the Loose on 11th October.

Money Marketing Awards

On 21st June 2018, Informed Financial Planning attended an awards ceremony at the HAC Artillery Gardens in London. It was a night to remember as they took home the prestigious title of 'UK Adviser Firm of the Year 2018' by industry publication, Money Marketing.

After a panel of judges reviewed their initial submission, MD Kevin Ferriby was then invited to meet the judges for an in-depth interview. Over the last few years the firm have consistently won regional awards and have been featured in New Model Adviser's Top 100 firms on several occasions, however this was the first time Informed Financial Planning were recognised on a national scale.

MD Kevin Ferriby said "These kinds of awards are incredibly important to us for many reasons; not just because it is confirmation of what we have achieved as

a business, but these titles also set us aside from our competition. This award tells our clients that they are in safe hands with us, knowing they can rest easy whilst we take care of their finances. It also shows those who are considering our services that we mean what we say when we tell them we are their best option."

Informed Financial Planning's business strategy for the next three years is 'Better Not Bigger'. They intend to focus on how they can improve every area of the company to make their clients experience as easy and stress-free as possible. The

judges also recognised this and stated they were "impressed by Informed's drive to be better, not bigger" and commented how "through building relationships with lawyers, accountants and other professionals, the firm is continually looking to drive forward standards with seminars and training events".

For more information or to arrange a free no obligation initial meeting, you can contact Informed Financial Planning on 01482 219325 or email enquiries@informedfinancialplanning.co.uk.



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Collaboration in a Digital World



In this month's issue of Business Intelligence, we speak to Ali Athar, CEO of one of the Chamber's new Member organisations, EDI Plus Ltd. EDI Plus is leading the enablement of digital collaboration between customers and their suppliers.

EDI Plus started as a company focused on Electronic Data Interchange (EDI) but is now

looking at new models for digital collaboration across the supply chain.

Ali explains the growing importance of that link. "In a world of ever-increasing competition, amplified by the increasing domination of 'the Amazons', almost every business is having to think digitally. This includes how they collaborate with their suppliers and customers. Modern digital and mobile technologies open up opportunities to increase collaboration to the benefit of all parties in the exchange."

"We have an experienced team of experts in place and many long-term clients so we're in a great position to push the message." Ali continues, "The growth of digital and mobile fits perfectly with our enthusiasm for Collaboration."

"Quite simply, greater Collaboration removes friction points to enable operations to run more smoothly and to trade more seamlessly...and the successful conversion to 'digital', requires Collaboration".

EDI Plus has shown that by working with their clients and their trading partners, robust, timely and accurate information can be exchanged electronically, benefitting all the parties involved. "Our skills for customer and supplier engagement have developed into a very high

level of expertise and achievement because we have successfully acted as the 'middle-man' between organisations, managing a technology they themselves are not necessarily knowledgeable about."

It is this level of service that has enabled EDI Plus to stand out among its competitors. And because of the promotion of Collaboration as a concept, organisations have inevitably benefitted from the services that have been provided.

What about 'Traditional EDI', as Ali describes it?

"Although they haven't been universally introduced, eProcurement and eInvoicing methodologies are now well-established and we have been in the forefront of this development using proven data interchange techniques.

"The problem though," he explains, "is that EDI has often only been fully embraced by large organisations. This means that their smaller trading partners cannot benefit and the larger organisations must accept that multiple solutions are needed or they must force their trading partners to adopt their own methods. This is obviously contradictory to the principles of Collaboration.

"Today," says Ali, "thanks to modern technologies, electronic data exchange not only becomes



available to all – from single-person organisations to multinationals – but it can improve so many more of an organisation's processes and requirements than the traditional Purchase Order/Manufacturing Schedule/Invoicing routines. And this is where the link between 'Collaboration' and 'Digital' becomes a reality".

So, in this context, what does Ali mean by Digital Collaboration?

"Digital involves the use of Hubs and Portals to supplement modern point-to-point techniques originally encompassed by EDI. This enables smaller organisations to collaborate digitally, and compared to traditional methods of data exchange, it can be achieved at much lower costs."

"For example, on our 'Invoice Hub' you can collaborate digitally, exchanging trading document for as little as £5 per month."

He explains that, as well as improving existing

exchanges, new methodologies provide an opportunity for many more types of transaction to be exchanged and, importantly, for improving the timing of those exchanges. "If you consider the important factors that any organisation is continually looking at, competitiveness is usually key. We already know that collaboration increases the general health and profitability of organisations because it removes 'friction points'.

"As an example, real-time information detailing actual stock levels - perhaps coupled with collaborative inventory management - means less stock is held and capital can be released. Essentially, by removing friction points, and with the confidence that the information you need is accurate and timely, an organisation's management can make better purchasing decisions".

And, of course, stock management isn't the only area where timely information makes a difference. "By exchanging information with your suppliers and customers on the key elements that are important to your organisation, businesses can ensure they're not falling behind their competitors, and can usually be a few steps ahead," says Ali. "Organisations are increasingly keen to expand the information they exchange with their trading partners to help them streamline their processes, remove costly, time-consuming administrative activities, and ensure relevant information is available whenever they need it."

The 'Key Elements' he refers to may include product catalogues, advanced shipment information, real-time stock holdings, sales forecasts, invoices/payments, promotions. "But crucially" he says, "they're completely variable and adaptable to the individual requirements of each organisation."

And there is a wider appeal too. "While traditional EDI tended to be the preserve of larger companies who could make the significant investments required, EDI in the 'Digital Collaboration' sense is now available to all." So how is EDI Plus helping in the transition to 'digital' supply chains?

"We are able to provide these services to all commercial and public service organisations" says Ali, "from micro-companies using our Hubs, to SMEs using a combination of point-to-point exchanges and Web Portals, all the way up to multi-national organisations exchanging millions of transactions."

Ali outlines the various options:

Point-to-Point exchange is well proven and, where successful, demands Collaboration.

Web Portal methods require Collaboration because our portals are branded.

Hub Services are an example of true Collaboration. The Hub accepts information from a variety of sources and sends information to appropriate recipients. Any one organisation can send and receive, with a collaborative relationship, to all other organisations using the Hub.

Mobile delivery exchange of information moves beyond being the domain of systems to interacting with users.

"Each of these methods embodies Collaboration, allowing companies, public sector bodies, charitable organisations – anyone, really – to streamline their information flow while reducing the costs of managing that information and ensuring it is available whenever it's needed.

"Many organisations are already trying to understand how they can move into this space," he continues, "and those who have yet to consider seriously the implications of this expansion, really ought to do so to ensure they don't miss out on the inevitable benefits that will result."

Ali stresses that this is a trend that should be embraced rather than feared. "We not only provide the services to optimise commercial relationships, but also show how easily these services can be integrated into existing business practices. This enables organisations of all shapes and sizes, and regardless of the sector in which they operate, to obtain the benefits of Collaboration with a minimum of investment.

"To be successful, organisations can benefit from the growing need to achieve seamless and real-time data exchanges across a whole spectrum of business processes, allowing them more easily to make the decisions that are so important in giving them an edge."

For more information or to discuss the ideas that are outlined here, visit www.edi-plus.com, call us on **01752-237081** or email sales@edi-plus.com.



"Digital involves the use of Hubs and Portals to supplement modern point-to-point techniques originally encompassed by EDI. This enables smaller organisations to collaborate digitally, and compared to traditional methods of data exchange, it can be achieved at much lower costs."

What makes us different?



The difference is more than apparent to our existing customers, but how do you put it down on paper?

Need was the inspiration and the birth of our company.

Previous companies we had association with had problems with theft, as many still do in the area. But the security companies we all used, all worked in the same manner and it got very frustrating with the same problems recurring time and again.

We looked at a solution for the whole of the security problem from basic guarding to how companies pay for security, to see if we could change security provision for the better and believed we could. So Humber Security Services Ltd was formed.

The wealth of experience we had when we set up the Humber Security Services Ltd allowed us to lock the security industry from both sides of the fence so to speak.

We look at best practice for each site contacting us and look to see if we can not only improve the security of that site but the overall experience of dealing with site security.

Our unique method of mixing good security practices with the latest state of the art equipment has proven to be a winner with all our clients, most of which have had no

break-ins in years. Our purpose-built monitoring centre picks up thieves earlier and gets our mobile patrol and/or Police to the site quickly and efficiently.

Simplifying security accounting to make it transparent has massively helped our clients. We found the cost per month quoted for the provision of security in SLAs very rarely matched a company's actual annual spend after the add-ons and included costs sometimes double the monthly agreed amount (call outs, alarm activations, engineer multiple visits etc.). Our customers before never knew what to budget for each year, so we introduced 'fixed price contracting'. This has proved very popular with our larger clients.

Working with Humberside Police and local Councillors on projects has given us an insight into how best to safeguard our local communities and better serve our customers' needs.

Humber Security Services Ltd has joined the Chamber of Commerce as a natural progression in our moving forward. The Chamber offer us unique insight into the local community and its businesses. It is both informative and forward thinking and will help

us going forward to understand better the needs of our local companies.

Our client list is varied in business type and size, they range from blue chip companies to small one-man businesses and all get the same level of service.

Call us and see for yourself why we haven't lost a single customer through neglect or poor workmanship since we opened.





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Chamber Expo 2018 – First Class Networking!

The Expo was again held in Costello Stadium's Sports Hall, Anlaby Park Road North, just off Boothferry Road, in Hull, where the facilities are excellent with ample parking. It was on Wednesday 6th and Thursday 7th June.

Chamber Expo is the biggest business event in the Humber region every year and a focus for businesses of all types to make contact and network.

This was the twenty-second year of Chamber Expo and the event represents huge



networking opportunities.

The Expo is all about building up your contacts and gaining business, plus raising your company's profile.

The 89 stands were staffed by around 500 business people over the two days and, in total, around 1000 business people from approximately 300 companies and organisations attended. All types and sizes of business were represented at the Expo.

There were several different sizes of exhibition stands available, ranging from 3m x 1m to 5m x 2m. These were ready-to-use stand for both days of the Expo.

Three of our very popular Speed Networking events also took place at the Stadium.

After performing the Opening Ceremony Nic Dakin, MP, and other VIP guests reviewed and discussed the vexed issues around Skills, Employment and Apprenticeships which are causing significant turbulence for both



employer and providers alike at the moment, at a speaking event within the Expo.

The aim of the Expo is always to attract as many business people as possible to the event, from across the Yorkshire and Humber region and further afield. The Expo is the only Chamber event which is marketed to non-Chamber Members – we want to maximise the potential for business for all attendees. It's the area's largest business event each year and we want to maintain that mantle!

The Chamber is indebted to Expo Sponsors Stratstone BMW Hull who drew the crowds with their display of pristine BMW cars adjacent to the entrance.

Stratstone are the home of BMW in Hull. Whether you are considering the purchase of a New or Approved Used BMW, a Motability or Business User, or taking your car in for a service or perhaps considering some additions to your current BMW, Stratstone's friendly team are always on hand with expertise, advice and more



choice and flexibility than ever. Plus, as a BMW i Centre, everyday journeys can be 100% electric thanks to the innovative BMW i range. Stratstone invite you to call in soon and experience the very best of BMW, or, alternatively visit stratstonehullbmw.co.uk or call 01482 601130. For Business and Fleet



advice ask for Terry Dunn. The Expo once again proved to be a great meeting point for many business people and much business is being gained as a result. For information about Chamber Expo 2019 please contact Bruce Massie on **01482 324976** or at b.massie@hull-humber-chamber.co.uk



Keeping Hull on the Move

In this issue of Business Intelligence magazine, we speak to Jon Donnelly, Commercial Network Manager of Stagecoach East Midlands, about the logistics of running over 100 bus services each day, on which 45 million passenger journeys are made each year.

"My role is to plan the commercial bus networks around Gainsborough, Grimsby, Hull, Lincoln, Mansfield, Scunthorpe, Skegness and Worksop, from the detail of the route to the service frequency and final timetables.

"Our mission is to provide a comprehensive local bus network that meets customer needs, whilst supporting the local economy and helping the environment. Demand for our services is constantly evolving and we are always looking for ways to improve them.

"We recently invested £3million on 15 new state of the art double-decker buses for the number 5 route between Kingswood and Hull Interchange, which include charging points for smartphones and the latest, most environmentally friendly engines.

"We also created a new route recently, by linking two existing routes together – creating the only cross city route in the city which serves the Hull Interchange in both directions. The Simplibus 3 is now our busiest route in the Hull area, transporting 9,000 people every day.

"The continual development of our services and delivering them in the context of the challenges we face is something I enjoy immensely. Getting it right for our customers is at the heart of everything we do.

"We have a dedicated team of drivers, supervisors and engineers who work hard to ensure we keep the transport system moving. We are also doing our bit to inspire the next

generation, with a number of initiatives in place to help young people, including mentoring and internship programmes.

"Commuting by bus is now a much more practical and economical option. Local businesses can participate in the Hull Commuter Scheme, with participating employees accessing unlimited travel within the Greater Hull area for less than £10 per week - making significant savings. Travel covers all local bus services in the city including EYMS.

"For anyone who hasn't travelled by bus for a while, I'd say that modern buses offer a much brighter interior, more comfortable seating, pleasant lighting and a smoother ride, than you may remember being the case.

Catching a bus is extremely convenient too, there's no need to worry about parking or fuel, you can plan your journey on the Stagecoach Bus App, you can pay by contactless, then sit back relax, read a book or catch-up on your smartphone, plus you are helping the environment too.

"Stagecoach is committed to making our own businesses as sustainable as possible to minimise the impact of our operations on the environment. We are taking measures to deliver greener operations by embracing renewable energy, cleaner engines, greater energy efficiency, recycling and green travel incentives.

"Stagecoach's operation in Hull consists of 120 buses covering 15 local routes branded

as Simplibus, in addition to our routes to Scunthorpe and Leeds, school and college services, plus extra services for special events.

"As well as the Hull and East Riding area, we also operate services in Gainsborough, Grimsby, Lincoln, Mansfield, Scunthorpe, Skegness and Worksop, with some interurban services extending to Nottingham, South Yorkshire and West Yorkshire.

"Stagecoach East Midlands is part of Stagecoach Group PLC, which transports more than three million passengers daily, operating 10,700 bus and coach services, plus 640 rail services a day.

"Public transport is important for many reasons", explains Jon. "Firstly, many people rely on it as their only means to reach important destinations such as their doctor, local shops, their work, school, college or to visit their friends or family. In addition, it is important that we maximise the use of public transport for the good of the environment, reducing the use of individual cars where possible and thereby reducing congestion in urban areas.

"Public transport is also crucial for the local economy. Good public transport links are particularly important in bringing much-needed business to our local high streets. Many businesses rely on the volume of customers carried into the area by public transport and some couldn't function without them – that's why we are doing our utmost to keep the bus services of Hull running smoothly."

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Stagecoach EAST MIDLANDS

Zappa Marketing

Hi and thank you Bruce to the warm welcome to the Chamber.

I am Mark Johnson, partner and founder of Zappa Marketing. I created Zappa Marketing to help other businesses grow with low cost high impact marketing.

My core business is building mobile applications for businesses and, along with my business partner Agnes Bogardi, we also specialise in social media, online marketing and website building.

My current projects include building directory mobile phone applications for Bridlington and other East Riding towns and Cities. The objective of which is to give tourists and

visitors a swift and extremely user-friendly guide to the location they are visiting, driving customers to local businesses. For example, the Bridlington App I have just built and which goes live in a week includes things like a GPS guide to car park locations and pricing, places to stay, places to eat and drink, and much more. It also includes one touch call and email buttons to those businesses, a one touch google maps button taking new customers straight to the business door, links to the business website and social media and much more.

I will be marketing the directory apps around the country to enable potential new visitors to download the app before they arrive and get the best out of their visit. In order to do this, I will be spreading the word via social

media and all that I ask is that everyone in and out of the Chamber likes my Facebook page @zappamarketing and shares my posts regarding the directory app. It is a simple and free thing to do for the East Riding and will give the maximum impact and penetration and enable the directory to be most effective to help local business and tourists alike.

Please feel free to get in touch with me if you have any questions about me and my business and I would love to hear about your business.

I look forward to meeting you all soon.

Thank you,
Mark Johnson
Partner

www.zappamarketing.com | mark@zappamarketing.com | 0747 9964438 | <https://www.facebook.com/zappamarketing/>
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HETA Apprentices Encourage Women in Engineering

Saturday 23 June marked International Women in Engineering Day 2018 (INWED18). Three Humberside Engineering Training Association (HETA) apprentices – Hollie Edwards, Katie Cherrell and Courtney Kiss – are demonstrating how they are raising the bar in pursuit of more diversity in engineering.

The right mentality

The UK is still behind its European counterparts in recruiting women into the engineering sector, something that Katie hopes INWED18 will help to overcome. "It is important to promote the women who are building successful careers in engineering, so that more ladies feel encouraged to give it a go for themselves."

"Gender should no longer be a factor in deciding



HETA engineering apprentices Katie Cherrell and Hollie Edwards (pictured) will join Total Lindsey Oil Refinery in the summer.

a career path," continues Hollie. "If someone says, 'you can't because you're female', then just do it anyway! I guarantee you will prove them wrong. Don't let someone else's prejudice put you off what you want to do."

Positive role modelling

Providing positive female role models has contributed to HETA more than doubling its

2018 intake of female apprentices compared to 2017.

"At the HETA open days, I spoke with a number of women who were already working in engineering," says Katie. "It gave me so much confidence and confirmed that I was making the right decision to pursue a career in this field."

"The tutors here at HETA are brilliant," continues Courtney. "We are all treated the same, and even though it can be quite physical, we are always encouraged and supported to do things for ourselves."

Amazing prospects

The trio has already successfully secured placements with Total Lindsey Oil Refinery and Technical Absorbents, who they will join in the summer.

"I absolutely love coming to work," concludes Courtney. "I wake up in the morning knowing I'm doing something I'm passionate about. No day is ever the same, you are always facing new challenges. The fact that the career prospects and earnings are also excellent makes engineering an amazing option."



National Marketing Award for Princes Quay

Shopping centre wins Purple Apple for its business to business campaign

Princes Quay has received national recognition for a 'well thought out' approach to promoting its redevelopment as a hybrid shopping centre.

The centre, which in 2017 became the first of its kind to house outlet and full-price retailers under one roof in the UK, was victorious in the Business to Business category at the Purple Apple Marketing Awards, which took place at The Brewery in London last week.

The awards recognise and reward effective shopping and town centre marketing within retail properties, and its judges were clearly impressed with Princes Quay's efforts. They said: "The hybrid strategy and campaign objectives of the project were well thought out, with clear relevance and an identified strategy.

"The project demonstrated an industry-leading look and feel, successfully utilising a creative approach to engage both tenants and consumers."

Sarah Smith, Marketing and Customer Service Manager at Princes Quay, said: "It's very rewarding for Princes Quay and the marketing team to be recognised in this way. It certainly was a team effort and I strongly believe we have some of the best marketing minds in the business that worked tirelessly to ensure the campaign was as effective as possible.

"We hope we can continue to build on the recent success of Princes Quay; with more exciting opportunities for the centre on the horizon it's a really exciting place to be working."

Centre Manager John Magee said: "Sarah and her team did a brilliant job in co-ordinating the campaign. I'm delighted to see that the awards panel recognised the hard work that has gone into their efforts to promote the centre.

"With our food and beverage developments and the centre's new pedestrian link to the Bonus Arena, there will be even more opportunities for the team to keep people talking about Princes Quay."



Forward And Thinking Look Back at a Significant Year of Growth

Yorkshire advertising agency Forward And Thinking are celebrating an exciting year of expansion as their team size doubles, along with a growing client base and services portfolio.

The agency provides digital advertising and media buying services for clients across the UK from their quirky, converted chapel office in Market Weighton. The last 12 months has seen considerable changes, starting with the introduction of new strategic roles to support the growth of the agency.

Forward And Thinking appointed Darren Clewes to the newly created senior role of Group Sales Director. Darren has introduced new client contracts and brings with him over 10 years of outdoor advertising experience. More recently Lance Brook was hired as Digital Marketing Manager to head up the growing digital team. Lance's experience of large, results-driven digital campaigns has fuelled the continued department growth.

Along with these strategic appointments there have also been a number of other new roles created within the planning, digital and marketing teams to support new client gains.

Director Alison Johnson said, "It's been a pretty spectacular year for us at Forward And Thinking. We've doubled our team size and have appointed strong talent to new crucial leadership roles within the business. Our plans don't stop there though, all of our hires are key to driving the continued growth of the agency with an extensive expansion strategy for the coming year."

The increasingly diverse portfolio of clients and the introduction of new talent to the team has allowed the agency to develop their service offerings, particularly in the area of digital.

Alison added. "Our agency's progression and success is built on the strength of a highly knowledgeable and experienced team. We're delighted that this has allowed us to diversify our services portfolio and we look forward to continuing to introduce more digital services alongside the traditional media that we offer."

'Hidden Rates Increase' Hitting Businesses

Changes to the procedure for contesting business rates have been dismissed as inadequate by an expert who says the new system is no more than a hidden rates increase.

Adrian Smith, founder of Adrian Smith Rating, said the low numbers of businesses embarking on the check, challenge, appeal process for business rates is an indication that they find it too complicated.

He said: "The result is that people decide it is not worth the trouble of going through the process themselves or the expense of appointing an agent. They end up paying more money to the Government, and it's basically a hidden rates increase."

Latest figures from the Valuation Office Agency (VOA) show that by the end of March 2018,

a year after the new system was introduced, businesses had only registered 23,770 checks, with 18,400 resolved and 5,370 outstanding.

But Adrian said the fact that more than 130,000 appeals are still to be resolved from the 2010 rating list shows that the new system is failing. He said the evidence from business people he speaks to, including the many ratepayers who visited ASR at Chamber Expo 2018, suggests they are resigned to paying more than they should.

He said: "As a result of the public outcry there have been changes which enable businesses with several properties to appoint an agent for all of them at once rather than go through the process for each site, but for the vast majority of businesses it makes no difference at all.

"In the past a business could contact the VOA, express their concerns and ask them to check their property. Now they have to do it themselves, and the average ratepayer is not going to know about the aspects of their business premises that can influence rateable value up or down."



Adrian Smith

Arco Unveiled as First Major Tenant with 190 Jobs at WORX

The UK's leading safety company has opened a national customer engagement centre in a former newspaper office, bringing around 200 jobs to its home city of Hull.

Arco, a family-owned business which dates back to 1884, launched the new centre in July at WORX, an exciting new office development created by Allenby Commercial at the junction of Beverley Road and Spring Bank in Hull.

Arco revealed earlier this year that it planned to bring its customer engagement services together under one roof, with 190 trained and equipped customer service specialists operating in the centre. The investment programme will see the creation of 90 new posts in the region.

The company has now completed on a 10-year lease at WORX and moved the first of the new arrivals into 14,000 square feet of space in June. Other tenants attracted by Allenbys since they acquired the two-storey building in 2016 include Planet Gym and Springboard Nursery.

The Hull Daily Mail, which moved to the purpose-built site in 1989, still occupies



Charlie Allenby of Allenby Commercial (left) and Justin Iveson of Arco at the new customer engagement centre.

part of the first floor. Garness Jones are marketing the rest of the property, with around 11,500 square feet still available and another leisure use to be announced soon. Allenby Commercial embarked on a major transformation after purchasing the site, bringing it into line with the imaginative approach taken at its other developments in the city.

Georgia Allenby, the company's Marketing

Manager, said: "We saw the large, ground floor plate as a novelty space and a real opportunity to do something different. We recognise the importance of providing modern, stylish space."

Charlie Allenby, Contracts Manager at Allenby Commercial, added: "It's been great to work with Arco who are a like-minded business. We were both keen from the offset to create a space that works for the users and their new offices show what can be achieved."



Vic Golding

Computerised Accounting Trainer Seeks to Repeat Funding Success

Flexible finance training which has improved the bottom line of businesses across the Humber region is in demand again as Golding Computer Services prepares to roll out new courses.

Candidates who studied the Level 1 and Level 2 International Association of Bookkeepers (IAB) Computerised Sage Accounting for Business courses earlier this year achieved a pass rate of 100 per cent.

That programme was fully-funded and Goldings are hoping to offer a similar arrangement for the new Level 2 courses which are in demand now and which may be extended to include payroll.

The distance learning approach to the

training, coupled with online testing, has been welcomed for giving candidates the opportunity to complete the course when it suits them. Some train while sitting in the garden and one candidate completed the test while travelling on the bus home from work!

Vic Golding, Managing Director of Goldings, said: "The flexibility is a great benefit for people who are busy at work, and the feedback from the people who passed the latest course indicates they made the most of it.

"Other advantages are that it offers a recognised qualification, and there's even a free NUS discount card for 12 months. But the key benefits are for businesses. The people who completed the course included sole traders, self-employed book-keepers, contractors, managers who are interested in how Sage works, accountants and even directors wanting to know a bit more about the procedures. It's also helpful when they are making appointments of finance staff."

Luma Video Production

Video Warrior, Luke Wheldon - a former Film and TV professional - now runs the Cottingham-based Video Production company, Luma. Luma, now in it's infancy but in no way green to the industry, have a vast knowledge of filmmaking. They have worked with big companies such as The National Lottery, Team GB, Engie, EPSON and Npower to name a few and know exactly how to create emotional connections through storytelling. Luke specialises in not only creating beautiful content but content that matters. Content that means something, and content that works as a true asset for your business.

When approached strategically, Luma believe that video is borderline the most important tool a business can have in the age of online and digital marketing. 95% of information is retained by viewers when consuming video; unlike text, which is only 10%. Who can argue with those odds? Not only will video save you time, save you money, and help build relationships and connect with a wider customer base, it gets your message across perfectly, every time, while you're freed up to put your focus elsewhere. Are YOU ready to invest in video as an asset for your business?!

Contact Luke:

luke@lumacinematography.com

07593408199



Goldings is exploring the availability of funding for businesses operating in the four Humber local authority areas – Hull, East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire.

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

Hull Culture and Leisure - Banqueting and Functions

The Guildhall or Hull City Hall are perfect settings for your event, whether it is a meeting for 20 or a banquet for 500. Both venues offer a wide choice of rooms and facilities on top of our catering and hospitality services.

Hull City Hall

This central historic building, formerly home to an art gallery, is so versatile it hosts classical orchestra concerts, pop and rock concerts, exhibitions, graduation ceremonies and dinners. The Mortimer Suite, with its centre atrium framed by an ornate domed ceiling is the most beautiful setting for any event. The suite can be partitioned into three sections or be opened up to accommodate upto 300 guests. The Victoria bar is ideal for a more intimate event and is perfect for a drinks reception where your guests can overlook Queen Victoria Square on the grand

balcony. Our state of the art kitchen can cater for up to 500 guests in the main hall making the City Hall an easy choice for any special occasion.

The Guildhall

As one of the north's most impressive venues, the Guildhall will immediately impress your guests with its grand marble staircase, which sweeps up to the civic suite consisting of the Banqueting Hall and Reception Room. It is a stunning location for any event and can hold up to 250 for a sit down meal. The hall can also be used for exhibitions and fayres. There are a number of smaller meeting rooms that are full of character, which reflect the history of this prestigious, listed building.

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Our dedicated catering and hospitality team, who have catered for civic dignitaries and members of the royal family, offer an excellent range of dishes, buffets


and canapés at both venues. We are able to provide you with a full beginning-to-end event planning service for your upcoming special celebration.


More Information

If you would like to discuss your upcoming event or to take a tour of our venues, please contact:

The Catering and Hospitality team on **01482 614 304** or email **Catering&Hospitality@hcandl.co.uk**

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Four Ways Travel Management Companies Help to Reduce Costs Whilst Maintaining Quality

The business travel industry always seems to experience considerable disruption. World events, politics, the latest technology innovations and many other factors all have a knock-on effect on how companies manage their business travel requirements.

Business of all sizes at some stage or another will need to review their travel spend in this ever-changing climate, so we have a few handy tips to help you reduce costs whilst still maintaining quality, with the help of a travel management company.

#1 Implementation of an Online booking tool

For companies wishing to reduce their corporate travel spend, whether it be on rail journeys, air, hotels or a combination of all, using an Online Booking Tool can help drive savings with reduced service fees teamed with visual guilt/nudge theory.

All users will have access to the same content and deal available on the internet, meaning savings can be achieved through visual guilt. You can set the parameters of spend, but bookers are usually likely to choose the lowest costing option when they see a range of fares and options available to them on the screen in one place. You will save money quickly and easily by paying a lower service fee than you would for booking over the telephone. A good Travel Management Company will provide an experienced Account Manager gaining access to corporate rates and discounts, ensuring you find the best deal within every search.

What's more is that you will still receive the back-up support of your business travel agency as well as the 24-hour assistance (should your Travel Management Company offer the service).

#2 Corporate Reward Schemes/ Negotiated Rates

Completely free to join, corporate reward schemes give your business reward points for the flights you book that are redeemable against air ticket costs and upgrades, or in some cases other travel products such as hotels, lounge access or car rental.

If you use a travel management company, your account manager will be able to advise you



which schemes your organisation should enrol in. You'll receive a membership number which your business travel agency will add to your company profile so that it's automatically added to all bookings, this means you'll collect points without having to do a thing.

Most good travel management companies will manage the redemption of reward points for you as part of their business travel services and account management programme. Savings achieved should be tracked and measured through management information reports so you have complete visibility of the value delivered. An Account Manager will look to work with relevant suppliers who can add value and savings to a travel programme, rather than diluting a travel programme with lots of unnecessary corporate agreements that result in dissatisfied suppliers due to unused agreements. These do not maximise any threshold target volumes of where a business person actually travels to or stays. By using relevant suppliers, this will ensure more time is spent on the suppliers who are the most strategically important and add the most value and savings opportunities.

#3 Booking in Advance

It is best practice if and when you can, to book your business travel requirements as far in advance as possible, in order to secure the lowest prices possible. Remember to explore your options, try to see if you can get the cost of the trip down by using different airlines

or by flying indirect, as this can dramatically reduce the cost too. Availability on a flight determines the price, which means you could find a much cheaper flight on the same airline, just at a slightly different time. A good Travel Management Company will advise on the best options for you, giving you the best price available as well as a number of options/alternatives available. You can rest assured you're obtaining the best value for the company, whilst eliminating unnecessary overspending.

#4 Measuring Travel Policy Compliance

This may already be in place, or you may have to create one for the first time – but a comprehensive business travel policy is essential to booking corporate travel effectively for your company. The key to any good business travel policy is for everyone to be aware and working off the same page. Making sure everyone knows what they can and can't book from the start, reduces the instances of out of policy spending by rogue travellers.

To ensure your travel policy continues to meet your objectives, you need to let it evolve when it needs to. Your Travel Management company should be able to provide reports on travel policy compliance and exceptions along with reasons why, but you also need to be open and mindful to the opinions of your travellers too.

For more information on the above, please visit www.good-travel.co.uk or call **0330 004 0520** and speak to one of the team.



Kirk Akdemir (left), CEO of AA Global, with guest of honour Nic Dakin MP at this year's Chamber Expo

AA Global Reports International Trade Upturn

Businesses in the Hull and Humber region are preparing to step up their international trade activity regardless of the outcome of the Brexit discussions, according to a leading translation and interpreting company.

Kirk Akdemir, CEO of AA Global Language Services Ltd, says the volume of enquiries to the company's offices in Hull and Worcester and at its stand at Chamber Expo 2018 indicate that more businesses are now exploring opportunities inside and outside the EU.

AA Global is a major supplier to the public sector and provides interpreting and translation services, as well as cultural guidance, to a wide range of private businesses involved in import and export work.

Since expanding to Hull in 2011 the company has been a regular and prominent exhibitor at Chamber Expo, and Kirk said he detected greater enthusiasm this year among businesses which operate internationally.

He said: "During the last few months we have been receiving more enquiries from companies looking for our help in supporting them with international trade and this tells us that, whatever happens with Brexit, businesses are eager to pursue opportunities overseas.

"We can always gauge the levels of activity in international trade by the amount of translation work we are being asked to do. There is interest in Europe and further afield, and particularly in China, the rest of the Far East and Russia. Increasingly, businesses recognise that language is the main element in operating successfully in international markets.

"The trend was also apparent at Chamber Expo, which is a very important event for us. We exhibit first and foremost to support the Chamber and the business community but we always attract interest in our services and we always convert some of the business leads into successful projects. This year there was definitely a higher level of interest and we hope that will turn into more business."

The Challenge of Knowing Where Your Data is Really Stored

Now that we've all managed to survive GDPR, I guess we know a whole lot more about what we are supposed to do with the data we hold on our customers, prospects, and basically anyone we've ever met.

You will have gone through your systems and tightened up procedures about whose data we're keeping and for how long.

But let me ask you this: you've gone through your CRM, customer spreadsheets, accounting software, and maybe the odd industry specific system you've got lurking around...did you consider all those 'other' systems? (Not to mention the dusty boxes in the attic).

What other systems?

Here's where I started to scare myself. I thought about my emails and the files on my local PC. I've thought about the filesharing system we've got and the internal messaging system we use.

And I felt safe and sorted. We'd thought about these things.

Saying that, there were other systems, when discussing this issue with some colleagues, things that need considering. My Outlook Contacts and iPhone contacts, I panicked thinking there might be some data hiding there! Then I started thinking about all those times I've read emails on my phone...could there be personal data hiding in my backups or my iCloud account?

I even scared myself to the point that I checked my car contacts to make sure I wasn't sharing anything I didn't want to share and worried for a few short minutes about any hire cars I may

have connected to via Bluetooth. (Don't worry, I got it all sorted.)

And backups...oh the backups!

What if I missed these in my GDPR prep?

Once you've got over the initial panic, the important thing is to take action.

Find out which systems your team are using:

Which of these are hosted and which are stored locally? How many people have access to them? What data is stored in them? To understand where you hold data it's crucial that you do a systems audit.

Are they all using the same ones? If they aren't, which systems can you get rid of? Just think of the time you are losing with people having to copy from one system to another.

Make sure these systems meet your security requirements:

Is the data held in the EU? What about the backups? Do your data retention policies cover all of these periphery systems or just the central ones?

Now get the procedures in place:

Work with your team to ensure that everyone knows how and when these systems should be used. Think about who should have access and how long the data should be held in them.

You will also want to put procedures in place to stop any new systems being added into rotation without undergoing some of these same rigorous checks.

GDPR has changed everything...hasn't it?

In reality, especially for most small businesses, everything has changed. GDPR has caused a few weeks of grief for everyone, no doubts there. My question is: are there any out there that won't see an impact on their day-to-day way of doing business?

I guess there are some businesses that don't send out marketing and didn't really need any of that 'old' data that they had lying around. GDPR gave them a reason to tighten up their processes, but otherwise didn't change a great deal.

Other businesses (those who sent out regular mailshots, bought and sold data, had additional obligations, etc.) will have been forever changed by the introduction of these new regulations. The way they operate on a day-to-day basis will have changed forever.

The big thing GDPR has done, for all businesses, is to make us all stop and think about where we are holding our data and why.

In some cases, this has been an easy question to answer. In others, the answer is more complex and needs a serious investment of resources to answer.

In still more cases (and I think a lot of people will find this an ongoing battle), business will be uncovering data that they didn't know they had. They will be sorting it out, putting procedures in place to prevent it happening again, and looking at their GDPR compliance as an evolving process rather than anything that can be marked as completed.

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



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

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The Tea Enthusiasts Take Tea to a New Level

Tea merchants, The Tea Enthusiasts, are taking tea to a new level by offering a fully bespoke service for business and corporate customers.

All too often, tea is an afterthought, bought in haste, but businesses can benefit from high-quality loose leaf tea that is competitively priced when they choose The Tea Enthusiasts as their supplier.

Whether a business wants a signature blend tailored to their brand to strike the right note with their clients or to offer a high-end selection of teas in their café, restaurant or retail premises, The Tea Enthusiasts can help.

As Liza Johnson, founder of the Tea Enthusiasts explains, "We source our loose leaf teas from only the best tea gardens and plantations around the globe, each tea or tisane is hand selected and contains a unique blend of natural ingredients. Wherever possible our teas are also organic and accredited by



the Ethical Tea Partnership, meaning they are good for you and good for your company's corporate responsibility too."

Customers benefit from one of the largest selections of loose leaf tea in the UK, as well as incentivised purchasing policies, attractive, customisable packaging and strong point of

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Hull Based Financial Firm Achieves Chartered Status

The Chartered Insurance Institute (CII) has awarded the prestigious 'Chartered Financial Planners' title to The Insurance Partnership Financial Services Ltd (TIPFS), one of East Yorkshire's leading providers of financial advice.

Chartered status is an exclusive title only awarded to firms which meet rigorous criteria relating to professionalism and capability. All Chartered Financial Planners commit to the CII's Code of Ethics, reinforcing the highest standards of professional practice in their business dealings.

TIPFS specialises in providing advice on pensions, all types of investment, life assurance and mortgages, through its team of eighteen advisers. Five of the advisors are chartered financial planners and two are Fellows of the Chartered Institute of Insurers, the highest individual qualification in financial services.

Paul Newman, director of TIPFS, says that securing Chartered Financial Planners status is a landmark for the company: "We have always prided ourselves on being thoroughly professional in everything we do, and to receive external recognition in this way is very gratifying. As Chartered Financial Planners, we can signal our commitment to the highest levels of service to our customers."

"Our status adds to recent accolades including our appearance in the *ft.com* Top 100 Financial Advisers last year."

To date, fewer than 700 firms have achieved Chartered status, indicating that this is a highly exclusive award reserved for the leading firms within the financial advice market.

For further information, visit www.tipfs.co.uk

Andrew Jackson Solicitors Advises Burton Roofing on Acquisition

Deal sees Hull-based buyer increase its distribution centres to 13

Andrew Jackson Solicitors LLP is delighted to announce that it has advised long-standing client, Hull-based Burton Roofing Merchants Ltd (Burton Roofing), which is one of the UK's leading independent roofing merchants, on its acquisition of counterpart Brian Gow Roofing Warehouse Ltd, for an undisclosed sum.

The acquisition, which was led by Andrew Jackson's corporate lawyer, Daniel Hammond, with assistance from Jonathan Fisher (corporate) and Geoff Phillips (property), sees Burton Roofing adding three sites in Surrey and Kent, complementing its existing site in Southampton and increasing its distribution centres to 13, with an aggregate turnover of c. £60 million.

Daniel Hammond said: - "It has been a pleasure to assist our clients on this significant acquisition, which, following lengthy negotiations, enables them to strengthen and

build upon their existing presence in the south east of England."

Paul Hattee, managing director of Burton Roofing, said: - "We are absolutely delighted with the advice and support that we have received from Dan and the rest of the Andrew Jackson team.

"Having previously engaged the team to advise us when we acquired Stockport-based Tom Blackshaw Roofing, we had no hesitation in turning to them again for advice for this strategically important acquisition."

Daniel Hammond added: - "Burton Roofing continues to go from strength to strength, growing both organically and through strategic acquisition. We are delighted to see our clients build on their already strong customer base and extending their geographical reach."

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.

52.2% of All Global Website Traffic is Now Generated Through Mobile Phone Devices

Did you know... desktop and tablet combined global website traffic is only 47.8%. Whereas, mobile devices account for over half of all web pages served across the world (Statista, 2018)

Is your business benefiting from this continuous rise in mobile traffic? You may be missing out on the opportunity to convert large volumes of traffic, due to your website not being fully responsive across all devices, therefore providing a poor user-experience on mobile. We believe that fluid responsive websites are the way forward.

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Town and City Leaders Take Lessons From 'Perfect' Hull

Hull was at its brilliant best as it welcomed delegates from the Association of Town and City Management (ATCM) for their annual summer school.

HullBID City Centre Manager Kathryn Shillito was one of the main speakers at the event, which took place at the DoubleTree by Hilton Hotel. Kathryn also presented a workshop on city centre food events, and she led delegates on a study tour of the city centre.

Ojay McDonald, Chief Executive of the ATCM, said the theme of the summer school was excellence in events curation. He added that the requirement for hands-on learning for town and city management practitioners meant it was essential to have the right setting.

He said: "Hull quickly emerged as the perfect destination, home of the 2017 City of Culture through which great event after great event has been delivered.

"I have nothing but positive feedback about

Hull as a city. Whatever perceptions people had coming into the city, they all seem to be leaving feeling like this is a place with so much to offer. Thanks for being a splendid host. It's been one of the best summer schools we've had in years."

Kathryn led a workshop entitled Animating the Streets through Urban Food Markets, in which she drew on BID's successful work with Hull Street Food Nights and Hull Trinity Farmers' Market.

She said: "The summer school attracted chief executives, city centre managers and other influential people from towns and cities across the UK. They all came together to spend two days in Hull, which amounts to quite a coup for us in terms of recognition of Hull's achievements and the desire to learn from Hull's approach and experience.

"It was fantastic that they chose Hull for their event, and it was even better that we were clearly able to change some perceptions of our city."



Kathryn Shillito with Ojay McDonald, Chief Executive of the ATCM.



Head Chef, Gareth Bartram and Patron Chef, Colin McGurran

Winteringham Fields Sparks Vegan Revolution in Sleepy Lincolnshire!

Winteringham Fields will launch a new vegan menu this month that features a range of plant-based dishes from all over the world, with the expressed aim of "...making people change the way they think about food for good."

The eight-dish vegan menu, which has been three months in the making, comes in response to an 'almost frenzied' demand from local vegans and vegetarians. All the new concoctions have been painstakingly created by patron chef, Colin McGurran and his team.

Colin explains: "We always knew that if we were to create a vegan menu, it had to be a Winteringham Fields vegan menu. We want it to be incredible. Like nothing anyone's ever tasted. The kind of vegan menu that would make the

most fundamentalist meat-eater never want to see a steak again!

"It took a lot of creating, experimenting, testing, and even a few disagreements, to get to where we wanted to be. And here we are."

The number of vegans in the UK is rising and has grown 350 per cent over the past ten years. There are currently over half a million vegans in the UK, which is more than one per cent of the population. 42 per cent of UK vegans are aged between 15 and 34. Whilst some have dismissed this as a 'food-fad', Colin believes it to be the start of something much more profound for the future of restaurants.

Whilst he wants to maintain the Winteringham Fields tradition of not revealing the exact details of the dishes until the night, he is convinced that the vegan menu will be a game-changer for many, and complete his vision for a totally inclusive approach to fine dining. He continues:

"What we have now is a truly delicious and

democratic menu that is done our way, and excludes no-one. Whether you're vegan, vegetarian, pescatarian, diabetic, gluten-free or coeliac; a table of two or a large party each with different dietary needs, we prepare meals to suit all tastes, allergies, diets and lifestyle choices.

"And, like all our dishes, they complement each other so well, have influences from all over the world but can largely be sourced from our doorstep. We are really, really pleased."

Based in the North Lincolnshire flatlands, just a few miles from the Humber Bridge, Michelin recommended Winteringham Fields has become one of the country's leading homegrown restaurants. Led by Colin McGurran since 2005, it prides itself on sourcing ingredients locally, and conceived the 'one-mile menu'.

The vegan menu will be launched on Friday June 15th. For more details visit:

www.winteringhamfields.co.uk

Blue Plaque for Myton Law Office Honours Hull's Seafaring Past

Myton Law's office, Riverside House, on Hull's Humber waterfront, has acquired a blue plaque marking the building's maritime heritage.

Unveiled by the Lord Mayor of Kingston upon Hull and Admiral of the Humber Councillor John Hewitt on May 11, the plaque commemorates The United Towing Company, which was based there for 50 years between 1926 and 1976, and its tugs and crew, mainly Hull men.

Later Riverside House stood empty for ten years until current owner Myton Law, appropriately a specialist shipping, logistics and insurance law firm, rescued the building with a £650K restoration in 2014 and re-opening in 2015.

Myton Law director John Habbergham said, "Riverside House's history and its great location looking out over the Humber are what attracted us to invest in renovating it to provide offices for our firm, so, as the current owners



The new blue plaque on Riverside House facing Victoria Pier on Hull's Humber waterfront

and custodians, we are very pleased that the building's link to the still world-renowned United Towing Company is being highlighted."

Mike Hussey, Chairman of the United Towing & Salvage Society, said "The blue plaque is

an excellent permanent reminder that United Towing existed in Hull and was, at one point, the largest towing company in the world."

United Towing tugs were once a familiar sight on the world's oceans towing ships, barges, dredgers and drilling rigs. They played a role in World War II working as Admiralty Rescue tugs towing back stricken merchant shipping and warships and helping prepare for the D-day landings. Three of United Towing's largest tugs, The Salvageman, Yorkshireman and Irishman, were requisitioned for service in the Falklands War.

Hull's distinctive blue plaques reflect the city's maritime history with a gold ropework rim and the nautical appearance is particularly fitting for this latest addition. Hull has a proud tradition of blue plaques dating back to the Coronation year 1953. Today there are more than 30 in the Old Town. As well as plaques to famous people, families and events they can be found marking the Old Town walls and gates, docks and other features of Hull's maritime and industrial heritage.

www.unitedtowingsociety.co.uk

www.mytonlaw.co.uk

Audience Inspired by Combination of Fish and Microchips

The combination of fish and microchips highlighted the multifaceted role of a facility which makes a significant contribution to tourism, trade and technology.

The Deep aquarium was the venue for the event presented by Hull Business Women's Breakfast Club (HBBC) with the theme 'Tomorrow's World Today'.

Keynote speaker David Keel of C4Di and rising stars of RB Daniel Groom, Catriona McAulay and Temitayo Ogundimu impressed an audience of business leaders with presentations demonstrating how transformations driven by technology continue to span the generations.

They also inspired their audience, with guests turning their focus on their own business and even their personal lives after hearing how David retired last year from global brand management business Trident and is now Chair of C4Di, with the RB speakers flying the flag for the millennial generation as part of the company's future leadership programme.



Pictured at the event at The Deep are (from left) David Keel, Temitayo Ogundimu, Pat Coyle, Catriona McAulay, Daniel Groom and Louise Kirby.

Pat Coyle, Chair of the HBBC, said: "I like to think that I am quite tech-savvy, but this session really made me think about how lives are affected by technology and how embracing social media and new ways of working is the new norm.

"Listening to David, Dan, Cat and Temitayo speak in such an iconic place about how the digital space is evolving made this event really special. The Deep is a wonderful venue and provided the perfect backdrop to make this a very memorable Biz Week event."

Louise Kirby, Director of People and Operations at The Deep, said the event, held as part of Humber Business Week and sponsored by The Deep Business Centre for the fourth time, demonstrated the versatility of a site way beyond its high-profile role as an internationally-renowned tourism attraction.

Louise said: "The Deep aims to be a nurturing environment, not only for our colony of Gentoo penguins but also to help to grow companies within the Business Centre."



Record-Breaking Order for Siemens Gamesa Renewable Energy (SGRE) as Ørsted Signs Contract for World's Biggest Offshore Wind Farm

- Contract signed between Ørsted and SGRE for 165 turbines for Hornsea Project Two
- Largest single order in the history of offshore wind energy
- Pre-assembly work and majority of blades (around 75%) to be manufactured at SGRE facility in Greenport, Hull
- It will be the first project to use UK-produced 81m blades, giving 167m rotor
- SGRE are also expecting partly to source wind turbine towers manufactured in the UK

Ørsted, the global leader in offshore wind, has placed a multi-million pound turbine order with Siemens Gamesa Renewable Energy (SGRE) for its massive Hornsea Project Two offshore wind farm.

When operational in 2022, Hornsea Project Two will overtake its sister project, Hornsea Project One, to become the largest offshore wind farm in the world. It will have a capacity of 1,386MW which means it will be capable of supplying well

over 1.3 million homes with clean electricity.

This is SGRE's largest ever wind turbine order. They will provide all 165 8MW turbines, with the majority of the turbine blades to be manufactured at the SGRE facility in Greenport, Hull. The project will use the first ever 81m blades to be manufactured in the UK, as big as an Airbus' 380 total wingspan, and when assembled the turbines will have a rotor diameter of 167m, the largest available on the market.

As part of the agreement SGRE also plans partly to source the wind turbine towers from the UK, further strengthening the UK supply chain.

Duncan Clark, Programme Director for Hornsea Projects One and Two, said: "We are delighted to continue our partnership with Siemens Gamesa. We've worked with them on many other UK projects, including Race Bank, which was officially inaugurated in June and the first project to use blades manufactured at the facility in Hull.

"With our East Coast Hub in construction in Grimsby and the SGRE facility in Hull, it's clear to see the Humber area really is creating a world-leading cluster in offshore wind. The SGRE investment in the Hull facility has brought hundreds of jobs to the area, and we feel proud to have supported that through our leading contracts with SGRE."

SGRE UK Managing Director Clark MacFarlane said, "SGRE is delighted again to be working with Ørsted in delivering the world's largest offshore wind farm for the third time in the UK, building on London Array and Hornsea One. This latest collaboration with Ørsted sees a doubling of capacity and a halving of cost per MW/h over London Array, installed five years ago. Only by using our latest technology and working closely with the customer in every aspect of the project has this been possible. Long may our collaboration continue as we help drive our industry forward."

Chamber Energy Solutions - Official Partner - Utilitywise PLC

It's probably no shock to you that gas and electricity prices are going up, it's all over the news.

But while you're worrying about your household bills, you may be forgetting all about your business utility contracts.

So what? Your business energy contract doesn't end for another year, you'll worry about it when the time comes? Or, you really don't have time to sort out your gas and electricity contracts right now? Big mistake! Our market experts and our energy supply partners have predicted that prices will continue to rise for a minimum of two years with a 15% rise in your electricity bill and a huge 20% increase in your gas price.

Scary, we know. Luckily for you Chamber Energy Solutions has got your back. We'll sort it so you don't have to, and our advice: Get a fixed deal now.

Fixed tariffs lock in your prices for the lifetime of your contract. So, if you agree to pay a rate for one year, your prices won't change within that year regardless of whether or not energy prices increase further.

We advise switching to at least a two year fixed contract – just imagine if you could have fixed your petrol prices two years ago, you'd be saving over 27p a litre now!

Remember though, your bill will still depend on



the amount of energy you've used, you'll just be paying a set amount per unit of energy. Simple really.

So why are prices going up? Truth is, there are a number of reasons behind the rise. Suppliers and Ofgem are putting it down to increasing wholesale costs which are partly due to the heavy maintenance work in Norway which continues to tighten supply and has left the gas system under-supplied.

Political unrest has also played a part and because we live in the UK and have typically British weather, we used up a lot of the reserved

energy during the last cold snap, which also limited the amount of renewable energy available.

It sucks, we know. But, there's a simple solution to the problem. A fixed rate tariff will protect you from the predicted future price rises even if your supplier increases prices. You'll have cost security and deals from Utilitywise may even be cheaper than what you're paying today – if you act now.

So, give us a call on **0333 000 0132**, fix now and get peace of mind that price rises won't affect your business. It's a no brainer really.

Chamber Healthcare - Official Partner - AXA PPP

A modern lifestyle can often lead to long hours spent sitting. So it's no surprise that problems with muscles, joints and bones are among the most common reasons for needing time off work.* Regardless of the cause, if someone in your workplace suffers a musculoskeletal condition and has to take time off work, you'll be a person down. And in a small business, that can have a real knock on effect, because every employee really counts.

Musculoskeletal problems have a habit of getting worse if they're not treated. But many problems can be managed effectively by making small changes to maintain a healthy work environment. Here are a few things you can do to support your people:

Encourage your employees to take short and regular breaks away from their desks to help prevent stresses building up in their muscles and spine.

Encourage your people to seek support and/or treatment as soon as they become aware of a problem. Unlike coughs and colds, gradual aches and pains can be harder to notice but early treatment can show positive results.

Support them in avoiding certain manual tasks until the pain gets better. Allowing some time to heal can benefit your workforce in the long run.

You could also consider supporting your people with business healthcare cover, to get them back to health and work quickly.

And by trying to follow these tips yourself you can support your team by leading the way.

Supporting your employees through early recovery may mean less pain, discomfort and stress for your people. And in turn, fewer absences from your workplace.

Please remember as a Chamber Member,

you have access to special offers from AXA PPP healthcare. <https://www.axapphealthcare.co.uk/chambers-home/to-find-out-more>.

*Office for National Statistics (2017). Total of 137 million working days lost to sickness and injury in 2016.

Hull & Humber Chamber of Commerce are introducing AXA PPP healthcare to provide business healthcare cover. The healthcare insurance plans are underwritten by AXA PPP healthcare. AXA PPP healthcare is authorised by the Prudential Regulations Authority and regulated by the Financial Conduct Authority and the Prudential Regulations Authority. Registered in England number 3148119. Registered office: AXA PPP healthcare, 5 Old Broad Street, London. EC2N 1AD



The delegation from Hull pictured with Rail Minister Jo Johnson include (from left) Dr Kelly, Hull City Council representatives Garry Taylor and Cllr Sean Chaytor, Diana Johnson, Emma Hardy, Karl Turner, David Walford and Cllr John Fareham

Four Rail Deal Sought

“It doesn’t seem as though you’ve got a very fair deal” Rail Minister Jo Johnson tells Hull delegation.

Rail Minister Jo Johnson recently told the Chamber, Hull MPs and City Council officials: “It doesn’t seem as though you’ve got a very fair deal.”

Speaking after the meeting at Portcullis House in Westminster, Dr Kelly said: “The Minister was in listening mode today and he asked a number of questions for his staff and for Transport for the North to look into and report back.

“We asked him to consider adding Hull and

Humber’s timetable concerns into the Secretary of State Chris Grayling’s decision to have a review of what has gone wrong with the rail industry following the May 20 timetable changes.

“We are hopeful that he will come up to Hull as we continue our discussions in due course.”

The delegation from Hull included Chamber Chief Executive Dr Ian Kelly, MPs Diana Johnson, Emma Hardy and Karl Turner and cross-Party

representatives from Hull City Council.

They met with the Rail Minister to discuss West to East trans-Pennine rail services. The move came following the downgrading of Hull’s rail services by TransPennine Express after the May 20 timetable changes, which saw the introduction of 10 stops between Hull and Manchester and slower journey times. There were only four stops in 2012!

Businesses Get on Board to Back Viola Trawler Appeal

The team behind a plan to bring an historic steam trawler to her home port of Hull are targeting their regional and international businesses contacts to meet the estimated cost of £1.5 million.

The Viola Trust, which is leading the project, has also added to its ranks with the appointment of three prominent people who between them bring additional experience of the fishing industry, fund-raising to support history and culture, and the South Georgia area where the ship currently sits.

Professor David Drewry is well known as Vice-Chancellor of the University of Hull from 1999-2009. He is currently Chairman of the South Georgia Association and of the

Hull Maritime History Trust, and is a former Director of the British Antarctic Survey (BAS) and the Scott Polar Research Institute, University of Cambridge.

Andrew Marr is a Director of Andrew Marr International Ltd and a direct descendant of the founder of the company. He is the Vice Lord Lieutenant and a former High Sheriff of the East Riding of Yorkshire and an Honorary brother of the Corporation of Hull Trinity House.

Chris Try is senior partner of Hull-based chartered accountants Try Lunn & Co. His focus as trustee is to oversee finance and financial control of project funds and expenditure. Chris also brings experience of local heritage projects including the creation of the Beverley Town Trail.

The original Trustees are all experts in maritime matters. Paul Escreet is Chairman of Hessle-based SMS Towage Ltd. Dr Robb Robinson is a renowned maritime historian,



The Viola on the beach at Grytviken, South Georgia.

Rear Admiral Nick Lambert is a master mariner, and Dominic Ward is Senior Partner at Andrew Jackson Solicitors and a specialist in shipping law for more than 30 years. The patron is the former Hull West and Hessle MP Alan Johnson.

For further details of the campaign and to make a donation please visit www.violatrawler.net

Magnetic Safety Lock Firm Attracts £90k Funding

Combined funding package of Trade Finance, Invoice Finance and FX

Bibby Financial Services (BFS) has provided £90k in funding to GOH Trading, an international supplier of magnetic safety locks. The funding package is a combination of Trade Finance, Invoice Finance and an FX facility, allowing GOH Trading to fund its business across its entire product cycle.

GOH Trading markets the 'whatlock'® brand of magnetic safety locks for cupboards, doors and cabinets, with customers in the UK, Europe and other international markets.

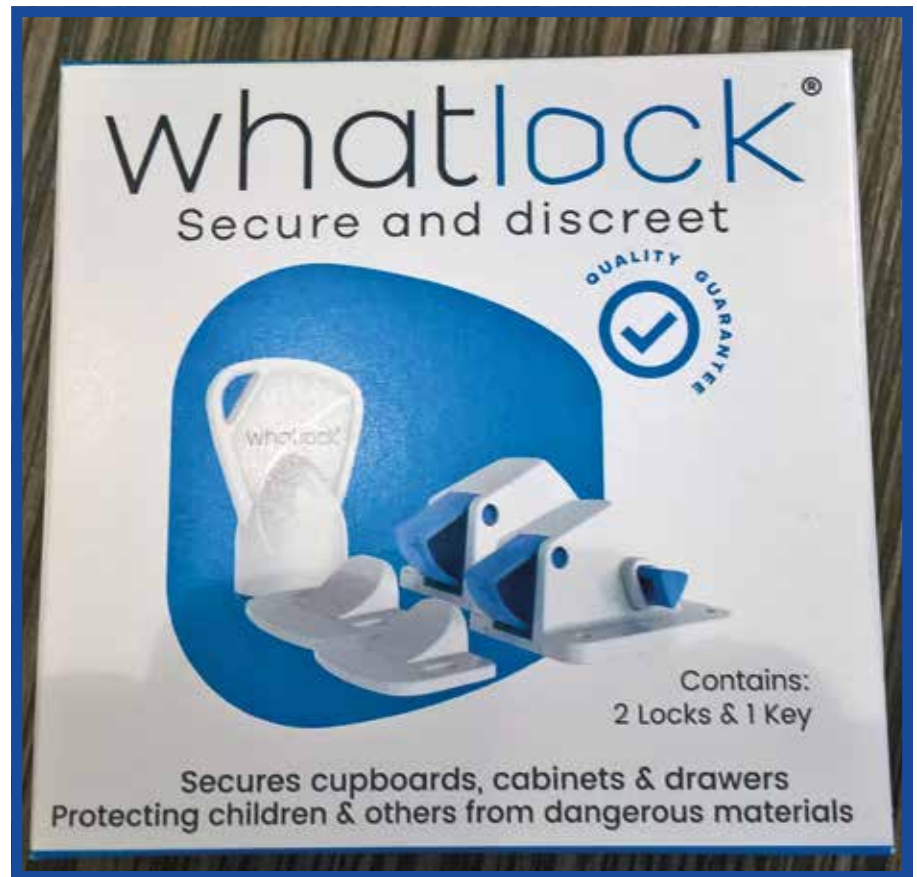
BFS's Trade Finance facility allows the business to purchase goods by bridging the cashflow gap between paying their suppliers and receiving payment from customers. GOH Trading is also supported with funding through Invoice Finance, allowing the business to access funds within 24 hours. Finally, GOH Trading has sought to mitigate its exposure to trading in different currencies with an FX facility.

As a family run business, GOH Trading is led by Managing Director Suzanne Hall and Director Richard Antrum, with an experienced team, office and logistics based in Hull, UK. 'whatlock'® is the original magnetic safety lock for cupboards, drawers and cabinets and has now been re-launched with a new design, brand image and website.

Suzanne Hall, Managing Director, GOH Trading explains:

"As an international business with an ambitious growth strategy we needed a funding partner that could provide a solution to scale with our business. BFS took the time to understand the international nature of our business and provide the funding package that suited our needs.

"Since relaunching our new design, we've had great feedback from customers and we're very confident in our future growth prospects. It is our intention to capitalise on our success and



grow the business in new markets with our innovative magnetic safety locks. The funding will play a crucial part in the growth of the business."

Wayne Spratt, Business Development Manager, Bibby Financial Service said:

"We developed a funding facility to support GOH Trading's core business, provide scalability and protection from currency volatility when paying international suppliers. It is very common for international trade to be hampered whilst cashflow issues arise. Trade Finance allows

GOH Trading to bridge this cashflow gap between paying their suppliers and receiving payment from their customers.

"As the business increasingly looks to expand into other international markets, it was incredibly important for the business to limit their exposure to currency fluctuations, and that was why we integrated foreign exchange into the facility. Now that the firm has funding in place, we look forward to seeing its ambitious growth potential realised."

"As an international business with an ambitious growth strategy we needed a funding partner that could provide a solution to scale with our business. BFS took the time to understand the international nature of our business and provide the funding package that suited our needs."

New Members

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01723 891758
Distillery (Whisky)

The Foundation for Infant Loss Training

Dr Chantel Lockey
Cheltenham
01242 467332
Training/Charity

TopKat Travel/TopKat Wellness

Katrina Atkinson
Hull
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Trade Chimp

Zoe Overment
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Mark Johnson
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App Building and Online Marketing Specialist



Name: David Norton
 Company: Root2 Recruit
 Job Title: Managing Director

I've been in the recruitment industry for over 30 years and set up Root2 Recruitment in 2012. Three years ago, we developed Root2 Recruit, which offers a different option for clients when recruiting staff. I have previously worked in London, specialising in Accountancy and Finance recruitment before moving to Lincolnshire working for Global recruitment agencies.

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

I've been in recruitment most of my working life, so I've seen a few changes but my very first job was working as a Page Boy at the Carlton Hotel in Bournemouth. I'm guessing I learnt some invaluable customer service skills there. I was paid 0.83p per hour - £7.00 less than minimum wage today.

What do you always carry with you to work?

My laptop computer, it goes everywhere with me, just in case! I'm still not quite in line with millennials using my mobile phone for everything.

What is the biggest challenge facing your business?

Recruitment is a competitive business and always will be, but we really do offer something different. Reaching out to potential customers and showing what we do is challenging but once they see how we add value and reduce costs then they are usually won over.

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

Funnily enough, I've been likened to Tony Blair in the past although I can't see it myself. If I were Prime Minister I would offer more help to small businesses and employers. They are the life blood of the country especially in a rural area like ours. Taking those steps to really grow a business is challenging and I'd like to see more initiatives to help businesses in this respect.

What can you see from your office window?

Well we're lucky enough to work in the picturesque town of Louth in the lovely Lincolnshire Wolds. From my office window I can see the church - St. James's, which is a magnificent 15th century building with the tallest spire of any medieval parish church in the country.

If you could do another job what would it be?

Like many young lads, I always wanted to be a Formula 1 Driver, but I guess I'm too old for that nowadays. I've always loved sailing, so I think skippering a yacht around hot countries would be a good proposition.

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

Tenacity – absolutely essential in any business but particularly with recruitment. It's an incredibly competitive industry and you have to have the determination to keep going.

Positivity – whatever is going on in my life I always turn up with a smile on my face, it's so important to remain positive as your attitude affects everyone around you.

Remaining calm – I never lose my temper, I prefer to keep my cool and analyse the situation before reacting.

What was your biggest mistake in business?

I've made mistakes, like any other entrepreneur but, I like to think I've used them as a learning experience and taken something positive away. I once took on a large catering business without having enough experience and it proved very costly, however, I think it made me resilient when other things didn't quite go to plan.

What advice would you give to aspiring entrepreneurs?

In the words of NIKE, Just Do It! If you don't you will always regret it. Owning and running your own business is the most rewarding career you can have, Although challenging at times you have the flexibility to do things your way and decide how you can make a difference.

Who do you admire most in business?

The Dragon, James Caan has to be the front runner. He made his fortune in recruitment and is a very respected entrepreneur. He is passionate about business and has been involved with many initiatives to help start ups and small businesses. He also contributes in many ways to charitable causes.



Chamber Events Diary 2018

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
 Sponsored by BG Solicitors LLP

**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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Creatively mixing the latest technology with old
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