

BUSINESS INTELLIGENCE

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October/November 2018

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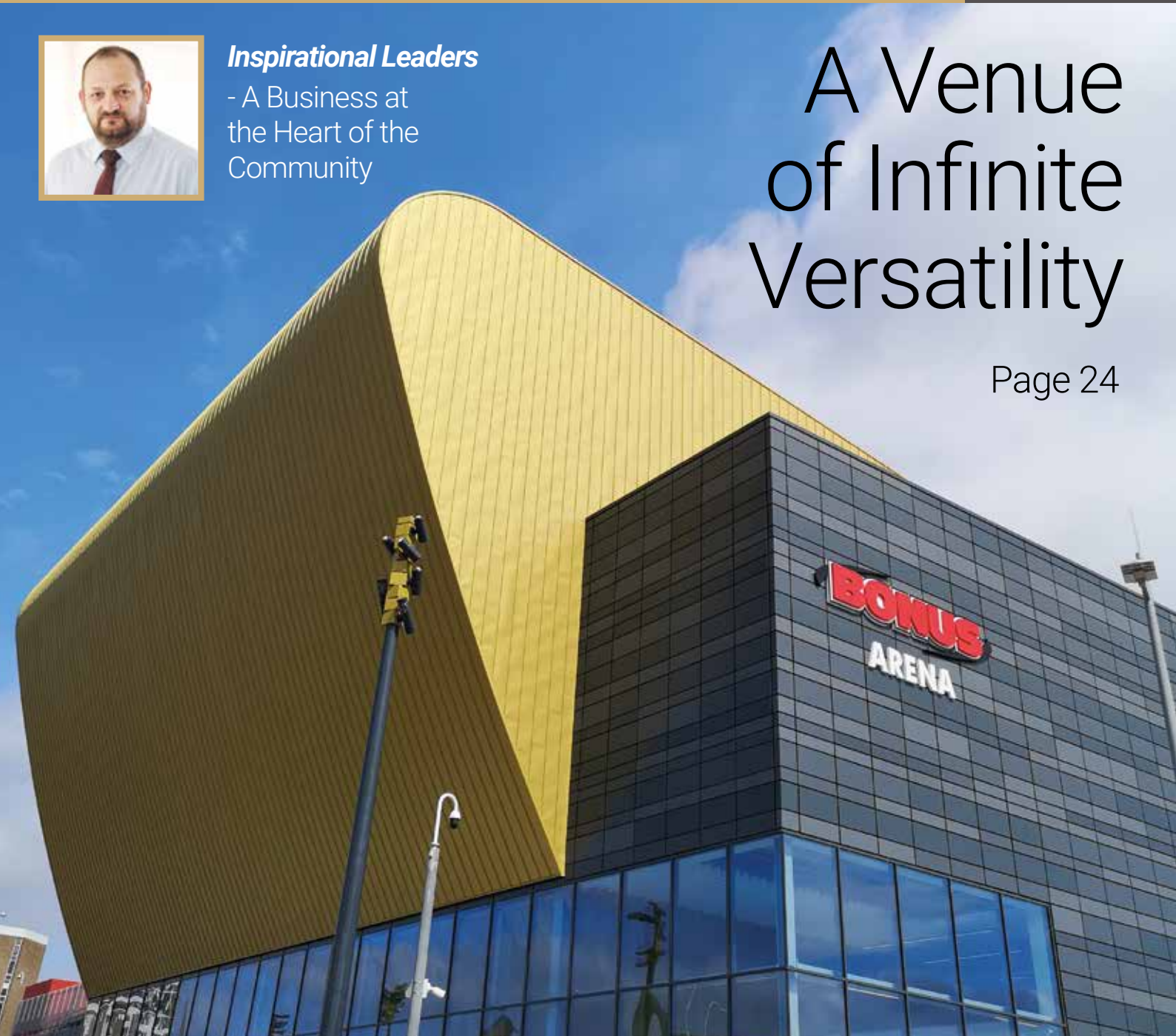


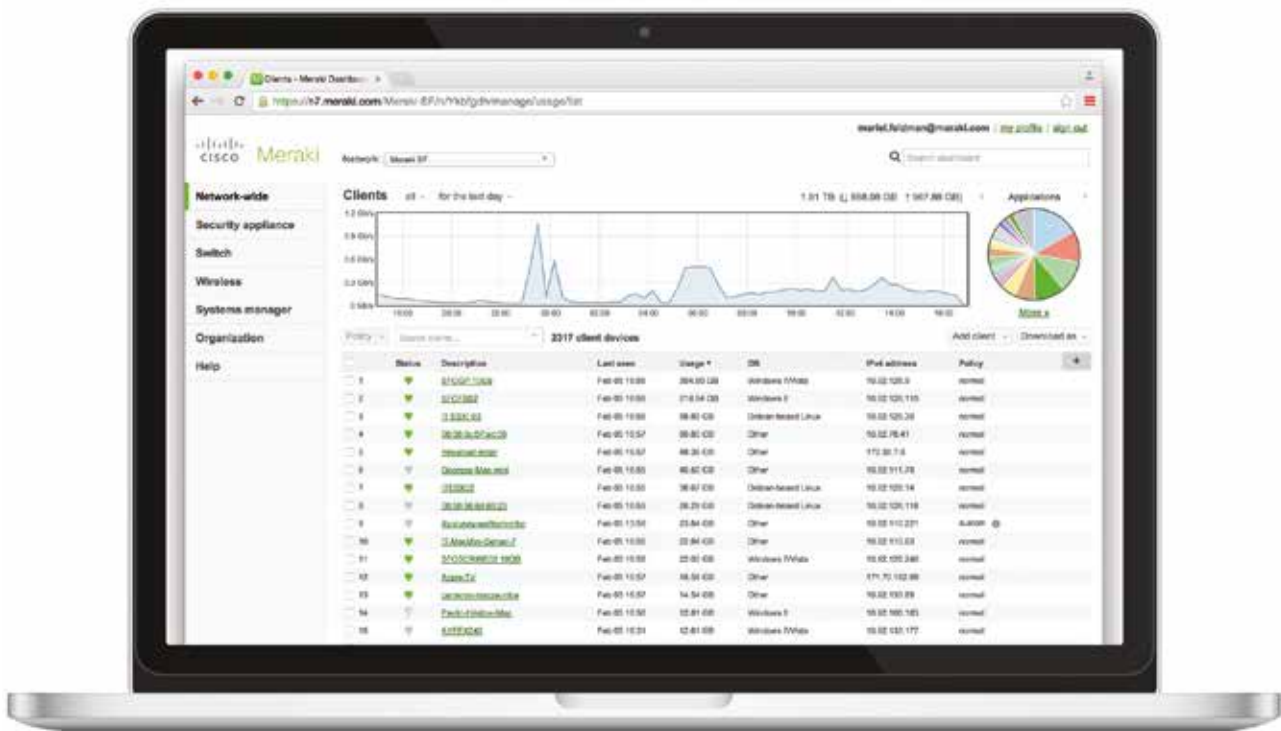
Inspirational Leaders

- A Business at
the Heart of the
Community

A Venue of Infinite Versatility

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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

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

Contributing Editor

Ellen Rossiter

Email: ellen.rossiter@distinctivepublishing.co.uk

D|STINCTIVE

Production & Design

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

Advertising

Contact: Angie Smith
Business Development Manager, Distinctive Group

Tel: 0191 580 5990

Email: angie@distinctivepublishing.co.uk

www.distinctivepublishing.co.uk

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Photo: Kevin Green Photography

The Pace of Events

By Sally Booker, Chamber President

The pace of events never lets up and is certainly keeping me busy in my role as Chamber President.

In September, in Hull, we held top-level discussions with Barry White, the Chief Executive of Transport for the North, along with several of the region's MPs and senior business leaders, about the future transport needs of the Humber. Top of the discussions were direct rail links to Manchester Airport, trans-Pennine connectivity for both passengers and rail freight, and direct trains from London to Grimsby and Cleethorpes, as well as upgrading the A15 between Lincoln and the A180. Turn to Page 12 for more on these important discussions.

The results of the Chamber's Economic Survey for the third quarter of 2018 were released at the end of September and make interesting reading. So do please visit the Chamber's website to catch up with the latest news, and I would urge you to take part in the next survey for the final quarter of the year which will open on November 6.

There are always plenty of good social events on the Chamber's busy calendar, and I am very much looking forward to attending the Chamber's Bridlington and Yorkshire Coast Business Awards as President. As usual, it's at Bridlington Spa and is always a great night out with over 600 people hoping to win an award for their endeavours. It's on October 19 this year and I'll look forward to seeing many of you there.

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



Former MP Urges Backing for Twin-Trawler Tribute to Fishermen

A former MP who helped to secure recognition and recompense for the Hull fishing families who lost thousands of men is asking the public and businesses to join forces to create a unique memorial.

Alan Johnson welcomed plans to relocate the Arctic Corsair to Hull's new maritime heritage project and said the challenge now is to bring back the Viola to form a twin-trawler attraction.

He said: "The vision is to display the Arctic Corsair and the Viola. For that to happen we have to bring the Viola back – it's a long way but the only obstacle is money and I think it's worth it."

Mr Johnson is patron of the Viola Trust, the charity formed by people from nautical and business backgrounds to raise £3 million to lift the Viola from its current resting place – a beach in Grytviken in South Georgia – and restore it as a memorial, tourist attraction and training facility.

As an award-winning author – his fourth book came out in September – he was captivated by the story of the Viola and the ordeal experienced by the fishermen of Hull and the families they left behind.

Mr Johnson said: "Could we bring the Viola back with her romantic story? We can't bring the men back but if we could return the ship it would symbolise their courage and fortitude.

"A survey has shown she is in good condition. We have the permissions we need and she could be brought back – everything is in place except the money.

"We can't get help from Heritage Lottery until we get her back into British waters, but everybody we speak to is enthusiastic. We need a lot of help from businesses, and there's no doubt that if the money comes in, Viola will come back."

Alan Johnson's new book, 'In My Life', is published by Penguin Random. For details on how to help to bring the Viola back to Hull, visit www.violatrawler.net



Model of Hull Tug Honoured for Falklands Service Finds Berth With Shipping Law Firm

Hull shipping, logistics and insurance law firm Myton Law is providing a new berth for a large scale model of The Salvageman, a former Hull tug which won battle honours for service in the Falklands War.

The United Towing & Salvage Society (UTSS), a group associated with Hull's United Towing Ltd, once the largest towing company in the world, arranged to move the five foot long model to Riverside House on the city's Victoria Pier waterfront, which for decades was the company's base. Today the building is owned by Myton Law, fittingly a law firm which specialises in maritime and shipping law.

The UTSS is keen to display the model, believed to be a ship builder's model dating back to around 1980, at Riverside House.

The move, sponsored by Myton Law, was undertaken by removal firm Appleyards of East Yorkshire on Wednesday, August 8.

Myton Law director John Habbergham said, "As the current owners and custodians of Riverside House, Myton Law is very pleased to provide a home for The Salvageman, especially with our close links with the maritime and shipping industry through our legal work for clients in this sector."

Mike Hussey, Chairman of the United Towing &

Salvage Society, said, "The Society is delighted that Myton Law is prepared to house The Salvageman model, which is a fascinating physical reminder of Hull's great maritime heritage."

When The Salvageman, built in Hong Kong, was delivered to United Towing in 1980 the vessel was Britain's most powerful tug with four engines and sophisticated satellite communications equipment, which enabled her to work on a world-wide basis. In 1982 she was requisitioned by the Department of Trade, Shipping Policy Division, along with two other vessels in United Towing's fleet, and spent the next two years in and around the Falkland Islands, where she became the longest serving merchant ship.

'Salvageman a short history' written by Captain Alan Stockwell and Alan Ford is available via UTSS archivist Pete Bass.

In May this year a blue plaque commemorating The United Towing Company, its tugs and crews, was mounted on the wall of Riverside House. Also, more recently a QR (Quick Response Sign) has been added so that visitors can connect directly to a detailed history of the United Towing Company using their smart phone.

www.unitedtowingsociety.co.uk

www.mytonlaw.co.uk

1884 Marina Bar Opens with New Dining and Drinking Concept

1884 Marina Bar opened its doors as a new addition to Hull's dining scene and nightlife promising a classy combination of great food, an unrivalled drinks selection and a top-quality entertainment programme.

The venture is the first in a series of exciting new projects which will be flying the flag for the acclaimed 1884 brand. It is setting out to build on the achievements of the group's award-winning restaurants – 1884 Marina Bar occupies the premises of the former 1884 Dock Street Kitchen and the Director is Dan Poole, who has moved across from his role as Head Chef at 1884 Wine and Tapas Bar.

The company will also open Cucina 1884 – its first restaurant outside Hull city centre – under Director Jane Cook in Hessle in the autumn. James MacLeod-Birch, former Director of 1884 Dock Street Kitchen, is progressing with plans for another major project and it is business as usual for Deborah Spicer, Director at 1884 Wine and Tapas Bar.



Dan Poole (left), Director of 1884 Marina Bar with Restaurant Manager Anya Rawling and Bar Manager Dale Opperman.

Dan has now recruited a team of more than 20, all hand-picked to deliver a dining, drinking and entertainment experience which is different from anything else in the region.

He said: "We've recruited a brilliant team, many of them from some of the top restaurants, bars and hotels in the area. They're all passionate about what they do and really excited about our plans for 1884 Marina Bar."

The cuisine is modern British, inspired by Dan's career working in some of the finest restaurants in and around Hull. The bar offers a wide range of draught beers and ciders as well as a world tour of bottled beers which will change regularly. Dan is working with Yorkshire Vintners to source some rare labels as part of an extensive wine selection, and there will be a wide variety of spirits and cocktails.

Boston Rugby Club Reveal New Sponsor

Boston Rugby Club has announced a new sponsor for the upcoming season, local insurance and risk management specialists, Alan Boswell Insurance Advisers.

The Boston based company have signed a one-year sponsorship agreement with the rugby club as it looks to strengthen its relationships in the local community.

The broker, which is part of the Alan Boswell Group of companies, is based on Red Lion Street in Boston and provides insurance to both personal and commercial customers. The news comes as the company



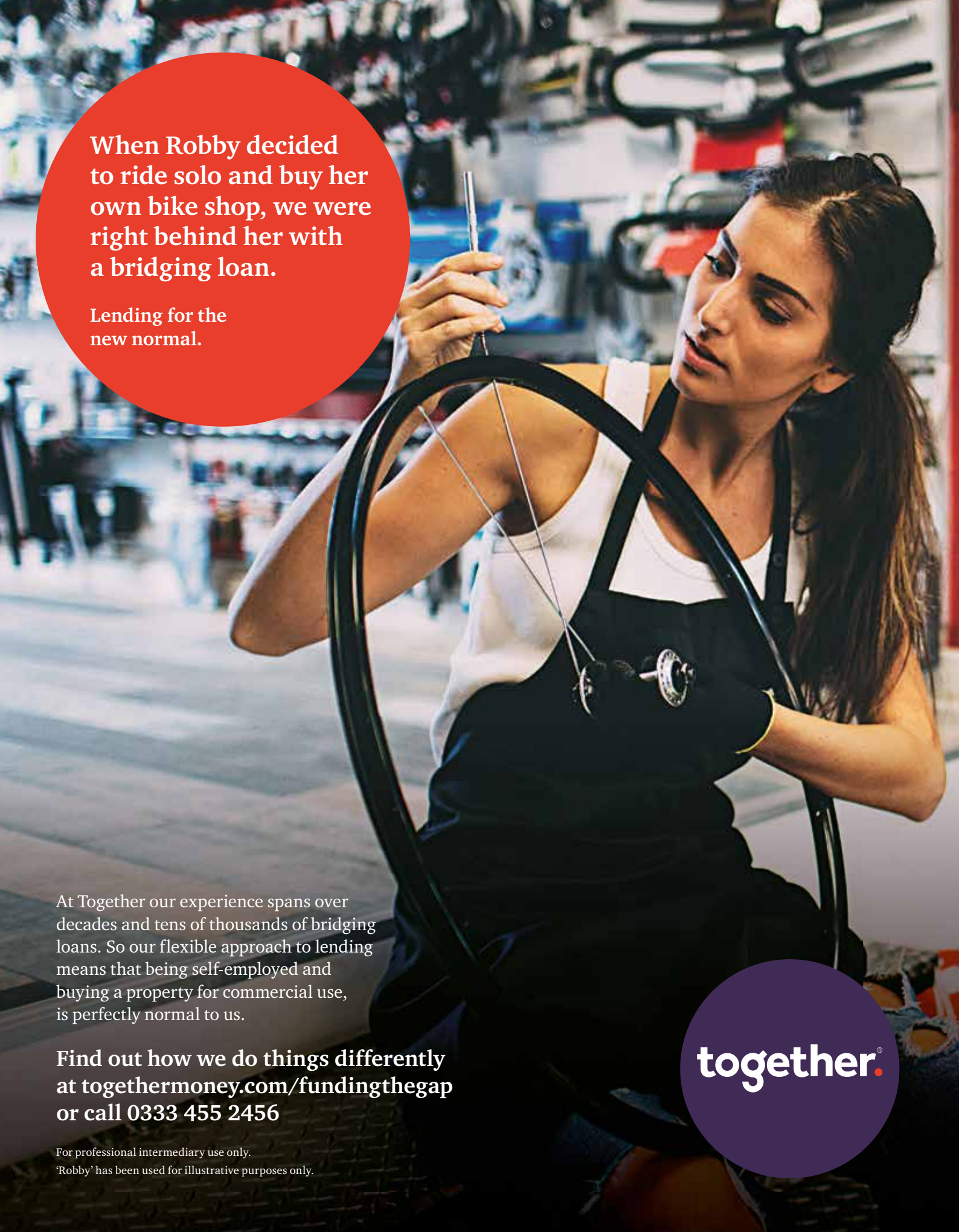
approaches its one-year anniversary in the region, having acquired Sutcliffe Solloway Insurance Brokers in Boston and Grimsby in 2017.

The agreement will see new signage at the club's Princess Royal Sports Arena in Wyberton Fen, while the club benefits from additional revenue towards running costs.

Sponsorship Manager at the club, Brian Stephens said: "We're thrilled to add Alan Boswell Group to our list of sponsors. Boston Rugby Club is a non-profit organisation, so this will help to cover the cost of entry to tournaments and equipment. We look forward to a long and successful partnership with Alan Boswell Group."

Founded in 1927, Boston Rugby Club has nearly 150 members and more than 200 junior players.

Says Account Executive Danny Smith: "The group have consistently supported local sports clubs and teams and so it seemed only right that we started to support Boston Rugby Club now that we're based in the town. We hope this will continue and that both parties can benefit from the agreement"

A woman with long dark hair, wearing a white tank top and black overalls, is focused on adjusting a bicycle wheel. She is holding a thin metal rod with both hands, carefully aligning it with the spokes of the wheel. The background is a blurred bike shop with various bicycles and equipment.

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legal business review



By Sarah Elizabeth Kemp Solicitor
& **Nasim Sharf** Partner at Wilkin Chapman solicitors

From the likely impact of a Brexit 'deal or no deal' to one of the warmest summers on record, what has been witnessed in our region during 2018 so far, and what may we expect as we head into the final quarter?.

As the region's largest law firm, Wilkin Chapman solicitors spans the Humber and its comprehensive legal offering affords its Partners and lawyers a unique insight into our region's fortunes and the sectors within it. Here we present the observations and views of two key members of the firm's Corporate and Commercial team. While both Beverley-based, they are able to share expertise and work with their colleagues in Grimsby, Lincoln and the Lincolnshire Wolds' offices.

The general picture: Nasim Sharf is a Partner within the firm's Corporate and Commercial team. A chartered tax adviser, he has 20 years' experience offering corporate and tax advice.

Nas says: "There is little doubt that the impact of Brexit has yet to be felt or actually discovered with so much still to be decided.

However, in the region, business has been getting on with it and if there are good deals to be made, then Brexit has uncertainly not been a barrier. For example, our stewardship over the investment into the region by Swedish company KABE is an example of a willingness for European and International trade alliances.

As well reported, Coachman Caravans was the East Yorkshire company that

we represented, and it was pleasing to see such a deal go through. I cannot highlight this however, without mentioning the very sad passing of company founder Jim Hibbs while the process was on-going. We wish his son and current Managing Director Elliot, along with the rest of the family, all the very best going forward.

On another matter of note, the issue of staff retention and recruitment remains high on the agendas of many and will only continue as we move into 2019. I deal with a great many clients who are attracted to tax share schemes as an incentive to keep valued employees and these are certainly an area in which I can see much growth, especially as the Humber generally is looking to reverse the 'brain drain' and seen as a region where young talent can have a prosperous and progressive future.

wilkin chapman llp
solicitors



The Tourism and Leisure Industry:

Sarah Kemp recently joined Wilkin Chapman’s Corporate and Commercial team. With experience in all sectors, her specialist area is the tourism industry and advising the caravan parks and mobile home manufacturers that operate within it. Her knowledge extends beyond the Humber and Lincolnshire as a National Director of the British Holiday and Home Parks Association.

Sarah says: “The sector witnessed phenomenal success during 2017 in an industry boom following Brexit and a rise in the stay-cation. During this time sales of caravans and mobile homes increased, we saw big budget mergers and a lot of regional parks changed hands.

“This has now started to level off and the poor weather at the start of the season saw a drop-off in demand, but of course we had the great summer.

“In recent times, we have also noticed an increase in the sale of caravan parks that have been in families for two or

three generations. It would seem for many parks the next family generation no longer wishes to remain in the business, deciding to try something new and take advantage of the increasing values that investors and larger national park groups are willing to offer.

“However, in general terms both park sales and mobile home sales are starting to slow down, with fewer parks entering the market and manufacturers reducing production, so it will be interesting to watch the activity as we head into the low season and early 2019.”



For further information, please contact Sarah or Nas on **01482 398398**, email sarahe.kemp@wilkinchapman.co.uk or visit wilkinchapman.co.uk

Europa House.



Expert Urges Caution Over Empty Property Rates Relief

Business rates expert Adrian Smith is urging property owners and occupiers to do their homework before sealing deals on new premises.

Adrian, the founder of Hull-based AS Rating, warned that some businesses risk paying a high price for not checking the status of a building when calculating an entitlement under empty property relief.

Businesses do not have to pay rates on empty buildings for three months, which increases to six months for industrial premises, such as warehouses. But Adrian has become aware of some cases where all or part of the allowance has been used up by the previous occupier.

He said: "If you are taking on a new property you can benefit significantly from empty property relief. But before you factor that into your business plan you must check that the entitlement was not claimed by the owner or the previous occupier, because the expected saving could quickly turn into a major, unexpected cost."

Adrian added that the Government is now acting to improve the check, challenge, appeal (CCA) process which was introduced in 2017 to make it easier for businesses to query the amount they are paying in rates.

He said: "Huge numbers of users have found it impossible to operate the system and to get the most accurate calculation of their rating bill, and that is behind the 86 per cent fall in the number of appeals which are being submitted.

"HM Revenue & Customs has now seconded a team of experts to the Valuation Office Agency on a temporary basis to work on a fix for the system and improve it by the end of this year.

"Small firms are particularly vulnerable to the problems because they don't have the resources or the capability to operate the new system effectively and they are potentially missing out on millions of pounds in refunds."



Allenbys Acquires Landmark City Centre Sites

Hull-based development company Allenby Commercial has added to its portfolio of prominent city centre sites with the acquisition of two landmark properties.

The company, which is based at Alfred Gelder Street, has completed the purchase of Europa House, the gold-clad office block on the corner of Anlaby Road and Ferensway, and of a former Jobcentre next to Hull Minster in South Church side.

Allenbys will carry out major refurbishments of both properties to create grade A offices and space for other use. Europa House offers 50,000 square feet of space across six floors and is next to the transport interchange. The former Jobcentre will provide offices ranging from 1,500 square feet to 15,000 square feet in the bustling Old Town.

Allenbys are now welcoming new tenants into the creative spaces at Danish Buildings, an historic property in High Street, Hull, which includes the Grade II listed Bayles House.

The company is also progressing with a major refurbishment programme at Worx, the office development in Beverley Road which was chosen earlier this year by Arco for a customer engagement centre with nearly 200 jobs, and at Paragon Arcade, where Allenbys are creating a traditional environment for independent retailers.

Andy Hayton, Associate Director at Allenby Commercial, said: "We're also attracting a lot of people into Hull to stay at the Hideout Apartment Hotel, which we converted from vacant shops and offices in North Church Side.

"We moved our own business from Hessle into the Old Town of Hull two years ago because of our commitment to regenerate the city centre and bring new jobs here. We are delighted to be working towards that with some of

Hull's biggest employers and many emerging businesses, and to be investing in more sites in prime locations."

For updates on the opportunities at the new sites visit www.allenbycommercial.com

Research and Development Tax Relief – Case Studies

I hope you have enjoyed our first two articles. As promised we'll now look at a couple of case studies, which might get you thinking about either your own projects or, perhaps if you are an accountant or another business advisor, about one of your clients' projects.

I have chosen these two case studies as they reflect the cross section of R&D Tax Relief scenarios.

A loyalty scheme app

Back in 2013 a client created an innovative mobile app that created a mobile wallet to support a loyalty scheme solution for smaller retail businesses. That enabled consumers to earn points whilst they shop, without the need to show a specific reward card, keyring, or app.

With the advent of beacon technology, it became possible to iterate their loyalty card app by incorporating this technology into their client's premises, where passing customers who held a loyalty card would receive a message through the app, offering them a deal to come into the shop.

Both of these projects were advances in the field and allowed them to claim Research and Development Tax Relief. They were however not hugely scalable and certainly couldn't compete with the likes of Nectar or Tesco's Clubcard.

As a result of this lack of scalability, the company undertook a second pivot and applied for a grant from Innovate, after initial discussion with Visa garnered some interest in the loyalty card app.

The plan was simple, if the customer registered their Visa card to their loyalty card, then the customer would merely need to use their Visa card and the loyalty scheme would register purchases at the relevant outlets automatically.

The application of the plan however has been a significant technological challenge and required many iterations of a solution that would allow for the linking of bank cards with reward services.

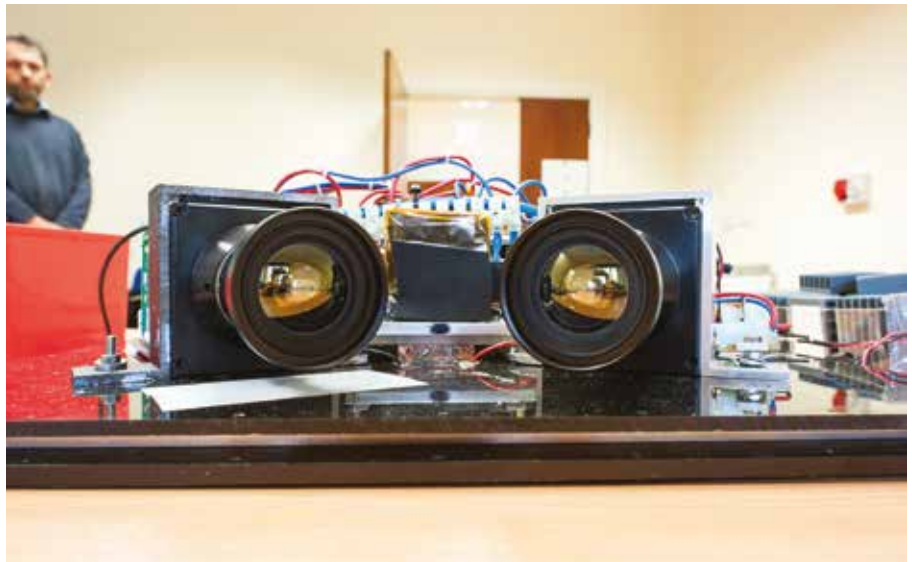
The Research and Development behind this project was complex and involved a large collaborative effort from Visa to connect the software to their data feeds.

So, what could they claim for?

The bulk of the cost has been related to labour costs for staff and subcontractors. There have been some software purchases to support the project and utilities were consumed in the development process.

How much did they claim?

The company have made several R&D Tax Relief



claims with our specialist team. So far despite recording losses the company has benefited over £50,000 through R&D Tax Credits under the SME Scheme. However, their work on the current iteration with Visa will be less rewarding. The grant funding from Innovate is EU State Aid, which they will be claiming for under the Research and Development Expenditure Credit (RDEC), will generate relief at around 8.8% of the spend.

A high tech manufacturer

The Sussex Weald is home to a cluster of businesses operating in the photonic and high and ultra-high vacuum industries. The company specialises in the photonic industry and has solutions that are involved in University research, manufacturing and the defence industry. They have been involved in multiple projects, one of which was an EU Funded project under their Factories of the Future plan.

The company were engaged with a number of other businesses across Europe. The project was trying to provide the industry with reliable, robust and inline controlled manufacturing processes for plastics and electronics

converging technologies. Their part of the project was to create a device that would scan products from the production line for the smallest of imperfections. Their solution was to incorporate an X-Ray Scanner, a high-tech camera with specialist sensor technology and cabinet capable of mounting and rotating and adjusting the position of both the camera and the subject matter.

So what could they claim for?

A majority of the cost is labour again, but the company were also able to claim for the cost of materials incorporated into prototypes, the costs for developing firmware to run their solutions and the cost of light, heat and water consumed in the development process.

How much did they claim?

So far they have claimed almost £400,000 for their innovations across the SME scheme and RDEC for the costs funded by the EU for the Factories of the Future project.

If you think you might have a project that qualifies, or you have a client you think we should talk to, then please do get in touch with us, contact Simon on **01424 225345**.

Transport for North Boss Admits 'I Can Feel Frustration' of Business Leaders and MPs

The Chief Executive of Transport for the North, Barry White, has promised Chamber business leaders and Humber MPs to look with fresh eyes at the region's strategic rail and road concerns.

Chamber President Sally Booker, of P&O Ferries, chaired the warm, but full and frank, discussions which saw Mr White admitting that he could feel the frustration at the unfair treatment businesses, and other key stakeholders, in the Humber are seeing, and agreed to explore whether more could be done sooner to bring improvements. However, he emphasised that transport planning is a long-term project which would only bring notably better connectivity to the Humber region from 2024.

The event followed a meeting with Rail Minister Jo Johnson in Westminster earlier this year when he told business leaders and MPs that "we didn't seem to be getting a very fair deal" following the downgrading of rail services to Leeds and Manchester by TransPennine Express.

The Chamber's Chief Executive Dr Ian Kelly urged Mr White and his team to take a fresh, strategic look at Hull getting a rail route into Manchester Airport – noting that one of Hull's key asks was for an express service to Manchester which continues to the North's hub airport.

Mr White also agreed to try to get to the bottom of the current trans-Pennine timetable issues which were introduced in May, noting that this week TransPennine Express had announced it was to drop two of the additional stops in December. It was pointed out that this would only get Hull back to where the city was before the May 20 timetable changes and that the Humber had actually gone backwards, while other towns and cities in the Northern Powerhouse would eventually get improved, faster services.

In return, Mr White asked the business community to support Transport for the North's plans for Northern Powerhouse Rail (the Hullapool line), which it is hoped will run alongside HS2 and see journey times between Hull and Manchester cut to 1hr 15mins. That project will include the electrification of the line to Hull. Mr White said his team was working at 'break-neck speed' to get those plans into Government by December and seeking Treasury approval so work could begin straight away.

The Chamber, Hull North MP Diana Johnson, Nic Dakin, Melanie Onn and Emma Hardy MPs were



supportive of Northern Powerhouse Rail, but hoped development work would start from the East first and ideally in the 2020s, not the 2030s. All Humber partners also wanted Transport for the North to get the powers it needs to deliver for this area but were more concerned immediately about the ability of TransPennine Express to run its current franchise adequately now.

Grimsby MP Melanie Onn highlighted, with the support of all Humber partners, that she would like to see some of the East Coast Main Line trains, which will run to Lincoln from next year, continue up to Grimsby and Cleethorpes, and for the requirement to provide the service being written into the new East Coast franchise before it goes out to tender. It is currently being run by the Government under the LNER banner after Virgin Trains and Stagecoach handed it back.

Scunthorpe MP Nic Dakin highlighted that

rail freight from Humber ports had to go via Birmingham to get to Liverpool, and upgrading the A15 would also help to relieve increasing pressure on the A180. Gareth Beese from British Steel's Scunthorpe plant added his voice to the debate, saying improvements to rail freight facilities were urgently required.

Lord Haskins, from the Humber LEP, a Transport for the North board member, agreed the rail industry was very complicated, but that more regular services will create their own volumes of passengers. He added that he was currently worried about the financial stability of other rail franchises.

Dr Kelly thanked Barry White and his team for coming to Hull and the Humber and listening to some robust but positive exchanges with business whose message was, we hoped, now very clear and consistent on transport issues across the patch.

All looked forward to future constructive dialogue.

New Course Helps Businesses Cut Costs by Taking Payroll In-House

A specialist Sage training provider is pioneering a new course which will help businesses save money by taking care of their own payroll procedures.

Golding Computer Services is working with the International Association of Bookkeepers (IAB) to deliver the IAB Level 2 Certificate in Payroll for Practitioners RQF.

The course has been launched on a distance-learning basis, with places already being snapped up by companies which have shone in the Level 1 and Level 2 IAB Computerised Accounting for Business courses.

Vic Golding, Managing Director of Goldings, said: "We identified that there are many



businesses which are not confident in their ability to run their own payroll. This course, devised as a result of our discussions with the IAB, enables them to do it using Sage payroll in the same way that they do their Sage accounts. There is the potential to make significant savings, and we have a good track record for

securing funding for these courses.

"The course is also unique because although it's a Level 2 qualification it includes a revision of Level 1 and some elements of Level 3 knowledge. It's an ideal starter for someone planning to make a career in payroll."

Di Garbera, a director of Goldings, said: "We know from the computerised accounting course, which is still available, that distance-learning is a great benefit for people and businesses. Some spread the training over a period of time and others do as much as they can straight away. Some do it as part of their work schedule and others fit it into evenings and weekends at home. We provide full tutor support by phone and email – and participants even get a free NUS discount card!"

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

Reducing Our Impact on the Environment, One Business at a Time

Helen Wheeler-Osman is celebrating the 20th Anniversary of Environmental Strategies Limited, helping companies to feel good about themselves by reducing the impact their business has on the environment.

Helen's passion is helping companies to do something positive to create less waste, recycle more and use less energy. Through Environmental Strategies she helps clients to achieve accreditation in ISO 14001, the international standard that specifies requirements for an effective environmental management system (EMS). It provides a framework to follow, rather than establishing environmental performance requirements. Helen gets her clients through the accreditation and provides ongoing advice on legislative updates and changes to ensure they keep the certificate.

Before joining the family business in 2012, Helen made her way to London to work for Westminster City Council in the Neighbourhood Management Team. She explains:

"I spent three years in London and loved every minute. My patch was Covent Garden and Leicester Square which contains lots

of residential property so part of my role involved managing the logistics of public, commercial and residential waste."

Helen had always been interested in the business and when the opportunity arose for her to join, made the move back up to Hull from the South. She continues:

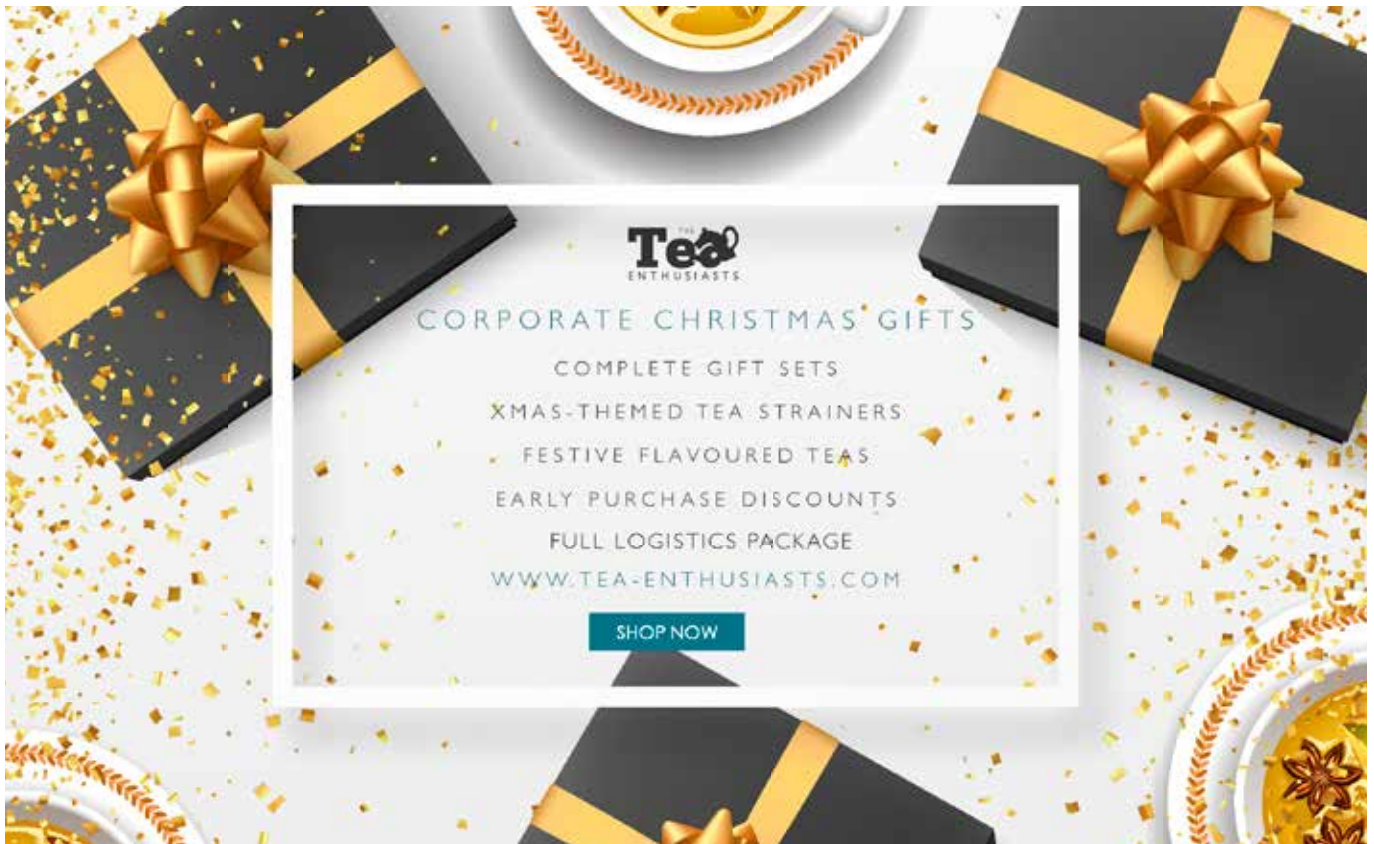
"I came in to the business to do thermal imaging which shows a building's heat-loss with an infrared camera. It's a great way to help a business save money and protect the environment and so demand grew. I built up that area of the business and when Steve was ready to retire I took over the whole Company in 2016."

"Most of our clients are SMEs but we also work very closely with Ideal Boilers. They are doing everything they can to reduce their environmental impact in product and process. I have been advising on packaging with their supply chain to use returnable packaging which reduces the waste by no longer using polystyrene or cardboard."

"Overall we need a global cultural shift to stop climate change but there are simple changes everyone can put in place immediately; low emission vehicles, buying



local and seasonal produce, installing the best insulation, LED lighting and aerators on water taps. I would also like to see people educate themselves on climate change, after all it's our joint responsibility, we can't lay the blame at anyone else's door."



The advertisement features a festive background with black gift boxes tied with gold ribbons, scattered gold confetti, and a white teacup with a gold rim. A central white box contains the following text:

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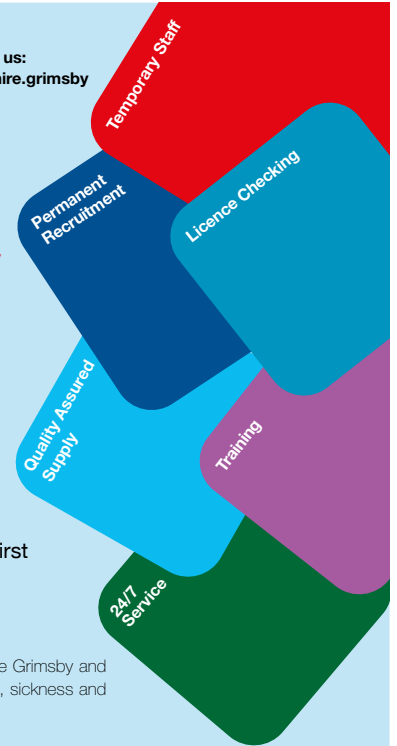
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North Lincs Tyres Limited was established in Grimsby in 1994 and has grown to be one of the area's leading tyre companies. We have earned a reputation for providing a high quality and personal service to meet requirements of a wide range of customers.

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

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

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Hull and Humber Chamber Member Proves They're Socially Smart

On 18th August Chamber of Commerce Member HiViz Safety was selected from hundreds of businesses to be crowned Socially Smart business on Twitter by the people at Marketme, the UK's Number One Social Media Information Site.

This will be HiViz Safety's 7th Social Media Award, having already won 'Julie's Pick Of The Day', 'British Business Star', 'Bright Pig's Business of the Week', Small Business Saturday's 'Top 100 UK business 2015', hand picked by Theo Paphitis (of BBC's Dragon's Den) as an #SBS winner 2016 and named 'King Of Health & Safety' on Twitter by Aqua Design Group.

Media Manager Laura Lee said about the win, "We are so thrilled to have been selected once again for an award in recognition of our Social Media activity.

At HiViz Safety we are constantly seeking new, exciting, interesting and engaging content

for our platforms to help assist, educate and entertain our followers in the wonderful world of Health and Safety. This is rewarding in itself but to be singled out by professionals and our peers on Social Media is very special."

So, what next for HiViz Safety in terms of Social Media?

"Now comes the opportunity to capitalise on this win," says Laura. "Each time we have been selected for such an award we have been introduced to a new circle of businesses to engage with, and that is the real prize. Ahead lies weeks of introductions, engagements, learning about other businesses, how we can help each other and ultimately spreading the word about our Health & Safety services and software. We also run our own Facebook networking group called the UK Business Tea Break Network so I will be inviting our new business friends to join us there so we can all learn more about each other and see where we can work together."

For more information about HiViz Safety and to see how they can help with your workplace Health & Safety please visit www.hivizsafety.co.uk or call **01724 712342**.



Chamber of Members Working Together

Sarah Robinson and Tim Wilson met by chance, on 26th April 2018 at the Hull & Humber Chamber of Commerce networking event at Cave Castle. And a marvellous working partnership has been formed.

Sarah is on a one-woman mission, to provide social housing for those individuals and families that are on either low income, with disabilities, are disadvantaged, underprivileged, with mental health issues, or learning difficulties, with substance misuse problems (alcohol or illegal drugs), homeless, risk of homeless and formerly homeless, young people, ex-offenders, and people fleeing domestic violence, in Hull and East Riding of Yorkshire.

Tim is passionate about the green therapy initiative and how everyone can benefit from understanding how produce is grown. One of his aims is to have a horticultural qualification established in Hull. Tim is involved with a range of community activities, including Hull and District Family Mediation Service, Rooted In Hull and The Princes Trust. Tim is a Justice of the Peace (JP), and currently area chairman of CRUSE Bereavement Care. His is an active member of Hull Minster and a member of the outreach team supporting rough sleepers.

Working together A Hull dad wandered the streets until his feet bled for three whole days. He wanted to rebuild his life. He lived in a hostel and volunteered with Rooted In Hull, which is a community gardening project. Tim approached Sarah to see if she could help.

Mrs Robinson's Homes secured him a one bedroom flat, which gave him the chance to live independently and see his children. Mrs Robinson's Homes launched an appeal on Social Media for help towards his first month's rent. The appeal raised £887, which paid for Jason's first month's rent, some gas, electric on the meters, food and some essential items for his new home.

Mrs Robinson's Homes will now be able to help another individual or family in the future.



HETA Opens £4.5 million Advanced Engineering Training Centre

A training business which has been supporting engineering employers for more than 50 years has opened a new headquarters as part of an investment programme worth around £4.5-million.

Humberside Engineering Training Association (HETA) has relocated its entire Hull operation into the Advanced Engineering Training Centre on Dansom Lane, Hull, and welcomed the first learners in September.

HETA has been supported by Hull City Council's Economic Regeneration team and by the Humber Local Enterprise Partnership (LEP), which secured £1.3-million from the Local Growth Fund through the Northern Powerhouse.

Since opening in 1967 HETA has launched the engineering careers of thousands of young people as an employer-led organisation. A registered charity, it relocated to purpose-built premises in Copenhagen Road, Hull, in 1978 and has also opened sites at Foxhills in Scunthorpe and at CATCH in Stallingborough.

The business employs more than 70 people across the three sites and expects to recruit



HETA Chief Executive Iain Elliott and Deputy Chief Executive Joanne Lawson at the new headquarters.

more as a result of the new investment. It is training more than 600 apprentices in partnership with more than 300 employers.

The new centre provides nearly 34,000 square feet of space which includes industry-standard workshop spaces, IT and electronics labs and industrial training rigs.

The move also improves accessibility for students with better transport links, and enhanced amenities and social spaces. In addition, the new centre will widen HETA's commercial proposition, with the development

of meeting and conferencing facilities.

Iain Elliott, Chief Executive of HETA, said: "This centre will provide more training opportunities for young people and for those already employed and will enable HETA to develop bespoke packages for employers across the Humber region and beyond, giving them confidence that they can get the right type of technical training for their business.

"This project would not have been possible without support from colleagues at the Humber LEP and Hull City Council and we thank them all."

Survey Underlines Success of HullBID Food Events

HullBID's commitment to serving up high quality food events is pulling the crowds into the city centre and generating additional trade for businesses in all sectors.

A survey of visitors to the Hull Street Food Nights indicated a sizeable spend on food and drink at the event, with many visitors revealing that the experience encourages them to visit Hull city centre more often.

HullBID introduced the Hull Street Food Nights in April 2017 and completed its second season of six events in September this year. Street food was also again prominent at this year's Yum! Festival of Food



The crowds at the 2018 Yum! Festival of Food and Drink.

and Drink and there are plans for it to feature in this year's city centre Christmas activity.

Among the headline figures is confirmation that every visitor to a Hull Street Food Night spent a minimum £10 on food and drink per visit, with some spending £30 or more on food alone, generating an economic boost of at least £500,000.

The majority of visitors arrived early in a bid to beat the queues and bag the best dishes, with more than two-thirds of people arriving at the site in Princes Dock Street and Zebedee's Yard before 6pm.

Nearly a quarter of people said they do a bit of shopping in the city centre before, during and after the event, more than a third said they visit bars and restaurants after a Street Food Night and 64 per cent said they head into the city centre more often because of the events.

Kathryn Shillito, HullBID City Centre Manager, said: "Hull Street Food Nights and the Yum! Food Festival were again a great success with measurable economic benefits. The results from the survey provide ideas to work on in 2019 but it's clear that city centre businesses benefit from high quality events attracting more people."



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Our **Supply Chain Leader programme** benefits from the expertise of our world-renowned Logistics Institute, developing complex, multi-stakeholder supply chain and network management competencies to maximise efficiency and minimise costs.

The **Chartered Manager Degree Apprenticeship (CMDA)** develops performance-enhancing best practice management techniques and enables individuals to gain Chartered Status from the Chartered Management Institute.

The programmes are some of the most cost-effective ways to achieve professional development, as the University has secured funding to cover 90% of the cost for small-to-medium enterprises. Larger firms can access the Apprenticeship Levy for funding.

Danielle Prentice, Co-Director of Peejay Pets, said; 'Since doing the CMDA, I've found it's definitely easier to manage different roles and staffing arrangements. It helps you to look at the business as a whole, and strategise and move forward more rapidly.'

Networking is another benefit. According to Danielle; 'You meet people and find out how business issues apply in their roles in private and public organisations, and then you can apply that learning to your business.'

Contact us to find out more and discuss your requirements at apprenticeships@hull.ac.uk or **01482 466373**.

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A Business at the Heart of the Community

In this issue of Business Intelligence we have a chat with Steve Eastwood, whom many of you will know through his work with the Hull and Humber Chamber. We hear about his new role, how two like-minded companies have become one and find out about his unerring commitment to the Humber region.

As past President of our Chamber, and as a Chartered Insurance Broker with over 30 years' experience in the industry, there can be few people with Steve's understanding of the challenges faced by businesses in the region.

Steve has recently taken on a fresh challenge, joining the insurance broking arm of Sutcliffe's, a long-established Grimsby company, just as they became part of another respected independent insurance brokers - Alan Boswell Group. What you may not know is that both Sutcliffe's and Alan Boswell Group have a long-standing tradition of providing both individuals and businesses with customer-focused independent insurance advice. So, when Alan Boswell Group acquired Sutcliffe's, their shared values and similar approach to business made them a natural fit.

"Whether you've stepped into Sutcliffe's in the past or visit us today at Alan Boswell's, you'll receive a personal service that's tailored to your

needs. You'll see familiar faces from the Sutcliffe's team and a few new ones too, like me" explains Steve.

"When you make an appointment, you're not given a specific time allocation. We'll find the right insurance for you, however long it takes, making the effort to understand your business, the sector within which you operate and your personal circumstances too. We'll provide the right cover, at the right level and, should you ever need to make a claim, we'll be right by your side.

"Insurance is important – you don't know how important until something goes wrong, and by that time it's too late. That's why it's crucial to dedicate time to finding the right insurance. We don't charge by the hour – we do things properly. If your current broker isn't prepared to spend that time, it's time to find an alternative.

"Given the added expertise of Alan Boswell's



350 support staff, including loss adjusters, an underwriting team and a risk management department (which is highly unusual for an independent insurance broker), we're able to provide specialist support for our customers.

"Experience has shown me that customers receive far better results when making a claim when insurance brokers have an in-house loss adjusting team, as they apply their in-depth knowledge of the policies to support their claim. That's one of the reasons why we're the preferred supplier for a number of high profile schemes and businesses.

"In essence, the journey that's taken the business from Sutcliffe's to Alan Boswell's means customers receive straightforward, independent advice, as they've always done, but with more clout and more support systems in place. Yet we remain independent, independently audited and, as Chartered Insurance Brokers, we work within what is, and always should be, a highly regulated industry overseen by the Financial Conduct Authority.

"One of the things that most attracted me to the job was Alan Boswell's long-held commitment to the local communities they serve across the

"Insurance is important – you don't know how important until something goes wrong, and by that time it's too late. That's why it's crucial to dedicate time to finding the right insurance. We don't charge by the hour – we do things properly. If your current broker isn't prepared to spend that time, it's time to find an alternative."



East of England, just as Sutcliffe's has been committed to Grimsby. As someone born and brought up in Hull, who's spent almost all of my working life in the Humber area, I share that commitment and I couldn't imagine living anywhere else in the world. The Humber region is a great place to live and work, with vibrant urban areas, beautiful countryside, a stunning coastline, a fascinating history and a lot of really lovely people.

"Just as I'm committed to serving the local community, so too has the Humber community supported me. Many of you will know, and indeed many of you contributed to, our fundraising efforts which enabled my son to receive life-saving, life-changing medical treatment in the US. Diagnosed with an aggressive tumour, at one point he was given just twelve months to live, now he is in full remission – so now is my chance to say thank you.

"Supporting local charities is deeply important to me. In the past, I've taken part in a number of events in support of Dove House Hospice – I've trekked in the Himalayas and stepped out on the Inca Trail too. Back in 2013 I completed Hadrian's Walk in support of the

Teenage Cancer Trust. I want people who find themselves in the position my family did, to find the support they need at such a difficult time.

"So I'm pleased to have found an employer that takes the same approach, supporting charities such as the Big C cancer charity - for whom they've raised over £70,000 - and community groups like sports clubs, making a difference to the communities they serve. What's great about Boswell's is that local staff have input into the choices made about which charities are supported.

"As a business, we're also committed to using local suppliers wherever we can - we've kept all of our local Grimsby suppliers, supporting the local economy, which is ethical and makes sound business sense, as we benefit from a smooth, reliable service too. So good is our relationship with our suppliers that many of them are also our customers, turning to us for their insurance needs.

"In fact, more broadly, one of the things I like best about working for Boswell's, unlike some of the large insurance firms, is the independence that the local branches are afforded. As a business, we are Chartered

Insurance Brokers recognised by the Chartered Institute of Insurers, meaning we are committed to following industry best practice and giving independent advice.

"As an individual, I also have Chartered Insurance Broker accreditation, plus decades of experience in the industry. Boswell's gives experienced staff a great deal of autonomy, allowing us to truly tailor our services to meet the needs of each customer. Our high standards are reflected in the Gold-Trusted Merchant status we've been awarded by Feefo for consistently receiving high customer service scores.

"Visit us in Grimsby - we won't simply read off a computer screen and you can be assured of receiving a personal, personable service. That's the key difference between finding your insurance online, with one of the large providers or with an independent broker, like Boswell's. Choose the latter and you can simply step into our office and talk to us – we're here to help."

For straightforward, independent insurance advice in the Humber area, contact Alan Boswell Group, call **01472 872872**, email **grimsby@alanboswell.com**, visit **www.alanboswell.com** or pop into your local branch.



Bonus Arena, Hull – A Venue of Infinite Versatility

In this issue of Business Intelligence, we take a look at a venue that has been making its mark since it opened this summer and have a chat with General Manager Dan Harris about his first few months at the helm.



Music legend takes to the stage

When Van Morrison stepped on to the stage of the Bonus Arena, Hull on 30th August – he officially opened a stunning new venue in the region.

"Van was the perfect fit for our opening night,

with his legendary status and incredible back catalogue of songs" explains Dan, "he performed a great set of his strongest tunes on the night." The audience went on to enjoy two encores by the music legend - a rare event - and a rousing endorsement of the venue.

Since then, the Bonus Arena has welcomed many acts through their doors with more lined up over the coming months including Madness, Boyzone and Boy George and Culture Club. A wide-ranging calendar of events that features comedians, dancers and films in concert, plus the UK Seniors Snooker Championship, ensures the venue has a broad appeal.

A legacy of distinction

A major legacy of Hull's 2017 City of Culture status, the Bonus Arena represents an investment of around £36million. The inspiration of Hull City Council, and owned by

them, the Bonus Arena is managed by SMG – the largest management company of its sort in the world. Their expertise is unsurpassed with a portfolio that includes the Manchester Arena, Metro Radio Arena Newcastle and the First Direct Arena, Leeds, to name but a few.

What you may not know is the breadth of events for which the arena can cater, from meetings to trade exhibitions, conferences to parties, award ceremonies to banquets. You could book all or part of the building for your next corporate event – from the main auditorium to break out spaces ideal for smaller meetings.

Full of possibilities

Designed by AFL Architects, the Bonus Arena creates a striking landmark in the city. It is also an adaptable, state-of-the-art venue which includes a 3,500 capacity multi-purpose auditorium, with retractable seating

and acoustic walls that can be moved and configured in a number of ways.

"The arena has been designed with flexibility in mind, the format can be changed quickly and easily as it is modular in design, making it a very versatile space," explains Dan. "There is nothing like it in the city, the beauty of the design is that we can offer a single room right up to the whole venue.

"We could host anything from a meeting for a dozen people to an annual general meeting and everything in between. In one week alone, we hosted a formal dinner for a local law firm, the Hull Daily Mail Digital Awards and the Hull FC Player Awards Ceremony."

State of the art facilities

The Bonus Arena, it is clear, is suitable for a wide variety of events and a venue furnished with all of the equipment and services that corporate clients expect, from audio visual equipment to WIFI and catering services.

Visitors have the option to use the food and beverage outlets onsite or to have their event fully catered for by the expert in-house team, who collaborate closely with clients to meet their specific requirements, from sandwich lunches to five course meals.

Inclusivity is key

Accessibility is integral to the design of the building - with the entire venue, including the stage - wholly accessible. Features include a flat entrance, automatic doors, lifts to all levels, accessible toilets, a changing places room and wheelchair positions with carer seats - whilst the adjacent 350 space multi-storey car park also aids ease of access.

Experienced team at the helm

In Dan, they've found a manager, with demonstrable experience of managing venues in the region, including the Plowright Theatre and Baths Hall in Scunthorpe and he is ably assisted by expert teams in each location.

"Our teams are vibrant and energetic, always going the extra mile for our customers. They understand the venues well and truly believe that nothing is impossible. Our team at the Bonus Arena acknowledge the capability of the building, they are not restricted nor defined by the external limits of the building and fully understand what the building can do."



Customer service focused

"We want our customers to have a positive experience from start to finish. We put the customer at the heart of all our activities - whether ticket buyers or corporate clients - all of our work is centred around delivering an excellent customer experience. Our team is welcoming and professional - ensuring visitors receive a warm smile upon entering the building.

"We understand that people are often joining us for a special event, like a birthday or anniversary - or simply want a few hours escape and entertainment. We want them to laugh, smile and have a collective experience of fun and enjoyment, so when they leave, they feel they've had a good night out and been well looked after."

Supporting the local economy

"Since the venue opened, visitors have travelled from across the UK and Europe to attend events," observes Dan. "We're pleased there has been a corresponding boost to the local economy with hotels, shops and other businesses benefitting from tickets holders' pre and post event visits.

"We work closely with other venues in the city too and have a positive relationship with them, so much so, that we are looking at organising events

across a number of venues. Even if we couldn't act as host, we would always prefer that an event stayed in Hull - benefitting the local economy."

Rooted in the community

"Moving forward, we've been excited to learn that the arena sits squarely in the council's plans for the regeneration of the area and we hope to see the local community benefit, as they have done around our First Direct Arena, Leeds.

"The Bonus Arena is here to benefit the local community and since we've opened, we've engaged with local schools and charities about possible future events too.

"We've also been pleased to welcome a very established and well-known local company on-board as the sponsor of the venue," explains Dan. "Bonus Electrical are the perfect fit for a venue which is focused on serving the local community, as they are one of the longest established family-run businesses in Hull."

The Bonus Arena is a major new conference and event space in Hull - venture through its doors to find out more.

www.bonusarenahull.com
hull@smg-europe.com
 01482 456220

"Since the venue opened, visitors have travelled from across the UK and Europe to attend events," observes Dan. "We're pleased there has been a corresponding boost to the local economy with hotels, shops and other businesses benefitting from tickets holders' pre and post event visits."

Offers at the Bonus Arena, Hull



Conference and events offer

The Bonus Arena has a number of different rooms to cater for a wide range of events.

Whether you're hosting an awards ceremony with a sit down dinner for 600 people, or you're looking at hosting a large scale exhibition and require several breakout spaces, the Bonus Arena can cater for your event. Our rooms feature state of the art audio visual equipment and are perfect for meetings, conferences

and AGMs as well as larger events. For further details and to arrange a visit email hull@smg-europe.com or call 01482 456224

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Local Cyber Security Expert is the First in the UK to Achieve New SonicWall Certification

Dean Clark, Technical Services Manager at Genesis Business Systems has passed his exam and is now a certified SonicWall Network Security Administrator (SNSA).

The SNSA training is designed to teach engineers SonicWall specific network security technology and the skills to implement and configure the firewall appliance and security services successfully.

Genesis Business Systems is committed to staff training, they encourage their employees to undertake relevant training and gain accreditation when possible. By undertaking regular training, they ensure they have excellent industry knowledge which can be passed on to their customers.

The SNSA course enables technicians to configure, monitor, manage, and optimise the SonicWall Network Security firewall appliances running SonicOS effectively, to defend against evolving and emerging network and cyber security threats.

The exam was taken online and monitored via web cam to ensure traditional exam conditions were adhered to. Dean was the first in the UK who took the exam directly from the training and might be the first in Europe to have achieved this certification.

"I'm really pleased to be one of the first people to pass this course and look forward to using my new skills to help me in my role at Genesis" Dean said.

Dean's achievement will complement the wealth of cyber security knowledge and experience that already exists within the business.

About SonicWall

SonicWall offers an extensive technical training curriculum to its partners, customers and employees to enhance their knowledge and maximise their investment in SonicWall products and security applications.

<https://www.sonicwall.com/en-us/home>

Genesis Business Systems

We work with several partners to provide next generation network security, with a dedicated team of cyber security experts that can help keep your business safe online.

We can work with businesses to provide full IT support, including hardware, telephones, business software development, including mobile applications.

www.genesisit.co.uk

Contact information

Rebecca Reed
Genesis Business Systems
01482 210999
rebecca.reed@genesisit.co.uk

Yorkshire Instrumentation Expert Goes E-Commerce!

Pulsar Instruments Plc, a leading manufacturer and supplier of noise measurement equipment since 1969, announces the arrival of their new online shop. The e-commerce site has been developed as part of Pulsar's ambitious growth plans and with the strategic aim of supporting export sales around the world.

"The addition of the e-commerce function brings to completion a project to redesign our website with our customers first in mind; streamlining menus, simplifying navigation, building responsive layouts across desktop, tablet and mobile, and, most importantly, providing our noise measurement products directly to them within just a few clicks!" enthuses Simon Rehill, Pulsar's General Manager.

Customers will find everything they need for compliant noise measurements on the website, including noise meters, dosimeters, noise-activated warning signs, acoustic calibrators and other accessories. In addition, people responsible for staff welfare and health & safety can now book onto Pulsar's popular noise training courses online too.

"We believe we've made the product buying process as simple as possible. However our friendly team are still on hand to offer one-to-one advice and product support as always," says Simon.

The website still has all the great content people already love, including solutions for managing and controlling noise, guides on how to protect people from noise-induced hearing loss, and advice-focused blogs. So Pulsar Instruments encourages everyone to visit and explore the site.

Take control of noise today and visit www.pulsarinstruments.com



Professional Firms in Partnership Approach to Protect Rural Health Services

A partnership initiated by Hessle-based Agencia is providing a lifeline to health services and expanding at a rapid rate with the recruitment of more business advisers and increasing numbers of doctors, dentists and pharmacies.

Primary Care Direct has recruited seven more businesses this year to help GPs and federations modernise the way they work.

Helen Gibson, Managing Director of Agencia, said: "It is increasingly difficult for single-handed GPs to operate. GPs and federations are having to be much more commercial and business focused and take on leadership roles in a way that they didn't have to before.

"We help with with shaping business strategy, right through to mobilising and implementing services, supporting providers that deliver day to day services and procedures and also preparing for CQC inspections.

"We were already doing the change management side of it and we set up Primary Care Direct because other needs were identified. The aim is to pull together all the best primary care industry experts – finance, legal, HR, property – and offer a more comprehensive service.

"There's nothing else like it and we haven't finished yet. We are targeting other organisations and we have some approaching



Helen Gibson (right) of Agencia with Lisa Geary of Capsticks.

us as Primary Care Direct develops and adds more skills."

Agencia and national law firm Capsticks formed Primary Care Direct in 2016 along with BHP Chartered Accountants and DKJ, a bid management specialist. This year the group has recruited seven new members bringing expertise in finance, marketing, property and various clinical services.

Lisa Geary, a Partner in Capsticks' specialist healthcare team, said: "Ultimately it's all down to improving patient care and ensuring the sustainability of primary care. GPs are facing huge challenges. Working at scale now is something a number of practices are having to consider to remain viable and maintain patient care and that has led to a big upturn in practices looking to merge."

Economical Mercedes-Benz Atego is a Clear Winner for Direct Trade

Leading window, door and conservatory fabricator Direct Trade treated itself to a special 20th birthday present in the shape of 15 fuel-efficient Mercedes-Benz trucks.

The Doncaster-based manufacturer acquired its new Atego rigids – six 12-tonners and nine 7.5-tonners – from the local branch of Northside Truck & Van, the reigning Mercedes-Benz Trucks Dealer of the Year.

They are Direct Trade's first Mercedes-Benz trucks, although it is a long-standing operator of Sprinter vans which also wear three-pointed stars.

Direct Trade ordered the Atego after trialling a 7.5-tonne demonstrator. Transport Manager Dave Smith recalled: "Our previous trucks in the same weight class were returning 16 mpg at best, but the Mercedes-Benz produced a figure of 21 mpg.

"An improvement of five mpg and more represents a very substantial cost saving for



the business. The drivers really liked the Atego too, which was another factor that weighed in its favour – keep your drivers happy and they'll perform better at the wheel."

Explaining why it specified two sizes of vehicle with box or curtainside bodies, Mr Smith said: "Access at some of the factories and building sites to which we deliver can be very tight. The

fleet profile offers the best combination of flexibility, efficiency and productivity."

The Atego are being inspected and maintained under contract by Northside. "We enjoy an excellent relationship with the Dealer through our operation of the Sprinters," he continued. "Its 24-hour servicing capability is invaluable – it means we can get vehicles into the workshop at night, so they're always available for use when we need them."

Mr Smith added: "These smart, modern trucks are helping to promote a very positive impression of our business."

Established in 1998, Direct Trade operates from a 90,000 sq ft facility at which it manufactures PVCu windows and doors, composite and bi-folding doors, and conservatories.

www.directradeltd.co.uk

Daniel Usifoh (left) and Joe Oughtred



Gateway Procurement Launches in Hull

A team of experienced procurement specialists in East Yorkshire has launched Gateway Procurement - a full service procurement consultancy based in Hessle, East Yorkshire.

Established in July 2018 by MCIPS qualified procurement professionals, Daniel Usifoh and Joe Oughtred, the company provides bespoke consultancy and outsourced procurement support to companies across the UK.

Services include supporting businesses with all aspects of cost optimisation, opportunity analysis, procurement strategy, sourcing, contract reviews, tenders and interim management. The company also provides bespoke training, coaching and mentoring services, supporting the development of procurement teams and practitioners at every stage of their careers.

Daniel Usifoh, Gateway Procurement Director, explains: "We are here to help businesses of all sizes to optimise their costs and improve procurement performance in a sustainable and strategic manner – increasing efficiency, improving profitability and driving business growth. Our aim is to unlock value, by delivering a flexible, transparent and honest service that delivers real, measurable results."

Prior to forming Gateway Procurement, the team established and headed up the centralised indirect procurement function at the William Jackson Food Group. Daniel's previous roles

have included procurement positions at Asda and Reckitt Benckiser, whilst Joe has spent his career working in a procurement capacity for major organisations across the manufacturing, retail, waste and foodservice sectors.

Joe Oughtred, Director at Gateway Procurement, said: "Our unique experience and approach sets Gateway apart. We are not career consultants – we are time-served procurement professionals, with an excellent track record in delivering sustainable cost improvements for successful businesses across a range of industries and categories.

"Clients will benefit from our hands-on experience and proven approach, delivered using the latest best-practice procurement tools, techniques and processes."

As part of the company launch, Gateway has invested in dedicated offices on the Waterside Business Park in Hessle, and a new company website at www.gatewayprocurement.co.uk.

For a free opportunity assessment or to find out more about Gateway and its services, visit <https://gatewayprocurement.co.uk/>. Alternatively, call **01482 645844** or email enquiries@gatewayprocurement.co.uk.



Dog Fitness Centre Adds New Dimension to Eznat's Extra Care

A company which made its name designing extra care housing for people has now branched out into a project to improve the health of dogs.

Hull-based Eznat played a key part in the business planning of start-up company Fit4Dogs by securing permission for the change of use of a unit at Beckside Court in Beverley from industrial to a canine hydrotherapy and wellness centre.

Meanwhile Eznat is continuing to build on its core activities with projects in Hull and in West Yorkshire which are specially-designed to provide extra care for the occupants.

A new development in Hull will house four individuals who have complex medical health issues and who need care on-site to enable them to live with a greater degree of independence.

Thirteen new two-storey homes across two sites in the Marfleet area of Hull all have wider doors and staircases to make it easier to fit stair lifts, and each property has two parking spaces. Some also have ramped access to the front door and level access to the living room, kitchen and downstairs loo.

Joe Bvumburai, Director of Eznat, said: "Our background is in housing associations and we specialise in extra care housing. Over the years that work has led to us being involved in more general business opportunities, but a hydrotherapy centre for dogs is definitely one of the more unusual projects."

The centre provides a pool and an underwater treadmill and is designed to help dogs which are recovering from injury, need to lose weight or which have arthritis or neurological issues.

Joe said: "The building had been empty for some time but because it was previously a warehouse we had to apply for a change of use. It was straightforward for us and it enabled our client to proceed with an investment which will bring something different to the area."



Joe Bvumburai,
Director of Eznat.

Class of 2018 Makes Way for New Arrivals at Educare Nursery

Graduation day was one of the highlights of an amazing 20th anniversary year at Educare Nursery in Beverley as more than 100 guests turned out to bid farewell to the class of 2018.

A total of 45 children, some of whom arrived at Educare as babies, have now moved on to primary schools around the region.

New arrivals are now benefiting from a bigger and better facility with completion of a first-floor extension which has increased capacity to 110 in the nursery and 40 in the out-of-school club.

David Whincup, owner of the family business, said the extra space is essential as demand increases for free childcare.

The government offers 15 hours of childcare free of charge every week for three and four-year-olds without conditions. Parents who work more than 16 hours each and earn less than £100,000 per annum between them can claim a total of 30 free hours every week for three and four-year-olds. There is also a government offer, with conditions, of 15 hours free childcare for two-year-olds. Our Nursery Director, Kerry Gillett, can answer any questions about eligibility for funding.

David said: "The increased demand which has resulted from offering free places has proved very challenging for some nurseries and there



Children celebrating at graduation day at Educare Nursery

have been closures because of cost and complications.

"We celebrated our 20th birthday in May and over the years we have invested heavily, improved services and recruited excellent staff. We're still doing it now with the first-floor extension. We've come a long way since we

opened in 1998 with just 24 children!

"Graduation day is something we introduced four years ago and while it was sad to see so many of the little ones moving on it's exciting to look ahead. With the Class of 2018 moving onwards and upwards we've got space for new arrivals – but places are filling up fast!"

Are You Looking to Team Up with a Local Charity?

It supports children with Down Syndrome in Hull and the East Riding, assisting families and professionals in all aspects of the care and education of children with the condition.

Now, the Downright Special charity is looking for support from businesses to enable it to reach out to more families in the local area.

Down Syndrome is a randomly occurring genetic condition caused by having an extra copy of chromosome 21 and people with the condition will have some degree of learning disability. But with the right support in place, they can go on to live long, valued and fulfilled lives.

Founded in 2007, Downright Special is the only organisation dedicated to providing this specialist support in Hull and the East Riding and has offered emotional, practical and educational support to over 100 local families over the past 11 years.

From weekly specialist play and



learning groups, training for parents and professionals, and social activities, to educational and outreach support for schools and nurseries, bringing families together, working with health services, and fundraising, the charity's door is always open.

Charity Manager Gillian Bowlas said: "It costs more than £90,000 per year to keep Downright Special running, with everything we do directly benefitting the children we support.

"Although we've been generously funded in part by grant-making bodies over the years, we don't receive funding from statutory bodies, and we're reliant on community organisations, businesses, individuals and volunteers to keep going.

"Teaming up with more businesses is something we're very keen to develop as a charity, whether it be through event sponsorship, donating services, equipment, or time, becoming their Charity of the Year, or taking part in challenges, every penny helps to support more families."

If your business would like to get involved, e-mail office@downrightspecial.co.uk or call **(01482) 420160**.



Be part of our next chapter – Choose one of our venues for your next event

Hull Culture & leisure offer a comprehensive and unique range of facilities and cater for a wide range of events. We have an impeccable reputation for functions in Hull with over 20 years' experience between our team hosting banquets, exhibitions, award ceremonies and weddings. Our venues are a range of historic buildings located in the heart of the city centre.



Hull City Hall hosts classical orchestra concerts, exhibitions, graduation ceremonies and dinners. The Mortimer suite can accommodate up to 300 guests and the Victoria bar is perfect to host a drinks reception.



The Guildhall consists of glorious meeting rooms and has a grand banqueting hall and reception room. It is a licensed wedding venue and ideal for a dinner dance or a conference to impress your guests.



Ferens Art Gallery has one of the finest regional collections in the country and holds the most beautiful dramatic collections of art work throughout. Ferens is the perfect location to host an exhibition or a drinks reception.

Hull has become a tourist point which everyone is talking about. Our locations are in the city centre, walking distance from the train station and a few minutes' drive to the A63. For all conference and event enquires or to view our facilities please contact our Catering & Hospitality team on 01482 614304 or email Catering&hospitality@hcandl.co.uk

www.hcandl.co.uk | [Facebook](https://www.facebook.com/Venuehull) | [Instagram](https://www.instagram.com/Venue_hull) | [LinkedIn](https://www.linkedin.com/company/venuehull) | [Twitter](https://www.twitter.com/Venuehull) | [YouTube](https://www.youtube.com/channel/UC...) | [YouTube](https://www.youtube.com/channel/UC...)



The Freedom Centre provides the ideal venue for business meetings, conferences, parties or weddings. We can cater for small meetings from 2 delegates to large conferences for up to 300 delegates and parties or weddings for up to 180 delegates.

The centre boasts three modern suites of different sizes to accommodate any event, the Freedom Gym and a full catering service is available from our onsite Café. We have ample free car parking and Wi-Fi. Our dedicated events team will ensure that your every need is met and that your expectations are exceeded.

We would welcome you to visit the venue to see the suites on offer and what a difference The Freedom Centre makes to the local community of East Hull.



97 Preston Road, Hull HU9 3QB
Tel: 01482 710100 Fax: 01482 710179




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To find out more call one of our events specialists on
0161 923 0339
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£4.1 Million Investment Paves the Way for Growth



Ellgia provides commercial waste management and recycling services to public and private organisations across the East of England, including the North Lincolnshire and Humber area. Such is their success that this year Ellgia were named 'Independent Operator of the Year' at the MRW National Recycling Awards – beating ten other short-listed companies in the category.

A regional, independent company, with roots in a family business, Ellgia pride themselves on maintaining the ethos of a family-run business with the capability of a larger concern - in essence being small enough to care but large enough to cope. Providing real solutions for their customers, Ellgia tailors their services to meet the specific requirements of each customer.

With four depots around the East of England, the company is well placed to provide services across the region, but a £4.1 million investment in their main waste facility at Scunthorpe, means they have greater capacity and better facilities than ever before.

Founded in Cambridge in 2011, with just one driver and one customer - the company has gone from strength to strength and they now have 120 employees and 100 vehicles working across the region - a success born from a leadership team that has over a century of experience in the corporate sector.

One way in which Ellgia are distinct from many of their competitors is that their infrastructure is entirely self-sufficient and is not reliant on contractors nor third party companies - meaning their customers receive a more reliable service.

Ellgia now serves 7500 customers across the region including those from the manufacturing, construction, logistics, healthcare, bioscience, retail, hospitality and leisure, residential, heavy industries, agriculture, education, printing, automotive and defence sectors. Their clients include Addenbrooke's Hospital, phs, Biogen and Cambridge University Press – amongst many others.

In recent years, Ellgia's turnover has exceeded £20million, with more projected over the coming year, yet where some companies become more distant from their customers the larger they become, Ellgia has chosen a different path, continuing to keep their customers at the heart of all they do.

Ellgia has built up a reputation for going the extra mile for their customers, with a team



that is accessible, always being on hand when needed, whether to deliver training to staff or to provide customer service, advice and support.

Their service is professional and compliant and in a highly regulated sector, at a time when both the production and disposal of waste are facing more public scrutiny than ever before, this has never been more important.

Another factor that marks Ellgia out from their competitors is the value they add to their customers, helping them to cut down on the waste they produce. In fact, they aim to help customers get rid of their waste entirely, and where it is produced, manage it in as environmentally friendly a way as possible, recycling what remains into fuel. A fuel of such quality that it needs no further refinement by those companies that utilise it.

Time and attention are given to educating and consulting with their customers and prospective customers, in order to help their operations run as efficiently as possible. So there is no unnecessary outlay on waste collection

services, meaning customers receive a cost-efficient service too.

In a financial climate in which every cost must be justified and accounted for, their services come with real-time reports – including CO2 trackers - which are accessible 24/7. So customers can see the progress that's been made and make evidence-based business decisions moving forward.

As Operations Director Jack Lavington explains, "we are continually looking at ways our customers can improve their waste management performance and having a portal - designed with their needs in mind - where real time information is accessible and digestible - meaning they can make decisions based on robust, up-to-date information".

Ellgia, it is clear, are leading the field in the provision of efficient, effective waste collection and recycling services in the North Lincolnshire and Humber region. For more information, contact info@ellgia.co.uk, call **01724 27 72 99** or visit www.ellgia.co.uk



Utilitywise - Official Chamber Energy Partners

Winter is coming!

Fix your energy prices now

Although, it may not feel like the cold weather will be here anytime soon given the recent heatwave, winter is only a couple of months away so it's time to think about fixing your energy contracts before prices increase in the colder months. Our market experts predict that prices this winter could be a third more expensive than they are today, so it's important to act as soon as possible.

Why are energy prices forecast to increase?

Last winter, energy prices were five times higher

than the average winter price as we were struck by the Beast from the East - brr! The pesky Beast caused gas storage to deplete at an alarming rate which caused energy prices to spike. As a result European gas storage levels are currently 30 TWh below last year's levels. To put this into perspective...this is almost 20 times the amount of gas that the UK is using today, which is why prices are likely to increase this winter.

What should you do?

Our immediate advice is to switch to a fixed price contract to avoid getting hit with any future price rises. Fixed price contracts fix your energy unit price at the rate you agree them today. You can arrange this contract within 12 months of

your current contract end date and prices can be fixed for up to five years...great eh!

We aren't making this up...

Back in April 2018, our energy experts advised businesses to fix their October 2018 contract starts immediately for 24 months. Businesses that followed our advice saved themselves 23% on their wholesale gas cost and 18% on their wholesale electricity cost!

Not bad for a quick contract switch, eh?

So, to take advantage of the peace of mind a fixed contract will give you, call us on **0333 000 0132**, email **help@chamberenergysolutions.co.uk**

Source: Utilitywise Market Intelligence Team

New Home for AA Global as Expansion Continues

A language and translation company which has expanded to become one of the UK leaders is on the move to new premises as it prepares to welcome more recruits to its team.

AA Global Language Services Ltd has moved its Hull office into the second floor of Stonefield House in King Edward Street, Hull.

Kirk Akdemir, CEO of the company, said the new location in the heart of the city centre is more convenient for staff and the improved working environment, with more than 3,200 square feet of open plan space, will bring benefits for clients.

Kirk founded AA Global in Worcester nearly 30 years ago and opened the Hull office at the side of the Marina with a team of just two in 2011. The company is a corporate supporter of the Chamber's International Trade Centre and its expertise in the public and private sectors has driven significant growth.

Six new people have joined the business in a variety of interpreting, translating and accounts roles in readiness for the move and 20 of the



Kirk Akdemir (right) and AA Global's General Manager Andrei Sparling preparing to leave the company's offices at Hull Marina.

total of 25 are in Hull. AA Global also has around 14,000 translators and interpreters operating worldwide and covering more than 500 languages and dialects.

Kirk said: "That international network makes us one of the top five providers in our sector in the UK and we are recruiting more full-time staff. We got to the point where we just couldn't expand any more at the Marina so we began to

look elsewhere.

"The location of our new office is very convenient and much closer to the public transport network and the main shopping areas. It's also a better working environment – with everyone in an open plan office on the same floor we will be able to provide an even better service for our clients and that will support the next phase of our expansion."

Business Travellers - Be Prepared

If your employees travel on business, you have a legal and moral obligation to consider their health, safety and well-being whether they're in the UK or abroad. Unfortunate events such as hurricanes, earthquakes or health issues, combined with the increased threat of terrorism is making many businesses pay much more attention to how they look after their employees wherever they are in the world. It was surprising however to understand that 60% of SME travel managers surveyed in 2016* (according to Buying Business Travel) reported that they had no traveller security plan in place

Whilst the risks for travellers will differ according to the destination, our checklist below will help ensure your travellers are well prepared in advance of a trip.

Consider issuing a pre-travel checklist that includes the following:

- Check the latest travel advice provided by the Foreign and Commonwealth Office
- Make a note of the nearest British embassy or consulate in case of an emergency
- Ensure your traveller profile is up to date
- Make sure your colleagues have your emergency contact details and full details of your itinerary



- Take more than one type of payment method such as credit cards, debit cards and cash
- Familiarise yourself with the local culture and etiquette via travel guides and online resources. A good website for straight talking travel advice is Rough Guides.
- Make sure your mobile phone can be used abroad and has roaming enabled. Consider leaving your phone's IMEI number with a friend or family member, to help block or locate the phone if there's a problem
- If you plan to drive abroad, make sure you have your licence with you and that it's

current and valid. Remember - driving laws may be different from what you're used to so check the rules before you go. The AA has a good country by country guide for drivers.

- Make a note of your passport number and take a photocopy with you, or store it securely online
- Fill in the emergency contact details in your passport. This will help government officials to contact next of kin if you have an accident.
- International terrorism is a serious threat that can occur anywhere in the world. Ensure your travellers are briefed on how to minimise the risk and know what to do if they find themselves involved in a terrorist attack.

If you're wondering how to implement a duty of care strategy for your business travellers, visit the website, or contact Good Travel Management for your FREE guide to Managing Business Travel Risk and Duty of Care, walking you through the essential steps to protect your employees, from delayed flights to large-scale crises.

www.good-travel.co.uk
0330 004 0520

The Big Wins from our GDPR Compliance Journey

I've had the opportunity to share my thoughts on various aspects of GDPR in the past, but with the 25th May now behind us, I've taken the time to reflect on our initial compliance journey at OpenCRM, the steps we took and the big wins we achieved.

Alongside a more robust and sharpened Data Security policy, the process of GDPR compliance has strengthened the way we operate as a business, improved the way we engage with our customers and streamlined the way we collaborate as a team.

The Ripple Effect

It was without doubt that the introduction of GDPR was going to mean a complete evolution of our Data Security policies and procedures, after all, the goal posts had moved. But the nature of developing this process led us down avenues of further evolution across the business. Through the new requirements we faced, we found new best practices, technologies and methodologies emerged, allowing us to get some big wins in other areas of the business as well. Discussions around capturing consent led to new Account Management steps. By exploring how we retain data we found new technology features with cross department benefits and engaging with expert consultants helped to broaden our infrastructure capability.

The Big Win – Evolution breeds evolution; by taking the time to explore new and exciting

changes in our Data Security policies other interconnected processes benefitted from the best practices we uncovered.

Enhancing our Customer Focus

For us, GDPR was a great project as it was purely focused around our customers, ensuring we were doing everything in our power to secure their data. Whilst we all aim to put our customers at the front and centre of everything we do, often our product, processes or people can be cause for the focus to slip.

It helped to reaffirm the clarity of what we do and why we do it. As a software provider, we're here to build tools that not only help businesses manage what they do but ensure they do it in the right way – GDPR epitomised that and helped remind us of what it's all about – our customers!

The Big Win – GDPR gave us the opportunity to put the customer at the front of what we do! It helped remind everyone what really matters and re-energised the entire business.

The Benefits of Empowerment

For the nature of our GDPR project in particular, we knew we needed to extend our open company culture to enable us to look objectively and honestly at where we were and how we needed to change to meet the challenges. We gave the project the maximum authority it needed to rewrite some key areas of our business, but above that, we gave the project team the authority to challenge all that was put in front of them.

We knew granting this authority would be essential, we needed our team not to be afraid of challenging if something was truly correct or suggest how to do something better. It didn't

matter if that was to one of our newest starters or to me as the Managing Director, we had to apply the due-diligence to achieve the right result.

The end result? A Data Security policy we're truly proud of and can fully get behind. The level of challenge and scrutiny meant we couldn't rest on our laurels, we covered all the angles and accounted for the risks.

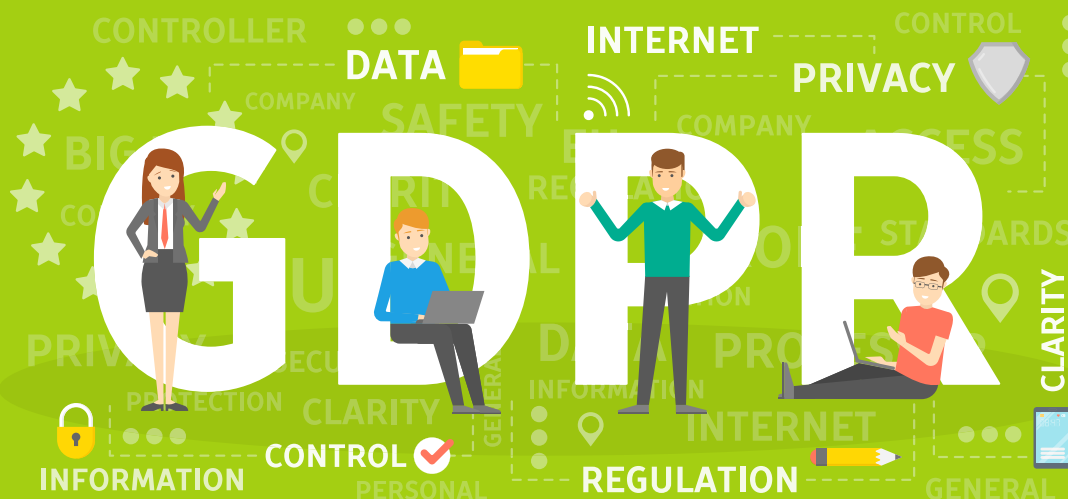
The Big Win – By giving our GDPR team the maximum authority, we fostered the approach we needed. Hierarchy can undoubtedly cause barriers, if you break them down, you can achieve the best results.

Whilst I don't believe the ICO (or anyone really) has really got their heads around the impact GDPR will have on the tech industry, I'm proud of what we've accomplished. Alongside a robust security framework, we've felt the wider benefits of an open and enthusiastic project that's bred evolution in many different areas, empowered our staff to ask questions and helped us set our sights back on what matters, the customer.

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



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



be everywhere



09:25 - We engage to build audiences that last a lifetime!

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03:02 - We help you influence and grow your customer base!

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Myles Shaw receives GCW's engraved Patrons Plaque from Anne Tate at his premises in Freeman Street, Grimsby.

Chamber and GCW Join Forces to Make History...

Grimsby Carpet Warehouse (GCW) has made history by becoming the first business to advertise on the Hull & Humber Chamber of Commerce's new website.

The Grimsby business, which was founded in 1945 and is now run by Managing Director Myles Shaw and his brothers from their Freeman Street premises, also became Chamber Patrons as part of the deal which saw them take a banner advert on the Chamber's website.

Myles was presented with GCW's Patrons Plaque by the Chamber's Northern Lincolnshire Manager Anne Tate.

The Chamber's External Affairs Manager, David Hooper, said: "It has been an absolute pleasure to work with Myles and his team on this project. GCW is an ambitious, forward-thinking Grimsby business which is going places and is opening up new markets as far afield as America, so we were thrilled that Myles agreed to be part of this Chamber 'first' with the banner advert."

Myles said: "I am an enthusiastic Chamber Member and sit on the Chamber's North East Lincolnshire Council, so I was very pleased to work with Anne and David on this new development which I hope will benefit both businesses.

"I was delighted to receive my engraved Patrons Plaque and we will give it pride of place. Our business has grown rapidly in the last few years and our Carpet Runners arm is also doing very well. We are looking to expand what we do into the Hull and East Yorkshire area, so this was

a great opportunity to let people know that we are here.

"We can see from our website's analytics that we are already getting plenty of interest from across the Chamber region, so I am very pleased with the results so far."

The Chamber's Northern Lincolnshire Manager, Anne Tate, said: "Myles and his team are a real asset to the Chamber and I was delighted when they won the Forrester Boyd Business of Excellence Award at the Northern Lincolnshire Business Awards in May. It was well deserved and I look forward to continuing our excellent relationship."

David added: "Of course we hope it will be the first of many adverts on the Chamber's website and if any other businesses are interested in advertising with the Chamber, then please give me a call on **(01482) 324976**.

James Legal Shortlisted for Prestigious Award - for Second Year Running

James Legal have been shortlisted in the 'Law Firm of the Year: Small' category of the prestigious Yorkshire Legal Awards, for a second time.

This shortlisting places the legal services company, which has offices in Hull and Beverley, alongside the top firms in Yorkshire and recognises their fresh approach to the legal industry and their outstanding work on behalf of clients.

The dedicated team will find out if they have won at a dazzling ceremony due to be held at New Dock Hall in Leeds on October 11.

This is the 18th year of the Yorkshire Legal Awards, which mark a real highlight of the Yorkshire legal industry annual events calendar.

The awards' website reads: "Launched in 2000 to recognise the outstanding talent across our region... the categories of awards cover everyone from the biggest corporate firms to leading barristers, from senior partners to rising stars."

James Legal Managing Director and Solicitor Nick Miller established the firm in 2009 with two solicitors, specialising in business law, and it has since grown tenfold. The award nomination continues to highlight the firm's growth.

Commenting on the awards shortlisting, Nick



said: "I am delighted about this recognition, mainly for our team, who are lovely people, fantastically talented and utterly committed to what they do.

"We are motivated by offering people the best possible legal support - coupled with being

approachable and caring in how we deliver that. If this official recognition makes people more aware of what we offer, then that is fantastic".

For more information about James Legal, visit www.jameslegal.co.uk or call **(01482) 225566**.





Business Centre Shakes Up its Milk Order in Conservation Drive

A business centre in Hull is sending a message in a bottle to back the mounting campaign against plastics pollution.

The Deep Business Centre has ditched daily deliveries of plastic pints in support of the conservation concerns highlighted by its partner, The Deep aquarium.

Instead the centre has asked private dairyman Fred Adam, its milk supplier for 14 years, to go back to glass even though it will cost more to cater for the 40 business clients and their staff of around 200.

Freya Cross, Business and Corporate Manager at The Deep, said: "We provide all our clients and their visitors with free hot drinks and that means using a lot of milk. At home I have only ever used glass bottles and when Fred told us he could make the change here we signed up straight away.

"The cost is higher but we think it's worth it to protect the environment so we are going back to glass bottles to send a message about conservation. In doing that we are supporting the aquarium, which is at the heart of marine research and conservation and which highlights the threat of plastics pollution as part of its exhibits."

Fred embarked on his dairy duties 41 years ago and said glass is gaining in popularity among customers who are increasingly aware of environmental issues.

He said: "The industry has changed so much. For a while it was all glass bottles. Then the poly took over because of cost and convenience, but now demand for bottles is increasing gradually.

"I get the milk from a farm less than 25 miles from Hull and I deliver 140 pint bottles a week to The Deep Business Centre, taking away the empties so they can be cleaned and re-used. I love to see more people using glass because it is better for the environment."



Private dairyman Fred Adam with Sue Waterhouse, a receptionist at The Deep Business Centre.

Do You Need Some Divine Insight at Your Next Event?

A new service from Divine Clark PR and Insight Photographers is bringing events to life, live, across social media platforms with high quality images and meaningful updates, while the event is in progress.

This new service is aimed at organisers of conferences, seminars, festivals and business celebrations, who are busy managing their event. Divine Insight allows them to get on with what they do best, safe in the knowledge that their social media is active, engaging and professional.

Jess Clark from Divine Clark PR says:

"Divine Clark PR is a Public Relations and social media management company and Insight Photographers are experts at capturing the perfect images. Together we work at events, pre-armed with the organisation's key messages, culture and ethos. We take photos and interesting video clips, vox pops etc., and upload them throughout the event. We can run a live blog and upload it to the website, share, follow and engage guests and provide a commentary of the event while it is running."

"Quite often event organisers are so busy they get to the end of the day without getting out a

camera or smart phone. Worst case scenario they maybe managed to get a photo of the empty room before guests arrived and a snap of the audience from the back of the room. As the event photographer, Andy gets stuck in, taking images of the audience from the front of the room, close-ups of the speakers and he can also talk to delegates to get short vox pops. We then upload this content throughout the event, focusing on particular sessions or workshops as they happen. We also pick out the key messages and one-liners from the speakers, soaking up the atmosphere and excitement."

"Working in this way means it doesn't just last for the one day, as we build momentum, quoting delegates after the event, tagging and continuing the conversation, which is where the marketing team can pick up where we left off."

For any enquiries please email jess@divineclarkpr.co.uk or andrew.crozier@insightphotographers.co.uk.

Congratulations

Forrester Boyd, one of the leading firms of independent chartered accountants in Lincolnshire and the Humber region, is pleased to announce notable achievements from three of their trainee accountants.

Luke Cottam, Will Watson and Alex Sawden have all been awarded First Class BSc Degrees in Accounting and Finance by BPP University in London. The degree is combined with the regular ACA papers which means that the three students will leave the programme with both their first class degree and the full ACA certificate. They will sit their advanced ACA papers in November 2018 with results due in January 2019.

Luke studied maths, law and psychology at John Leggott College in Scunthorpe prior to joining the firm in September 2013. He completed Level 3 AAT during his first year with Forrester Boyd and then moved on to the combined degree programme.

Luke said on his degree 'It can be difficult balancing work and study at times but receiving a first has made it all worthwhile, and I am very happy with the achievement.'



(L-R) Will Watson, Alex Sawden & Luke Cottam following their Graduation ceremony at the Guildhall, London in July

Will agreed, 'It has been difficult to find time for a social life while juggling full time work and a degree, the results put it all in perspective'.

Will began his training with the firm in August 2014 following his studies at John Leggott College, Scunthorpe. He began studying for his last three ACA exams in August.

Alex joined Forrester Boyd in November 2014 having studied at Franklin College previously. Alex works at our Grimsby office specialising in Audit.

Alex commented 'Thank you to the firm for enrolling us onto the degree course, the grades that we all achieved is reflective of the support that the partners gave us throughout the degree programme.

Training partner, Kevin Hopper said: "Luke, Will and Alex have had to put in a tremendous amount of work into the qualification and have been rewarded with this first class qualification - well done to all three."

Chantelle Ellis, Head of HR said: "It was a gamble trialling these students on this new training programme and we are pleased that Will, Luke and Alex have done so well as to have achieved a first class degree. I have no doubt that by January they will all hold the prestigious ACA qualification too, and then they can finally get their social lives back!"

The firm currently has a 30+ strong team of trainees studying various accountancy, tax and financial services qualifications. FB employs over 160 people and is committed to the training and development of professionals in the Lincolnshire and Humber region.

Five Steps to Effective Business Security with Reality Solutions

There's a large amount of variety regarding business security solutions. Knowing what your investing in and if it will work productively alongside your current IT estate is key. So, we're offering our advice to you; Reality Solutions five steps to Effective Business Security.

Step #1 – Managed Anti-Virus

Protecting your system against viruses is like dealing with a moving target. Once an antivirus program knows how to block known malware, suddenly a new, unknown threat appears potentially to infect your workstations and servers. Managed Antivirus can help your system proactively stay ahead of all malware threats, both known and emerging.

Step #2 – Remote Management Package

Remote Management gives you access to a comprehensive set of tools efficiently to secure, maintain and improve your IT

overhead. In a single dashboard you can have access to tools such as; Patch Management, Web protection, Prescriptive data analytics, Data break risk intelligence, Managed Anti-Virus, Remote Access, Automated monitoring and maintenance.

Step #3 – Disk Encryption

Endpoint Encryption is a simple-to-use encryption for companies large and small. Take advantage of the optimized setup that speeds up the time to adoption for admins.

Step #4 – Managed Cloud Wireless Access Points

View an online dashboard for real-time analysis of your wireless network. Unlimited scalability under one centralised controller. Cloud Managed Wi-Fi is currently one of the hottest topics of this year to date. Cloud Wi-Fi has the capability to remove the requirement of a Wi-Fi controller (Hardware) and replace this with a cloud service.

Step #5 – Managed Offsite Backup

An IT disaster can strike at any time, so preparation is key. An effective backup and recovery solution is critical to protect your customers and ensure business continuity. Backup and Recovery is business class protection of your customers' servers and workstations, fully integrated with your RMM dashboard.

All these solutions can be provided and managed by Reality Solutions and maintained by certified technical engineers. To receive further information or If you are looking for any advice on what solutions could work best for you, get in touch.

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Alex Balchin in the brewery Alex
Balchin at Wold Top Brewery



Taste of the Yorkshire Coast Impresses Beer Judges

Two beers from the Yorkshire Wolds have been voted amongst the best in the world after winning medals at the International Beer Challenge 2018.

Wold Newton based Wold Top Brewery's first gluten free beer, Against the Grain, impressed the judges in blind taste tests and was awarded a silver medal in the Speciality Beer Category, whilst its blonde beer, Wold Gold won a bronze medal in the Ale Category.

The medals are the latest in a long line of award wins for the brewery, now in its fifteenth year, as demand for its beer increases both at home and increasingly abroad.

Alex Balchin, Wold Top's Brewery Manager said that they were delighted with the awards: "Gaining recognition from the International Beer Challenge for the quality of our beers is a real compliment and an amazing achievement, especially as there are so many new and exciting products coming out of the beer world."

Against the Grain, 4.5% ABV, is made from lager malt, maize, hops and yeast and is a

premium full flavoured bitter beer with a good creamy head, refreshing bitterness and citrus aftertaste. It also won a silver award in the Premium Bitters & Pale Ales 4.5% to 4.9% category at the SIBA regional keg awards 2017.

Wold Gold, 4.8%, is a mix of Wold grown Barley, Wheat and Cara malt hopped with Goldings and Styrian hops that give it a soft, fruity flavour with a hint of spice. It also won best in show at this year's London Beer Competition.

The International Beer Challenge aims to reward and promote excellent beers from around the globe providing brewers with a platform to express their beers.

Industry leading experts on the judging panel included beer writer Jeff Evans and a range of expert judges including former brewers, beer buyers, independent beer retailers, writers and broadcasters.

Wold Top Brewery was founded by in 2003 and is located on the Mellor family farm at Hunmanby Grange, near Filey. The team brew 26,000 litres of beer a week in a bespoke brew plant using home grown barley and water from the farm's borehole.

CEO Sleepout UK

Big hearted business people of Hull and East Riding will swap suits for sleeping bags for one night to help others. Will you join them?

CEO Sleepout is a charity set up to fight homelessness and poverty. Our fight is funded with money raised by people like you – big hearted business and community leaders who pledge to sleep outdoors for one night to raise awareness and sponsorship from their business contacts and friends. We put that money to work fighting homelessness and poverty in each of our host cities.

Emmaus Hull and East Riding is one of our partners in our Hull Sleepout.

Emmaus is a solution to homelessness that comes with a challenge. They provide a home, bed, board and a small allowance for people who have experienced homelessness.

When someone goes to live at the Emmaus Community, he or she agrees to work five days a week in one of our social enterprises to the best of their ability. Emmaus companions, (the residents), also come off welfare benefits and agree not to bring drugs or alcohol into the Community. When a person hits rock bottom, they find their way back, not just through handouts but by the challenge of work and taking responsibility. It really works.

Eventually the community becomes self-sustaining and any profit that is made is given back to charitable projects: 'solidarity'.

The Orchard in Hull is a purpose built Community that is a home for 30 formerly homeless people. This also includes a Furniture Superstore, a Community Café and Learning facilities.

For every £1.00 invested at Emmaus there is a saving of £11.00 for social government.

What are you waiting for? **BOOK YOUR PLACE TODAY!**

ceosleepoutuk.com/hull

Find us on twitter: **@The_CEOSLEEPOUT**
Use hashtag: **#CEOSleepoutHull**

Facebook: **facebook.com/ceosleepoutuk**

If you have a medical condition please check with your doctor before participating.

VIP Energy Proud to Sponsor Westella & Willerby FC for the 2018-2019 Season

Hull based energy brokerage VIP Energy are proud to announce that they have sponsored the first team kit for local footballing side Westella & Willerby FC this 2018-2019 Season.

Westella & Willerby FC are members of the Humber Premier League and play their home games at the Hilltop Sports Club in Cottingham which, as a club, they have called home since 2008.

VIP Energy are part of a group of sister companies to VIP Communications in Hessle who have been providing business mobile telephones to companies in Hull and beyond for over 25 years.

The new group company VIP Energy has been set up to help businesses all over the region benefit from reduced energy bills for their business premises. VIP Energy work with all major energy suppliers and have accreditation to supply green energy through their partners at ENGIE.

Managing Director Ian Stainthorp said of the partnership "VIP Communications are very proud of the work we do in the local community; supporting charities such as Emmaus, Hull & East Yorkshire Mind and other local sporting organisations. The opportunity to work with Westella & Willerby FC to gain great exposure for our new VIP



Energy brand was an easy decision to make and we wish the team all the best for the new season ahead."

Working with VIP Energy can save businesses both time and money as they take away all the headache of searching for competitive quotations by providing you with a full, easy to understand market

comparison. Combining that with their considerable expertise and knowledge of the industry they are then able to recommend a tariff best suited to your business needs.

To find out more about VIP Communications, VIP Energy or any of the VIP group companies please visit www.vipcommunications.co.uk

Exam Success at Chartered Accountants

The team at cbaSadofskys Chartered Accountants is celebrating with Jack Lewis who has recently completed his studies to become ACCA qualified.

Jack, 25 from Hull, started his accountancy career at cbaSadofskys in 2014 following A-Levels at Wilberforce College and BSc (Hons) in Accounting at the University of Hull.

Ricky Field, Director at cbaSadofskys says:

"At cbaSadofskys we are committed to developing our team and supporting everyone through their exams, to qualify as far as they want to."

"We are proud to employ committed individuals who always strive to develop their skills and knowledge further and we are all very pleased for Jack, who has completed his exams to become ACCA qualified. He has worked diligently throughout his studies whilst continuing to work full-time and now we are excited to see his career further unfold."

Jack says:

"I have valued the support received from cbaSadofskys throughout my training and I look forward to providing value to our clients, across a vast range of businesses and organisations around Hull and East Yorkshire."

"I feel very proud to have qualified and I'm happy that I am now moving on to the next stage in my career, with no more exams for the foreseeable future."



New Members

AFEX

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David Grech
Lincoln
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Jonathan Birtwhistle
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Graham Richardson
HULL
01482 730100
Small Sided football, Parties, Functions, Tournaments, Coaching

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01482 426068
Football Club

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York
01430 861400
Food Manufacturer - Dairy Products (Goats)

Whey Box Ltd

Will Latus
Hull
07711 511724
Retail of Protein Supplements (Foodstuffs)





Name: Neil Hill

Company: Humber Security Services Ltd

Job Title: Managing Director

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

My first job was working in a tannery on Wincolmllee in Hull. If you have driven past it you will know where I mean the smell is horrendous. My wage was a massive £100 per week.

What do you always carry with you to work?

My phone never leaves my side 24 hours a day. I promise clients if they need me I will be available, whatever the time.

What is the biggest challenge facing your business?

The biggest problem we have is finding the right staff, we are very specific about our needs. We cover millions of pounds worth of equipment and stock every night in our CCTV control room watching these live and not to relying on movement sensors only. This takes a highly skilled controller. Our new CCTV/alarm and fire installations are watched over by our installation manager who signs off every install to SSAIB standards.

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

Sort out this Brexit mess, it's harming us locally and the country will take years to recover should this carry on.

What can you see from your office window?

Roads and businesses, our head office is located in the city centre. Therefore, upon receiving a call to our control room, we can get our mobiles on your site quickly to deter potential threats.

If you could do another job what would it be?

I have no hesitation in this! A fishing presenter for the BBC, travel the world fishing in fantastic locations AND GET PAID FOR IT!!

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

Tenacity – I won't let a thing rest until I feel I have done the best I can for that customer.

Resourcefulness – In our business we come across many problem sites, that need that extra level of knowledge. Using the latest technology with our traditional services, we come up with some unique solutions for sites that have so far only been offered standard solutions.

Positivity – I feel no matter what problems a company comes to me with, I can and will sort out a solution that will reduce or eliminate their site problems. (Most of our clients haven't had a break in for years).

What was your biggest mistake in business?

I think the biggest mistake you can make is going in to business with the wrong people, you can't do it all yourself and the right people can make or break a business.

What advice would you give to aspiring entrepreneurs?

If you have a product or service you are passionate about, have researched it and know you can make it work, don't let anybody stop you, just go for it!

Who do you admire most in business?

A friend I met many years ago, who was told that his idea wouldn't work by his boss, banks, investors and friends alike. He saw the potential, sold his house to finance it, went for it and now earns about thirty million a year from that one idea.

Chamber Events Diary 2018

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

Beverly 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

What make 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 our directors have had association with in the past, have all had the same issues with site security, many in our area still have. But unfortunately most security companies work in the same manner. It can get very frustrating with the same problems recurring time and time again.

We look at a solution for the whole of the security problem, from basic guarding, to how companies pay for security and see if we could change security provision for the better. We believed we could and 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 look at 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 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 were included. Costs sometimes doubled the monthly agreed amount (call outs, alarm activations, engineer multiple visits, etc etc). Our companies never knew what to budget for each year and so we introduced "fixed price contracting" for the companies we work with. 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 community's 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 offers us unique insight into the local community and its businesses. It is both informative and forward thinking and will help us going forward to better understand 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 no exception.

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

Humber Security Services Ltd

5 Malton Street Hull HU9 1BA

Call us for a free site security assessment
and let us solve your site security problems

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