

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

December/January 2018/19

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Chamber
Bridlington
and Yorkshire
Coast Business
Awards 2018

Page 24-25



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13 30
24 41



CONTENTS

4-7	MEMBERS NEWS	28-31	MEMBERS NEWS
8-9	FOCUS ON LEGAL	34	INTERNATIONAL TRADE
10	MEMBERS NEWS	35-38	MEMBERS NEWS
12-13	MEMBERS NEWS	39	PATRONS NEWS
14-17	FEATURE: BUSINESS SUPPORT	40	FEATURE: WOMEN IN BUSINESS
18	MEMBERS NEWS	41-44	MEMBERS NEWS
20	MEMBERS NEWS	45	NEW MEMBERS
22-23	INSPIRATIONAL LEADERS	46	LAST WORD / EVENTS DIARY
24-25	COVER FEATURE		

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L-R: Ben Barber, B&G Managing Partner; Georgina Gibbon, B&G Residential Property Solicitor; Ian Kelly, Chamber CEO

Members Go Networking

Members got together on a very blustery day for the October Chamber speed networking and lunch event.

Hosted by Chamber Chief Executive Ian Kelly and sponsored by Solicitors Beetenson & Gibbon, the event was held at Chamber Patron's venue, Oaklands Hall Hotel at Laceby. Georgina Gibbon gave an excellent presentation on the work of Beetenson & Gibbon. Both informative and entertaining, Members commented it was one of the best pre-lunch presentations they had seen!

Any Members wishing to contact Beetenson & Gibbon about their services can do so by telephoning Jo Moorhouse, Business Development Manager, on **01724 847888**.



Chamber Events Diary 2019 **see page 46**



L-R: Claire Bromheld, Business Manager, and Alexis Powell-Howard, Managing Director, of Fortis Therapy & Training

Professionals Working with Children, Young People, and Families Invited to Mental Health Conference

Fortis Therapy and Training announces latest conference on World Mental Health Day

As World Mental Health Day put the focus onto 'young people and mental health in a changing world', a team of therapists, speakers, and trainers are giving professionals within the care sector the opportunity to develop their skills and knowledge.

Today, Fortis Therapy & Training announce 'Children and Young People's Mental Health', a day-long conference for those working with children, young people and families across schools, organisations, charities and local authorities. This is the latest conference from the award-winning business, who have tackled subjects such as mental health in

the workplace and a whole-school wellbeing approach, previously.

Alexis Powell-Howard, Psychotherapist and Managing Director of Fortis Therapy and Training, said: "We're incredibly passionate about early intervention. When you help children and young people early on, research has shown that the right support can have a positive impact as they become adults, too. We support young people with their mental health every day – our youngest client is just four years old – which is why it is so important to us to make this topic the focus of our next conference."

During the day, delegates will hear from expert speakers covering a variety of current topics, including TEDx speaker, Andrew Whitehouse of People First Education, who will discuss the link between special educational needs (SEN) and mental health,

and Ruth Fox, a published author who, due to her experiences, is an advocate for effective mental health support for children and young people. Alexis will also address attendees to speak about trauma and trauma support for young people, something that Fortis' team of associate therapists help with daily.

In addition to this, delegates can attend two of six informative and interactive workshops, which will allow them to explore the day's topics in more depth, taking home actionable ideas and strategies.

The Fortis Conference 2019 takes place at Forest Pines Hotel & Golf Resort, near Brigg, on Wednesday 15th May, from 9am to 3.30pm.

Early bird discounts are available with conference prices varying. Booking is essential. For more information, contact Fortis Therapy & Training on **01472 241794** and visit fortistherapy.co.uk/events.

Ongo Recruitment Secure Gangmasters License

Ongo Recruitment is now licensed to be able to recruit for businesses within the food industry.

From November, they can begin recruiting for this industry as they've secured their Gangmasters licence, issued by the UK Government.

To achieve this accreditation, the team had to undergo a rigorous inspection and audit by the Gangmasters licensing authority who looked into their processes, contracts, financial history of accounts, and audit on workers pay records and business systems.

The team will now be able to work with businesses in the following sectors:

- Agriculture
- Horticulture
- Any associated processing and packaging

This is alongside the existing five sectors Ongo Recruitment specialise in, which are; Engineering & Construction / Industrial & Warehousing / Public Sector & Admin / Education & Schools / Medical Sector.

Richard Green, Recruitment Manager at Ongo Recruitment, said: "We're thrilled to have secured our Gangmasters licence and it now means we can offer our recruitment services to even more businesses in and around North



Lincolnshire and means we are no longer limited to who we can work with".

"This is a brilliant step forward for us as an organisation to grow our services. All our profit is invested straight back into local homes and communities, so those that choose to do business with us are also doing their bit to

support their local community."

If you're looking for staff or have a role you're struggling to fill, get in touch with the Ongo Recruitment Team today to see how they can help your business to thrive.

Visit their website www.ongorecruitment.co.uk or give them a call on **01724 844848**

Myton Law Transport Strength Recognised in Legal 500

Hull-based specialist shipping, rail and logistics law firm Myton Law has been singled out as one of the top firms in Yorkshire and Humber for 'Transport' advice by Legal 500, which published its 2019 rankings yesterday.

"It is the first year that Myton Law has applied and we are delighted to be in Legal 500 the first time round", says director Scott Yates. "We are also pleased that, as well as our longstanding shipping and road logistics expertise, our strength in the rail logistics sector, a result of bringing Chris Thornes on board from DB Cargo UK in 2016, is acknowledged."

Legal 500 says, "The 'personal service' offered by Myton Law has been considered



Myton Law recognised for Transport in Legal 500 - 1 to 3
John Habergham, Chris Thornes and Scott Yates

to be 'excellent all-round and provide London standards at a very competitive cost'.

"The boutique firm focusing on shipping, logistics and international trade is adept at offering 'excellent legal advice on various complicated issues' across these sectors, in addition to having 'excellent rail industry experience'.

"The team have been highlighted as being particularly 'proactive in dealing with disputes', Scott Yates specialises in personal injury claims, applying a 'blend of legal expertise and commercial acumen', while the 'proactive and responsive' John Habergham has particular expertise representing clients in disputes arising out of carriage of goods by road, sea, air and rail.

"As joint head of the team alongside Yates and Habergham, the 'pragmatic' Chris Thornes applies a 'commercial and solution-orientated approach' to advising on large scale logistics projects."

The Legal 500 is compiled through detailed analysis of law firm submissions and interviews with general counsels and private practice lawyers.

www.mytonlaw.co.uk

<http://www.legal500.com/c/yorkshire-and-the-humber/transport>



Katy Duke, Chief Executive of The Deep, with João Falcato, President EUAC, at the conference

Conservation Key as The Deep Hosts Top Conferences

Producers of artificial coral, marine salt and venom gloves were among the exhibitors at a conference which brought leaders of Europe’s aquarium industry to The Deep.

Top of the agenda for the European Union of Aquarium Curators (EUAC) was plastics pollution, and there was a sharp focus on conservation and sustainability during presentations and workshops at The Deep Business Centre.

The conference, which last took place in the UK at London Zoo in 1990, followed only weeks after The Deep demonstrated excellence in service and sustainability in hosting members of The University Caterers Organisation (TUCO) in partnership with the University of Hull.

Katy Duke, Chief Executive of The Deep outlined its work and its success as a tourist attraction

and conservation centre, having attracted 7.5 million visitors since opening nearly 16 years ago.

She said: “The conference is great recognition for us professionally and a good opportunity for us to showcase the work that we do. It is also important to the region – for the majority of delegates this is their first visit to The Deep and to Yorkshire and we are generating business for hotels and restaurants.

“The event is the result of a year’s worth of planning and we attracted delegates from 30 different countries so we wanted to put on a good show and make sure they felt welcome and had a fantastic experience of Hull and everything that Hull has to offer.

“We have done a lot of work on plastics at the Deep and that is something that unites us globally now. Aquariums have an important role to play in terms of disseminating information. Our audiences are enormous and we are a great vehicle to promote plastics awareness and start making a difference in the work that we do.”

Moving in to the Future

One of our Chamber Members, Gilberdyke-based 4 Cladding Services, have been growing successfully over the past 15 years. In that time, the family business has established themselves as the leading vacuum-lifting hire business in the UK for composite and insulated warehouse panels.

Recently, the company established a sister business; Industar. Through bringing together local skills and enthusiasm, with Dutch engineering and design, Industar are quickly making a name for themselves in the electric mover and tow tug industry, helping local and national businesses alike to reduce manual handling in their places of work.

With a product range of electric movers that can move loads anywhere from 1,300kg up to 40,000kg, they suit all manner of applications, from materials handling in factories and fabricators, up to military equipment. Early customers of Industar have been the Environment Agency, Fire Brigades Union and defence organisations.

Looking to the future, Industar have recently brought on some new team members to grow their tightly-knit team by a quarter. As the business grows and new products are released on the market, this team will play an integral part of the business’s future success.

Two upcoming releases into the market for Industar are the new V-Move 5XL which can move loads weighing up to 50,000kg, as well as the new HGV trailer mover which will be available either as a 20,000kg and 40,000kg version.



SOSR as a reason for dismissal



By Teresa Thomas

Partner and Head of Employment at Wilkin Chapman solicitors

As a company boss, your New Year's resolution may well be to retain your most talented and loyal employees as you forge ahead with that restructuring you have been planning for a while.

However, on the other side of the coin there may be some individuals you wish to lose, or others who you anticipate may resist your proposed new methods. How then do you go about restructuring your workforce while remaining within the laws that quite rightly exist to protect our country's working population?

The answer may lay in a SOSR (some other substantial reason) dismissal – a 'catch all' reason for dismissal if the situation does not fall within one of the other four potentially fair reasons to

dismiss of capability, conduct, redundancy and breach of a statutory obligation.

But be warned, as a responsible boss you must establish sound justifications for your actions. If you do not, you are likely to come unstuck at an Employment Tribunal.

To best explain, let us look at some possible circumstances that may give rise to your need for a SOSR dismissal and how your process should begin:

- **There may be an individual who has always been troublesome, stirring the negative pot whenever an opportunity arises and disrupting the office harmony, but they never seem to have 'stepped over the line'.** A personality clash, or someone with a bad attitude will not alone justify a SOSR. Where is your evidence?

Has your appraisal procedure tackled this? Is the employee clear about any complaints against them? Has the company looked at other options or training? Do exit interviews cite the individual as a reason for leaving? What consultation has there been? These people are often difficult to deal with and you and the appropriate managers must use proper procedure to be confident in your case for a SOSR dismissal.

- **January 2019 you wish to re-organise the business. This is not to make redundancies, but to change the allocation of tasks, certain hours and roles in line with productivity. How do you deal with those employees who do not agree to the changes?** Yes, you can dismiss on the

wilkin chapman llp
solicitors



grounds of SOSR without having to reach a financial settlement, but ONLY if correct procedure is followed and documented. Relevant factors include have you consulted correctly and given reasonable warning? Is the change justified for business reasons and have alternatives been considered? Have you explored a voluntary agreement with the employee? How many others have accepted the change? Has any Trade Union that is recognised recommended the change? You must start this process fully equipped and determined to see it through.

- You have won a contract with staff working onsite for your client. The client, for no obvious reason, does not want an individual back on the job and has made it clear the contract will end if they do return. What can you do? You may well have grounds for a SOSR dismissal as a result of pressure from a third party, however you must try to

ascertain, in writing or email, what has the employee done to offend the customer (although they do not have to divulge this information), look to see if the contract gives them the power to refuse your employees' access to the site and you must be sure that you cannot redeploy the staff member.

Companies evolve and in doing so their structures and procedures will change. With this comes inevitable differences in culture, working practices and staff responsibility. Sound legal advice will guide you through such change, while ensuring as far as possible that your practices are reasonable, measured and fair to all.



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



HETA apprentices Ryan Hussey (left) and Christopher Edmond with visitors from Reckitt Benckiser (from left) Dean Richmond, Graham Maloney, and Neil Adams.

Engineers Plan for the Future with First Visit to £4.5-Million Training Centre

Engineering firms from across the region took a step towards future-proofing their businesses with a first look at a £4.5-million apprentice training centre.

Maintenance team leaders from Reckitt Benckiser (RB) travelled only yards from their Hull site to see how their recruits are progressing at the new home of Humberside Engineering Training Centre (HETA). Delegates from the Bradbury Group in Scunthorpe revealed that they were looking in HETA's shop window for apprentices to support their expansion drive.

In total around 100 visitors, including representatives from the Humber LEP and Hull City Council's economic regeneration team, toured the centre in Dansom Lane South, Hull.

Iain Elliott, HETA's Chief Executive, said: "This event is about giving employers an opportunity to see the new site and the improvements we have made. You will see dramatic change to

the facilities. There's no comparison. It's also a chance to see the improvements that we have made to the learning experience. We have about 85 apprentices and trainees in Hull this year and that's a good start."

HETA, which also operates training centres at Stallingborough and at Foxhills in Scunthorpe, opened the new headquarters in September after relocating from Copenhagen Road on Hull's Sutton Fields Industrial Estate.

Dean Richmond, one of the RB delegates, said: "It's good to come here and see the standards that HETA has now. It's a different level compared to the previous facilities and all the apprentices have only good things to say about HETA in terms of contact time and quality of learning."

Aimee Burman, HR and Payroll Technician at Bradbury Group, said: "We have had apprentices from HETA before and that went really well. They are still with us, and we are looking at taking more as we expand. Our apprentices came through HETA's Scunthorpe division but we wanted to see the new Hull site and it's an impressive facility."

Former Swimming Instructor Making a Splash with Fit4Dogs

A former swimming instructor has gone in at the deep end with a business venture which was supported by two fellow Chamber Members.

As founders of Fit4Dogs, Kirsty Skeates and her husband Mike are running rehab regimes for canine clients at the hydrotherapy centre.

The couple live in Bridlington where Mike works internationally as a marine engineer and Kirsty was running her own swimming school before taking the plunge with the new venture.

Her search for suitable premises took her to Becks Court, Beverley, and a unit which had been used for storage and was converted by Mike. Garness Jones chartered surveyors helped with the lease and architectural specialists Eznat secured the change of use to accommodate a hydro pool, underwater treadmill, physiotherapy area and storage space for doggie life jackets!

Kirsty said: "I built up more than 20 years' experience as a swimming teacher with people but I have always been involved with dogs and this is something I have always wanted to do.

"The big thing for me is raising awareness of the benefits of hydrotherapy for dogs. Arthritis is a problem for one in three dogs and the hydro pool is amazing for pain management. We also help dogs which are recovering from accidents or which have other medical conditions."

Joe Bvumburai, Director of Eznat, said: "We helped Kirsty apply for change of use of the building because it is no longer being used for industrial purposes, but East Riding of Yorkshire Council was very helpful and we were able to show that there is other property in the area which is not restricted to industrial use."

Charles Parkinson, Agency Surveyor at Garness Jones, said: "There are two units on the site. We brought the Twisted Angel Brewery in next door earlier this year and this is another interesting business."



Kirsty Skeates with Joe Bvumburai (left) and Charles Parkinson.

When is Your FOMO Going to Make You Look into a Claim for R&D Tax Credits?

FOMO – the Fear Of Missing Out

It's not often I am ahead of my time, but I wrote a blog about the Fear Of Missing Out on an R&D Tax Relief claim in December 2016 and published it in the New Year. I knew I was ahead of my time when my Social Media partner asked me what FOMO was!

Normally FOMO is the fear of missing out on something happening when your friends go out but it can be applied across a number of other areas, I am just repurposing it for the sake of R&D Tax Credits!

Well, if it hasn't done before, your FOMO should be twitching about now if you operate in any of the sectors below. HMRC and the Office of National Statistics have recently published the statistics for R&D Tax Relief claims processed for the 2016/17 tax year and finalised the figures for the 2015/16 tax year, which finally was closed to amended returns on 31 March 2018.

They make for some very interesting reading. Headline figures for all the claims submitted in relation to the March 2016 tax year show that a total of 43,040 claims for R&D Tax Relief were submitted, of these 36,820 (over 85%) were submitted by SME businesses. The total value of all claims during the year was a staggering £3.7bn of tax relief.

If you think those figures are significant, the initial figures for 2016/17 are even more staggering, so far HMRC have processed 39,960 claims of which 34,060 are from SME businesses, but there were still another nine months for claims to be submitted. This time last year the number of claims processed for the 2015/16 tax year stood at only 26,255 claims, so nearly 40% of all claims were processed after the statistics were published. If the same trend were to follow that would mean that in 2016/17 there would be over 66,000 claims an increase of over 50% on 2016/17.

Now I am not sure that's going to happen, as more companies become aware of the value of claiming, they try and claim within the current tax period and get the benefit sooner rather than later. That is sort of supported by our own anecdotal evidence and some statements from HMRC to the R&D Consultative Committee that they were struggling with the volume of claims in the period between January and March this year, such that their normal processing times of four to six weeks, were extended to nearly three months for claims submitted at the end of March.

Now here's why your FOMO should be twitching, the table below represents the total claims

Industry	Yorkshire & Humber Claims		Yorkshire & Humber (£m)	
	2015/16	2016/17	2015/16	2016/17
Agriculture, Forestry and Fishing	18	14	1	<1
Mining and Quarrying	2	2	<1	<1
Manufacturing	673	557	21	18
Electricity, Gas, Steam and Air Conditioning	5	4	1	<1
Water, Sewage and Waste	15	13	1	<2
Construction	93	77	3	3
Wholesale & Retail Trade, Repair	292	249	6	6
Transport and Storage	21	18	1	<1
Accommodation and Food	10	9	<1	<1
Information and Communication	647	618	25	24
Financial and Insurance	36	33	2	2
Real Estate	9	9	<1	<1
Professional, Scientific and Technical	489	436	21	22
Admin & Support Services	143	130	4	5
Education	26	23	1	<1
Health and Social Work	21	19	1	<1
Arts, Entertainment & Recreation	25	24	2	2
Other Service Activities	44	41	1	1
Total	2,570	2,275	90	85

under the SME Scheme for companies in Yorkshire and Humber. They don't publish the split of claimant sectors by region, so we have just taken a pro-rata distribution of claimant companies. Even though it's not 100% accurate, if you operate in one of these industries and aren't claiming you can bet your bottom dollar that one or perhaps more of your competitors are claiming and that will be giving them a distinct advantage both in terms of tax and accessing other sources of finance.

If your FOMO is going to get the better of you, you're in luck, through December we are going to be trialing a series of 15-minute phone calls with companies who want to engage their FOMO and determine whether their company has the ability to claim. Our #FindOutInFifteen promotion will allow you to have a no obligation discussion with our director, Simon Buldeel, to determine whether your company has a project that is worthy of a claim for Research and Development Tax Credits. To book a session go to www.calendly.com/Simon-Buldeel.

Finally, the 2018 Budget announced on Monday 29th October included one small change to the R&D Tax Relief landscape. Whilst only small this may have a significant impact on smaller

businesses paying notional salary and dividends to a director performing R&D or on overseas business, 'starting-up' and seeking investment in the UK through a UK Limited company, but offshoring their R&D to an existing entity. The change has applied a cap on the amount of payable tax credit in the event of the company making a loss in the year, where that cap is three times the total PAYE and NI Payments the company makes. Whilst the measure is designed to reduce the tax loss overseas in the latter scenario, it may well have a negative impact on the former, but if they have a history of paying dividends, they will have a history of making profits and therefore paying tax, so may not necessarily end up in a loss position. How this change may affect the government's desire to make the UK the best place for tech businesses to 'start-up' we'll have to wait and see!



Hull Accountancy Firm Expands with Appointment of New Employees

A Hull-based accountancy firm has continued its expansion with the appointment of eight new staff members including five professional trainees.

Smailes Goldie Group, which has offices in Hull and Barton, has seen rapid growth, enabling it to offer new jobs to local people.

The firm's new starters include Trainee in Agriculture, Bethany Tang, as well as Trainees, Zoe Matthews, Thomas Kipling, Jamie Shepherd and Nathan Lutkin. The latter four were recruited at the firm's regular trainee recruitment evening in April this year.

The professional training programme at Smailes Goldie has a strong national and international reputation. Two years ago, trainee Natalie Hoskins achieved the highest mark of all entrants worldwide in the Institute of Chartered Accountants in England and Wales' (ICAEW) Corporate Reporting exam.

A year ago, Mike Stocks and Luke Taylor were appointed as Partners of the firm, having both joined as trainees in September 2009.



In addition to the new trainees, John Auld has joined the firm as a Corporate Tax Senior, while Phil Leach and Gail North have joined in important support roles.

Nicki Shipley, a Partner at Smailes Goldie Group, said: "It is wonderful to be able to welcome all our new starters as we continue to grow the firm.

"We are especially proud of our training programme, which has been highly successful in giving young people from the local area the opportunity to embark on their professional careers and has even seen trainees work their ways through the ranks to become Partners."

Redmayne Bentley Celebrates Unprecedented Success at National Financial Awards

Towards the end of an extraordinary year for markets, the Beverley office of Redmayne Bentley is celebrating an unprecedented achievement after the firm received four awards at the Investors Chronicle/Financial Times (IC/FT) Investment and Wealth Management Awards.

The investment management and stockbroking firm has received awards in three categories:

- Best Full Service Stockbroker
- Best Stockbroker for Customer Service
- Best Self Select ISA

In addition, Redmayne Bentley has been named overall Stockbroker of the Year 2018.

The awards, which identify and reward the very best products and financial service

providers in the industry, were made possible thanks to investors' votes.

Speaking after the award ceremony at the Glaziers Hall in London, Matthew Frampton, Stockbroker at the firm's office in Ladygate, Beverley said: "This has been an incredible achievement and I, on behalf of Redmayne Bentley, would like to thank investors who voted for us to receive these important awards. I also thank all my colleagues for their daily efforts to provide outstanding service.

"In an industry where more online investment platforms are coming onto the market, this award demonstrates that investors genuinely value personal service, based on long-term relationships with clients, often across generations.

"For example, among the recent issues over which clients have contacted Redmayne Bentley are the turbulence and volatility in equity markets. In response, the firm's investment managers have reiterated that focus remains on structuring investment portfolios to be all-weather, remaining invested for the longer term."

Matthew added: "In addition to our award-winning investment management services, Redmayne Bentley remains as proud of its traditional stockbroking services as ever. The service is particularly suited to experienced investors or those looking for a high quality personal service with the ability to have an ongoing relationship with a qualified and experienced stockbroker."



From left: James Leeming of Highways England, Louise Cheeseman of Hull Trains, Kathryn Shillito of HullBID and Nigel Dibb of the Holiday Inn Hull Marina.

HullBID Members Briefed on Major Issues for City Centre Businesses

The woman at the top of Hull Trains highlighted the effort, innovation and investment which is behind the company's plans for the future as she addressed a business audience in Hull.

Louise Cheeseman, Managing Director of Hull Trains since February, told guests at a HullBID networking event that the company has five new trains due for delivery late in 2019 at a cost of £60 million. It is also working on plans to include stops at Hessle and North Ferriby, as well as an additional service to Cottingham and Beverley.

Ms Cheeseman said: "It has been a difficult year but it's one out of 18. Our crew are the best you will ever get. They are amazing and some of the things they do for our customers are way above what people would expect.

"We are a strong business, we are here for the long haul and we have strong investment. We have hit a blip but we will come back. It's lovely that everybody is so interested in Hull Trains but as an open access operator we stand or fall by our own success or failure. We don't have the government standing behind us ready to take the keys."

James Leeming, Senior Project Manager of Highways England, updated the audience at the Holiday Inn Hull Marina on construction of a footbridge over Castle Street and said "you will

see a lot of movement before Christmas".

Ojay McDonald, CEO of the Association of Town and City Management, spoke about the pace of change facing town and city centres and highlighted the opportunities presented by residential developments.

Kathryn Shillito, HullBID Executive Director, said: "I am grateful to all three speakers and to our audience for combining to create a remarkable networking event. It presented important updates and insight into three key issues which are affecting businesses in Hull city centre right now."

"We are a strong business, we are here for the long haul and we have strong investment. We have hit a blip but we will come back. It's lovely that everybody is so interested in Hull Trains but as an open access operator we stand or fall by our own success or failure. We don't have the government standing behind us ready to take the keys."

Some of the Best Tea Gifts and Accessories on the Market

If you've already checked out the Tea Enthusiasts online store at tea-enthusiasts.com, you may have spotted a few weird and wonderful festive tea trinkets dotted about.

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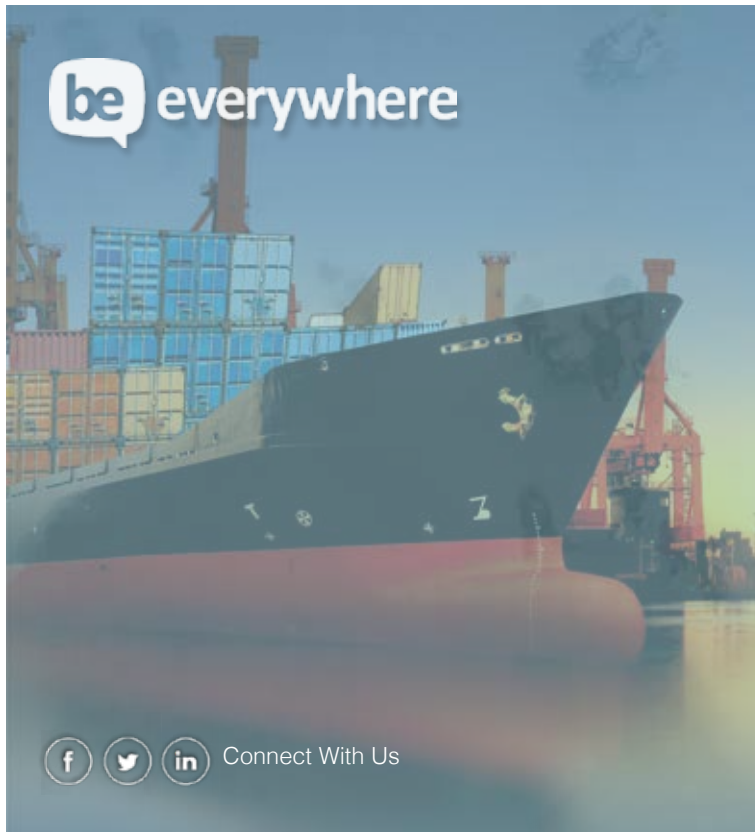
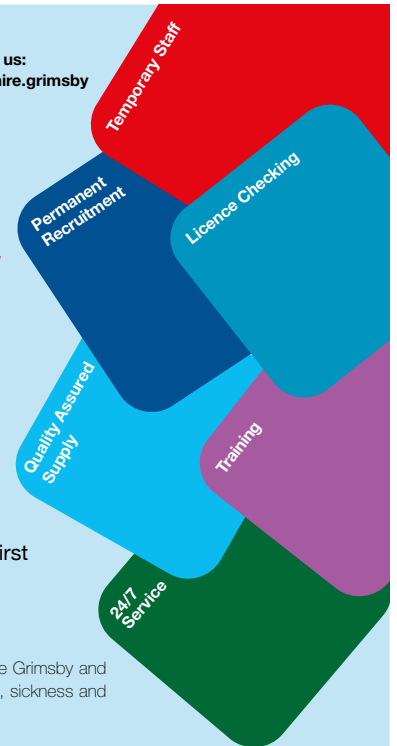
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Construction Monitoring for Property Developments

Beverley and Grimsby based firm of Chartered Building Surveyors, Delaney Marling Partnership (DMP) advise a vast range of clients on the condition and structure of all forms of built property.

Following the completion of the Hazlemere development in Grimsby, DMP is working with Transos UK Ltd., at Claremont House on the site located opposite.

The team was recently commissioned by Finedale Homes to monitor construction of the refurbishment and to provide quantity surveying support on the 19th Century red brick manor house, located within the central Grimsby conservation area.

Kevin Marling, Chartered Building Surveyor at DMP says: "This beautiful property was originally a home, occupied from the 1920s complete with serving staff. The building was turned into a residential home with an extension added to the rear of the property but has been derelict for a number of years.

As part of the project the extension was demolished to make land available for more housing and the large overgrown grounds have

been cleared to make way for twenty-two new houses, which includes some social housing."

"As chartered building surveyors we work with the client/contractor and monitor the progress of a development to report to the funders. Following each site visit, our reports assure the lender that the works are fit for purpose and the funding can be drawn down for the developer."

"We are pleased to say that the project is running very well, helped by the fantastic weather we've had over the summer. Good progress was made early on whilst piling the foundations which remained dry."

"This development is a two year project for DMP and we look forward to providing updates throughout."

For further information about any type of building project, please visit www.delaneymarlingpartnership.co.uk or call us on **01482 623955** or **01472 729964**.



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The Trading Game: Unlocking Growth Overseas



Mike Day
Head of Sales, Bibby
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When small business owners think of Bibby Financial Services (BFS), they inevitably think of an independent financial services partner to SMEs. While this is true, and we're proud to have been supporting and providing invoice, asset and export finance to UK SMEs for more than 35 years; what most people don't realise is that BFS's experience in supporting global trade dates back much further.

Our heritage in trade can be traced back to our parent company, Bibby Line Group. Founded by John Bibby, Bibby Line Group began trading as a shipping line in 1807, before diversifying into financial services and creating BFS in 1982.

Bolstering trade and helping UK businesses to export has remained an important part of our business strategy ever since: we now offer both Export Finance and Trade Finance, alongside our Foreign Exchange Services which we launched just two years ago.

Fast-forward to 2018 and we remain committed to encouraging and supporting UK SMEs as they strive to overcome barriers to exporting and unlock potential growth from overseas markets.

Navigating currency volatility

The HMRC recently reported that the UK exported £330.5bn worth of goods in the year ending March 2018, an 8.2% increase on the previous year. But while these figures are promising, the challenges faced by SMEs for trading overseas are great, particularly during times of political and economic uncertainty. Our recent Trading Places report identified the primary risks that both UK importers and exporters face in today's economic environment: currency fluctuations, administration, logistics management, and managing duty, VAT and freight payments.

Perhaps the greatest risk, and one that has been heavily impacted by Brexit discussions in recent weeks, is the depreciation of sterling and subsequent currency volatility. In early August 2018, the pound fell below \$1.29 for the first time in almost a year and hit a nine-month low against the Euro as a result of worries that Britain will leave the EU without a trade deal.

Indeed, our research has found that more than two-thirds (67%) of SMEs trading overseas have been financially disadvantaged due to currency volatility sparked by Brexit negotiations. Yet,



despite this, almost a quarter (23%) say they have never reviewed their foreign exchange requirements.

Foreign Exchange services (FX) can assist businesses in managing their exposure to currency volatility if they are doing business abroad, allowing them to convert the cash released from invoices to a currency of their choice.

An example are, BFS customer, Spirit Circuits, which designs and manufactures printed circuit boards (PCBs) for products in the fire and security controls, LED lighting and electronic vehicle markets. When doing business in China, Spirit Circuits buys in U.S. dollars and then sells in GB Pounds and Euros, as 30% of its sales are exports to markets including Europe, South Africa and the USA.

With access to an FX facility from BFS, Spirit Circuits now manages its exposure to currency volatility, reducing the impact it has on the business. This is just one success story; in fact, we have seen such demand for our Foreign Exchange services that we are looking to expand the operation throughout Europe, growing the proposition even further.

Driving growth for the future

For any business struggling with customers

with extended payment terms overseas, Export Finance can also be an effective way to manage cashflow, while also improving efficiencies with International Commercial Terms. It unlocks cashflow in unpaid invoices and, by providing specialist credit control support, helps businesses manage their debtors overseas. Export specialists can also help you to overcome the complexities of selling internationally by providing language, currency, time zone and legal support.

While it will never be possible to de-risk the exporting process completely, with the right support, the rewards associated with trading overseas far outweigh the challenges presented. Exporting can help SMEs reach larger markets that would have otherwise been impossible, as well as drive significant growth. Our research has shown that, on average, exporting accounts for 37% of annual turnover for those UK SMEs that sell overseas, highlighting the clear potential there for all.

As the government seeks to finalise its customs policy and avoid a no-deal Brexit, it's important that a favourable exporting environment is created to help encourage SMEs to embrace export opportunities and maintain this export boom.



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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**.

Ready when you are.

Awards Success for Chamber Member

Hull based hospitality agency VIP Matchdays are celebrating after taking the top spot in the 2018 Yorkshire and the Humber Enterprise Awards.

The Yorkshire and the Humber Enterprise Awards recognise the small to medium companies that have a positive impact on their customers in one of England's most instrumental economic regions.

The Awards operate under a merit-based judging system which ensures all shortlisted organisations, regardless of their size and/or longevity, are assessed fairly and thoroughly. They are given solely on merit and are awarded to commend those most deserving for their ingenuity and hard work, distinguishing them from their competitors and proving them worthy of recognition.



L:R: Laura Miller, MD & Christi Lees, Director

VIP Matchdays, which celebrated its third anniversary back in April, have been awarded the title of Best Corporate Hospitality and Events Management Company, after beating off stiff competition from across the region.

Katherine Benton, Award Coordinator discusses the success of this year's programme: "Home to one of Britain's most diverse economies, and containing cities established as leading centres of trade, Yorkshire and the Humber boasts a collection of traditional and modern businesses who are dedicated to promoting excellence within their industry. I am proud of all my winners and wish them the very best of luck for the future."

Commenting on the win, VIP Matchdays Managing Director Laura Miller said "VIP Matchdays started life over three years ago with a clear vision to offer outstanding customer service within a niche market of sports hospitality and corporate entertainment. To be recognised for these efforts in such a way makes me truly proud and I would like to thank our wonderful clients for nominating us for this award. To win marks a very special moment for us and I look forward to continuing our good work for many years to come."

JayJay Media Goes Back to Noughties Pricing to Celebrate Tenth Anniversary

JayJay Media is celebrating its 10th anniversary of corporate video and animation production, by going back to 2008 pricing. The talented team is offering cut price videos or an aerial drone shoot for businesses in the Humber Region, as part of their birthday celebrations.

JayJay have spent the past ten years working with some of the biggest brands and businesses in the UK, including household names such as Ronseal, Sky TV, Ideal Boilers, Smith & Nephew and BAE Systems. Having recently joined the Hull and Humber Chamber of Commerce, JayJay Media is now keen to share their knowledge and experience with the local business community.

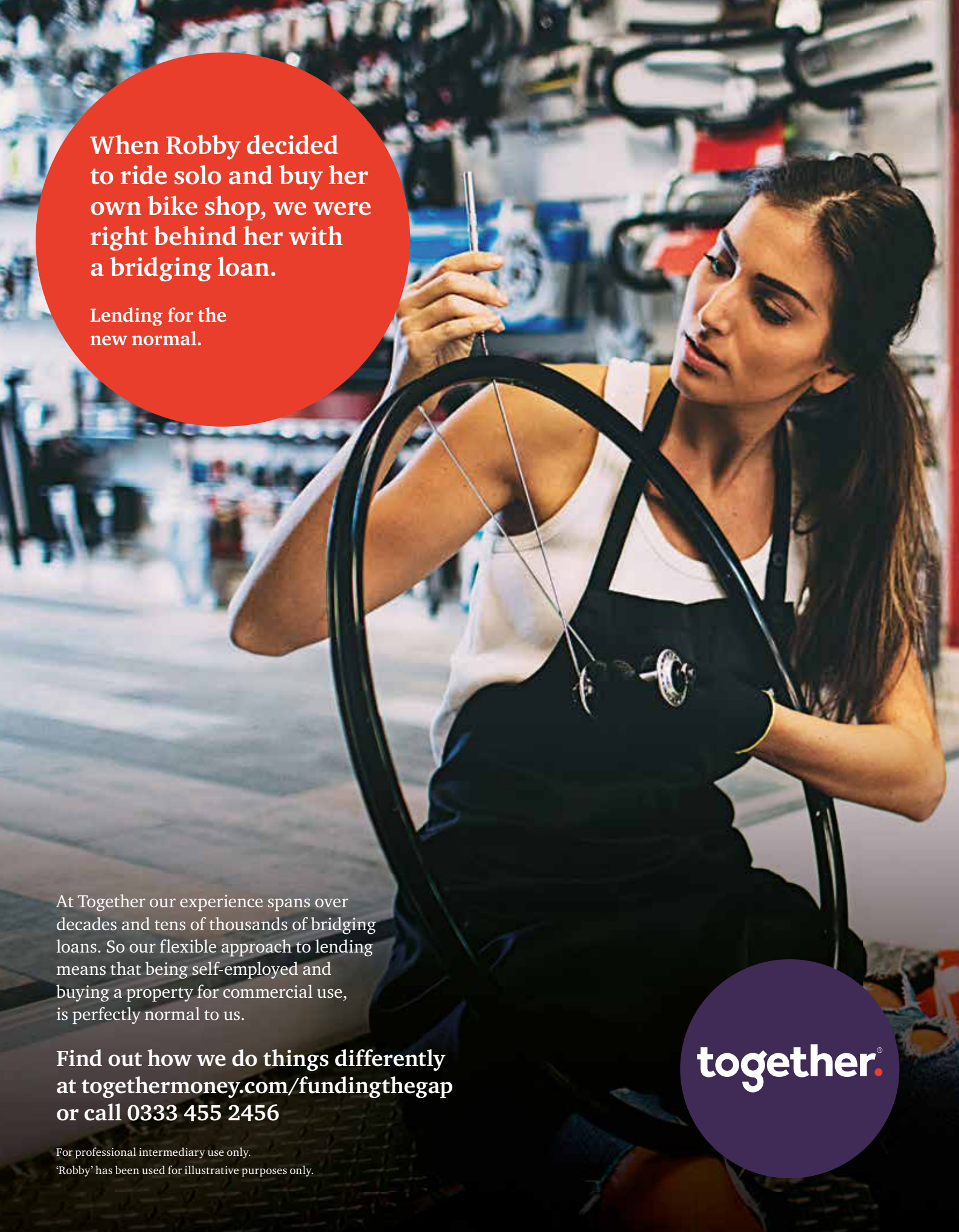
Headquartered at Brough Business Centre, JayJay Media was created in 2008 by producers Joe Sargieson and Jonathan Fell, and the team has since doubled in size with Kyle Bamby and Jack Hartevelde coming on board. Both local graduates, Kyle is responsible for post-production editing, whilst Jack specialises in graphics and 3D animation.

With the growth of mobile technologies, social media and YouTube, video is more relevant than ever. JayJay sees this as an opportunity for further growth and have expanded from its main production office in Brough to satellite offices in Leeds, Sheffield and London, to serve their national clients. The tenth anniversary seemed an apt moment for to look closer to home for new partnerships within the Humber SME sector. Joe, said: "We tend to build lasting relationships - our clients come back to us time and time again, so 90% of our work is repeat business. Our tenth anniversary offers are a great opportunity to show local businesses what we can achieve together in the Humber Region."



L:R: Jonathan Fell, Ian Wright and Joe Sargieson

"We tend to build lasting relationships - our clients come back to us time and time again, so 90% of our work is repeat business. Our tenth anniversary offers are a great opportunity to show local businesses what we can achieve together in the Humber Region."

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 and a black tire. The background shows a well-lit bike shop with various bicycles and equipment.

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Doing the Right Thing is Good for Business

In this issue of Business Intelligence, we speak to Roger Grannon, COO of KWL, a Hull-based company that has gone from strength to strength and learn the secrets of their success.

Founded in 2007, with the purpose of maintaining and repairing homes for Hull City Council, the quality and reliability of their work meant that KWL's portfolio soon grew.

Today, the business employs around 450 people and maintains over 25,000 homes for the local authority, other housing providers and private householders.

KWL's remit, however, doesn't stop there – the company provides several hundred vehicles and items of plant for Hull City Council and other clients, serviced and maintained at their multi bay vehicle maintenance and MOT workshop. The business also maintains and provides improvements for Hull City Councils 30,000+ street lights and undertakes commercial and industrial building maintenance and construction work.

As Roger explains, "Our team is extremely customer focused. We provide services that are prompt, efficient and delivered to a high standard - all for a reasonable price.

"We understand that people call us when they are in difficulty, so we visit as quickly as possible and complete the work in a single visit wherever possible, minimising the disruption.

"Our reasonable rates and high standards mean we've built up a steady stream of repeat custom. People come to us, keep coming back and stay with us long term – that's how we've received much of our work."

Given KWL deliver a number of public sector contracts, it's interesting to learn that a recent external audit found that the city council couldn't expect to find better value or quality elsewhere.



KWL undertakes larger refurbishment projects such as one at Queens House, Hull that converted vacant office space turned into 16 apartments. In addition, in the next 12 months KWL plan to start building new homes.

KWL is deeply committed to the local community and one way in which this is epitomised is by their commitment to inspiring the next generation.

"Every year we hold an open day," explains Roger, "which raises awareness of the opportunities that exist at KWL, with typically 90 potential employees attending.

"We also give talks at local schools and organise work experience placements. From

the outset, we were committed to training apprentices and we have directly employed over 130 apprentices since 2007."

With the skills gap a regular topic of conversation at the Chamber, it is interesting to hear Roger's thoughts on how best to combat this.

"Sometimes it can prove difficult to find employees with the skills you need, but apprenticeships provide a great way to employ people who'll develop the skills you require.

"Apprenticeships deliver huge benefits for trainees and businesses alike," explains Roger, "developing apprentices' skills and providing them with a career, whilst providing us with the

"I put time in my diary to visit different areas of the business and see the projects that are in progress, so I understand the challenges and acknowledge the achievements. You need to engage with your employees and make them feel part of the business."

skills we need to deliver our services into the future.”

“Apprenticeships can provide great opportunities for people. The vast majority of our apprentices are offered permanent jobs with KWL at the end of their training and we have high retention rates too.”

“Taking an apprenticeship is the path I followed myself, starting out as an electrical apprentice, before going on to supervisory, management and then executive roles.”

As COO, Roger is now in a diverse role which sees him oversee all operational aspects of the construction and building maintenance division, taking in both the high and lows this entails.

When asked about staff engagement, Roger is adamant that good communication is crucial, “it’s really important that senior management get out and about within a business and are visible.”

“I put time in my diary to visit different areas of the business and see the projects that are in progress, so I understand the challenges and acknowledge the achievements. You need to engage with your employees and make them feel part of the business.

“My best piece of business advice is to get to know your employees as individuals, understand what goes on in their world and recognise that there is more to everyone than the job they do.

“Not only does this lead to a better working relationship, but it often reveals skills and abilities of which you’re not aware – which may mean you can find people a role better suited to their skill set and benefit the business too.

“We are always working to improve communication, from formalising one2one meetings to testing a new communication platform, so colleagues can share their thoughts and ideas easily, even when they are working remotely.

“It’s important to listen to your colleagues and answer their questions. Staff retention is about so much more than a salary, it’s about having a good working environment and being appreciated.

“Enabling staff to get together in a non-work environment is enormously beneficial. We organise social events, like family days and charitable events, so colleagues who don’t work together can meet up.”

KWL also supports a number of local charities nominated by their employees, as well as supporting local events such as the Veterans’ Weekend and beach days, in addition to sponsoring the Ferens Art Gallery.

Their corporate and social responsibility is also reflected in their Investors in the Environment accreditation, in which KWL achieved the highest Green Level Award.



Roger Grannon, COO of KWL

This is an accreditation which necessitates businesses demonstrating their sustained commitment and systematic approach to reducing their environmental impact.

“Being environmentally responsible benefits the environment and it makes sound business sense too,” observes Roger. “For instance, waste timber from refurbishment projects

is donated to a local, social enterprise which provides training and workplace opportunities for disadvantaged people.”

“Cutting down on unnecessary journeys through better planning and reducing your use of fossil fuels, for example, reduces your bills and makes the business more productive. Doing the right thing is good for business.”



Chamber President Sally Booker



Lord Mayor of Bridlington, Colin Croft and John Hesp

Chamber Bridlington and Yorkshire Coast Business Awards 2018

The twelfth Chamber Bridlington and Yorkshire Coast Business Awards took place on Friday 19th October to recognise and celebrate local business success.

The event was held in the Royal Hall at The Bridlington Spa and was attended by business people from across the Yorkshire region. The compère for the evening was Blair Jacobs, a freelance Broadcaster, producer, voice-over and media-trainer based in the East Riding of Yorkshire. Since 1994, Jacobs has been working mainly for the BBC, producing and presenting radio programmes. He's also presented numerous regional television news bulletins for Look North in Yorkshire as well as fronting corporate videos for clients.

Firstly, the most significant announcement of an excellent evening was the news that both Geof Humphrey and Neil Watson would be retiring from the organising committee after the event. Geof and Neil have been by far the biggest mainstays and organisers of the event since 2007 and filling their shoes will be a stupendous task. They were each presented with the gift of a bottle of champagne by Chamber President Sally Booker, as a small token of thanks for their huge input.

The biggest congratulations go to Williams Den, winners of the grand prize - The Overall Business of the Year Award. They also won the Start Up Business of 2018 Award.

Sophie Bunton of Blanc et Noir Boutique, in Scarborough, won Young Business Person of the Year Award.

The Yorkshire Wolds Cookery School & Highfield Farm B & B, Southburn, near Driffield, won the Best Hospitality & Tourism Business of 2018 Award and this year's Business Person of the Year was Simon Barrington from Care Improvement Associates in Scarborough.

CB Solutions UK Limited, of Lissett, won the Business of 2018 with a Green Ethos and the recipient of the Lifetime Achievement Award was John Good, of John Good & Sons, of Hessele.

The Social Enterprise Award went to Dove House Hospice's Little Owls Day Nursey, in Hull.

The next Award Winners to go up onto the stage were Spirit of Yorkshire Distillery from Hunmanby, for the Small Business of 2018.

The St Stephen's Shopping Centre Security Team were the Judges' choice for the Award for the Business with Good Training.

Beats Bus Limited, from Hull, won the Culture and Arts Business Award and McAusland Turner, also of Hull, were presented with the Best Medium/Large Business Award. The Award for Business Innovation went to HTS Tyre Recycling of Hull.

Entertainment came in the form of excellent local comedienne Rosie Jones and the Royal Piano Show, who perform all over Europe. Also

performing were identical twin sopranos Naomi and Hannah of Classical Reflection.

A charity raffle and auction helped raised over £4066 for the Bridlington Club for Young People.

The President of the Chamber, Sally Booker, said: "The Chamber Bridlington and Yorkshire Coast Business Awards have been another great success. I'd like to thank the organising team and of course our sponsors. We hope everyone enjoyed the night and we look forward to doing it all again next year."

Event organiser Geof Humphrey added: "It was a truly magnificent evening and everyone seemed to enjoy it very much. Everything from the food to the entertainment to the presentation was spot on and hopefully we can continue for many more years."

"I would like to thank all who attended or got involved in any way and I am proud of how far we have come with these awards."

The Chamber and the organising committee would like to give heartfelt thanks to all the companies who were Sponsors of the Awards. Without them it would not go ahead.

The 2019 Awards will be at the Spa Bridlington on Friday 11th October. For more information please contact Bruce Massie on **01482 324976** or at **b.massie@hull-humber-chamber.co.uk**



Photography: Kevin Greene 07980 497164

“It was a truly magnificent evening and everyone seemed to enjoy it very much. Everything from the food to the entertainment to the presentation was spot on and hopefully we can continue for many more years.”

Event organiser Geof Humphrey

'Fan-Designed' Official Beer is Launched by Hull KR

Hull Kingston Rovers has announced the launch of its branded beer, Kit Room Craft, in a partnership with fans and an award winning local brewery.

The canned craft beer, produced by Holderness-based Great Newsome, has been launched online at hullkr.co.uk/kitroom and greatnewsomebrewery.co.uk, as well as at retailers and licenced premises across the city. It will also be available at the KCOM Craven Park Fan Experience Zone.

Supporters of the club helped influence the style of the beer with a blind tasting session and vote before the London game during the Super 8s in September. The results led to Great Newsome brewing a crisp golden ale with tropical fruit aromas and a refreshing citrus bitterness, suited to the tastes of craft ale drinkers, but also to fans of traditional beers.

A striking brand has been created featuring famous and iconic Hull KR shirts from throughout the club's history to honour its rich heritage.

Hull KR's head of marketing, Craig Franklin, said: "We are so excited finally to reveal our official beer, which forms part of our plans to freshen up certain areas of the club ahead of the new season.

"Fans told us through our Big Listen survey that they would like to see a wider selection of beers on a matchday with an emphasis towards local and craft ales, and this ticks all the boxes.



"It's great that supporters had a say in the final taste and that we chose Great Newsome Brewery which won two World Beer Awards this Autumn along with a Great Taste and SIBA Award. We are confident that they have created a high quality beer that will prove to be very popular."

Great Newsome director Matthew Hodgson said that the farm-based brewery, which grows its own malting barley, had been overwhelmed with interest from fans of the club, beer lovers, and local retailers since the initiative had been announced in September.

"The tasting session was a huge success and we even ran out of samples," he said. "The fans were so keen to give us feedback so we had a lot to consider and work on. It also marks our first beer in a can, so it's a milestone for us in more than one way."

In addition to it being served on match days, Kit Room Craft will be available in local bars, restaurants and retailers, including Sewell On The Go across the city, as well as Wharfedale Premier and Victoria Dock Tavern. More venues and retailers will be added soon and fans are being asked to check hullkr.co.uk for more details.

Chamber Bridlington & Yorkshire Coast Business Awards 2018

Bridlington CYP were very proud and delighted to be the main benefactor of Chamber Bridlington and Yorkshire Coast Business Awards. £4066 was raised on the evening due to the generosity of guests.



Joining them for the evening was Stuart and Joanne Brown of AAC Ltd, who share the passion and vision for providing sport and recreation for people of all backgrounds.

Also attending was Emily Asquith along with her mum. Earlier in October Emily did the club and whole town so proud when she was crowned the new Junior European Boxing Champion in Anapa, Russia. By Thursday she was back at school and training.

We are also joined by members of our club committee. Andy Potts, Dean Hoggard, Lee

Wilkinson, Ryan Melles, Dave McDougall and Damien Grant who work tirelessly to provide the opportunities that we offer.

CYP is a charity based in Bridlington that offers a variety of activities for young and old from all different backgrounds, regardless of financial circumstances. We charge as little as 50p just to make individuals active.

We are always looking for businesses and individuals to help and support our club.

If that is you please get in touch at dave@bridlingtoncyp.org



Skipton Building Society Engage With Intelligencia Training to Raise Intelligence and Analytical Skills

Intelligence analysis and cyber security awareness training specialists Intelligencia Training Limited have been commissioned again to assist the organisation with how it utilises intelligence led data and decision making processes.

Intelligencia Training, who are currently engaged with a growing number of banking, insurance, utilities providers, law enforcement, custodial and other public sector departments, have been chosen to develop the intelligence skills of key personnel working within a range of departments and job functions within the award winning building society. Skipton Building Society offer a wide range of mortgage, investment and insurance products and pride themselves on their awards for accounts, services and customer experience.

Skipton Building Society have identified a number of departments and job functions that will benefit from the innovative Level 4 Higher Apprenticeship in Intelligence Operations delivered by Intelligencia Training. Following the success of an initial pilot programme that has delivered strong results, the building society had no hesitation to engage with a larger programme, involving a wider range of departments and job functions.

Rebecca Allsop – Head of Customer Strategy & Planning at Skipton Building Society,

said: “We are happy to be working with Intelligencia Training taking advantage of our Apprenticeship levy to fund the Level 4 Higher Apprenticeship in Intelligence Operations.”

“Our organisation utilises intelligence-led data and analytics in many ways, from identifying patterns and trends in customer activity, to assisting our specialist teams to combat fraud and financial crime. Having access to the latest skills and techniques in intelligence analysis will prove hugely beneficial to us. We are confident that we will achieve significant benefits from this innovative programme and we look forward to commencing on our journey.”

Nick Atkinson, Intelligencia Training’s Commercial Director, said: “The opportunity for us to work with such a high profile, award winning organisation, developing those working in such influential roles, is an excellent opportunity for us to showcase the benefits associated with our innovative programme. The qualification has been widely utilised within military intelligence

operations and has now been adopted within many sectors that will benefit from improved decision making processes linked to the effective use of intelligence and analytics.”

“We see Skipton Building Society as a forward-thinking employer looking to make the most efficient use of their available data and we are confident that the Level 4 Higher Apprenticeship in Intelligence Operations, which can be funded by the Apprenticeship levy system, offers a cost-effective method to assist Skipton Building Society to achieve their goals.”

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





L:R: James Nicholson, Stephen Sutcliffe & Richard Farrow

Stephen Sutcliffe to Retire from Sutcliffe Consulting Engineers, Richard Farrow to Serve as Managing Director

Sutcliffe Consulting Engineers have announced that Stephen Sutcliffe, the founder and Managing Director of 18 years, decided to retire effective from the 5th October 2018. Richard Farrow stepped up to the role of Managing Director of the company upon Stephen Sutcliffe's retirement.

Stephen served in his previous role since the founding of the company in January 2000, and prior to that, served for 22 in various Building Services design roles.

During Stephen's tenure as Managing Director, he played a critical role in laying the foundation of this successful business. In the process, he has worked on over a thousand projects, including the prominent Hull Minster, Hull and Brough Fire Stations, Sheffield Hallam University and the £23 million scheme Bucksshaw Retirement Village.

"Stephen has, over 18 years, built and developed Sutcliffe Consulting Engineers from scratch. His achievements and dedication to a high-quality team of staff will not be forgotten. Stephen has held leadership roles across a broad range of the company's operations – from Marketing & Communications, where he took the company from incorporation to a prominent Building Services Consultancy in the Yorkshire Region; and most recently, he has dedicated his time to the Chartered Institute of Chartered Building Services Engineers (CIBSE) to promote and educate on this sometimes overlooked Engineering profession. Stephen's work ethic, command of complexity, devotion and client focus have been exemplary at the company," said Violet Glenton, Business Development Manager of Sutcliffe Consulting Engineers. "Stephen has been a mentor to many, and his influence has made an indelible impact on generations

of professionals who have worked for Sutcliffe Consulting Engineers. I want to thank Stephen for all he's done for the hard work, development and progress of Sutcliffe Consulting Engineers."

"We look forward to continuing to work closely with Stephen as a company advisor on specialist projects for design and support" said Glenton.

Prior to setting up the business in 2000, Stephen worked in a variety of Building Services Engineering roles. From 1980 as a Trainee Technical Assistant to Danby and Co, 1985 as the youngest Technical Officer British Coal had employed, to Wilco Industries, Humberside County Council and WSP, Stephen's Portfolio of work has been both varied and challenging.

In 2000 he decided to set up Sutcliffe Consulting Engineers and built the company slowly, ensuring that team members were introduced professionally and integrated into this friendly work environment. In 18 years, he has taken the business from his sole employment, with the assistance of his wife Sharon Sutcliffe undertaking secretarial duties, to a fully rounded team of 13, with full Administrative support and Marketing Professionals on board. He has been responsible for the professional development of many individuals, taking many of them from no qualifications and experience to degree qualified, competent Engineers.

Following Stephen's retirement, Richard Farrow, current Director of Sutcliffe Consulting Engineers, will be stepping into the role of Managing Director. With the assistance of James Nicholson as supporting Director, both will be at the forefront of the business. Richard and James have both worked for the company

Why Not 'Dine in Style' at Napoleons Casino & Restaurant Hull!

Every great city deserves a great entertainment venue and Napoleons Casinos & Restaurants continually strive to provide exactly that. Napoleons are proud to rank highly amongst the premier entertainment venues in the UK and enjoy an enviable reputation for providing quality food, excellent service, and a personal, relaxed atmosphere.

Napoleons Hull offers an award-winning restaurant, two great bars, and a vibrant gaming floor which includes excellent poker facilities. Whether you're 18 or 80, if you like casino games, live acts, quiz evenings, great food or just a fantastic night out, there is always something here for your entertainment.

Our signature 'Dine in Style' package guarantees you the ultimate dining and gaming experience, offering a drink on arrival, a three-course dinner, and a £5 gaming chip, giving you the opportunity to sample the full range of our facilities. You do not have to be an experienced casino player as our croupier team is always on hand to offer advice on how to play.

Set in a safe and secure environment with professional, courteous and helpful management and staff, Napoleons Hull is dedicated to making your visit a memorable one.

We look forward to seeing you soon.

BegambleAware.org Strictly 18+



for 10 years, and understand the core focuses of the business. We are excited for the future of Sutcliffe Consulting Engineers.

Sutcliffe Consulting Engineers is an established Building Services Consultancy in the Hull and Humber Region and are the longest serving independent consultancy in this area. With their proven track record on long standing projects, affluent experience in numerous sectors, and skilled professionals of different levels, they pride themselves on a positive learning environment where professionals and grow and achieve career goals.



Jonathan Goolden is welcomed by (left to right) Fridrik Thorsteinsson the MD of Northcoast Seafoods, Orn Jonsson the MD of Atlantic Fresh and Seafood Grimsby and Humber's Simon Dwyer

Wilkin Chapman Partner Takes on Official Role as Icelandic Consul

Key Icelandic business leaders gathered at the headquarters of Wilkin Chapman solicitors to welcome the appointment of Partner Jonathan Goolden as Grimsby's new Icelandic Consul.

Regulatory Partner at the region's largest law firm, Jonathan spoke of his 'honour' at accepting the role – taking over from former colleague David Buckle, who held the diplomatic post from 1999 until his retirement earlier this year. Recognising the importance of Icelandic trade and business to the area, Grimsby is one of seven consulates for the Nordic state in the UK.

Jonathan is now looking forward to cementing further the close business relationships between Grimsby and Iceland, with a focus on the very solid fisheries and shipping links. He is also keen to raise awareness of the less obvious connections, while supporting the Icelandic community that has made the Humber its home.

Orn Jonsson, MD of Atlantic Fresh, and Fridrik Thorsteinsson MD of Northcoast Seafoods, joined Seafood Grimsby and Humber's Simon

Dwyer, at Wilkin Chapman's Cartergate offices to hand over the Commission, which was signed by Icelandic Foreign Minister Gudlaungur Thor Thordarson - officially appointing Jonathan as Honorary Consul in Grimsby.

Jonathan said: "I am honoured to continue Wilkin Chapman's commitment to supporting the Icelandic community in the Humber and the very substantial fisheries and shipping links between Grimsby and Iceland.

"I look forward to working with Icelandic owned businesses such as Atlantic Fresh and Northcoast to promote trade and cultural links between our two countries," he added.

Orn and Fridrik both confirmed the importance of Jonathan's position in assisting with Icelandic matters on a variety of community and business levels.

They explained how the relationship between the Humber region and Iceland had existed for decades – highlighting the help that former Grimsby MP Austin Mitchell and the Grimsby FMA, (Fish Merchants Association) had provided to their native country during the financial crash of 2008.

"There is a unique and integrated business relationship that exists between Iceland and the Humber and one that will continue on both a business and political level," said Orn.

Fridrik added: "It is important to have these local links, especially when you consider the reliance here on seafood and fresh fish coming from Iceland. There is a very good understanding between both countries of how important this relationship continues to be."

With the onset of Brexit and trade deals still to be decided both businessmen were keen to highlight just how vital it was to allow the quick and easy transportation of fresh produce into the UK – and Grimsby. Just this autumn, the Treasury has stated its intention to look favourably on such a 'free port' deal post-Brexit, allowing such movement on the Humber ports.

Simon Dwyer, an advocate of the sector across the Humber and at the forefront of the 'free trade' movement for the Humber, said: "Iceland is an important trading partner for the supply of, primarily, haddock and cod, plus other whitefish and shellfish species, into the Grimsby processing cluster.

"Active Consular services for Icelandic based businesses and nationals living in the region underpin the Icelandic investments and talent supporting our economy," he added.

Icelandic citizens and businesses can contact Jonathan on **01472 262626** for assistance with emergency passports, voting at Iceland elections and UK-Icelandic trade issues.

East Yorkshire Business Kingston Capital Finance Win 'Best Use of Technology' at the International Asset Finance Awards!

The team at Kingston Capital Finance are still pinching themselves after winning an International Award at the International Asset Finance Network Awards in London.

Kingston Capital won in the 'Best use of Technology' category in this year's International Asset Finance Network Awards, which is one of the highlights of the Asset Finance Calendar.

The team attended a glitzy awards ceremony at the Park Plaza Hotel on London's Southbank on 13th September alongside attendees from top international banks and finance companies.

The prestigious award 'Best Use of Technology – equipment finance' recognises the company that, has developed the best technological solution to meet the needs of their customers.

The award recognises Kingston Capital's b2b product which is called 'Synergi Partner Finance'. This is a sales aid finance tool offering technology businesses a flexible point of sale finance option for their customers and specialises within the IT and Tech Sectors. The business has a strong customer service focus and ambition to disrupt the 'sales aid finance' industry positively, and Synergi has been developed to achieve these goals.

To win the 'Best use of Technology' award is a huge accolade to Kingston Capital Finance, which was founded three years ago and is the brain-child of Kingston Capital founder Rob Partridge. Rob saw an opportunity to grow a commercial finance business in the Hull and East Yorkshire area, where people value strong relationships, and excellent service alongside good value for money.

In addition to the Synergi Partner Finance product the business offers a complete asset and commercial finance service for businesses who are frustrated with accessing funds from traditional sources. Core to Kingston Capital's values are innovation, transparency and bespoke finance solutions for the business's partners and customers.

Earlier this year Kingston Capital Finance were awarded one of the first 'SparkFund' Grants which is for small and medium sized businesses to develop exciting new products such as 'Synergi'. It is funded by the European Regional Development Fund and delivered by the University of Hull.



"To be nominated for an International Award alone is testament to the hard work that has gone into developing the Synergi Partner Portal, but to win is such an honour, as there was tough competition from much larger organisations with the budgets to match.

"The Synergi Partner Portal has been developed by Lincoln based Synergi Tech. It's fantastic to work with another local business to compete on the national and international stage with our innovative finance product. The SparkFund enabled us to get the project off the ground and we couldn't have achieved all that we have without their and Synergi Tech's support.

"Innovation comes from collaboration. The platform that we call 'Synergi' brings together SMEs, Value Added resellers (VARs), Lenders and eventually Investors to achieve their business objectives. We are very proud of what we have achieved" Rob Partridge – Managing Director (Kingston Capital).

www.kcfinance.co.uk

"As a company, Synergi Tech are committed to leveraging cutting edge technologies to help implement automation within our clients'

businesses, reducing their administration costs and positioning them for growth. We are very excited that this collaboration with KC Finance has achieved such early recognition within the Asset Finance Industry, and we look forward to developing further the Synergi Partner Finance Portal with KC Finance." Steve May, Director of Sales (Synergi Tech Ltd)

<https://synergitech.co.uk/>

"SparkFund is designed to support small business to unlock their innovation potential and Kingston Capital Finance is a great illustration of what can happen when the vision and drive of a growing company is supported. It's a little over a year since our first contact and it's been very exciting to support them and watch their vision become real. This award is well deserved and we look forward to supporting the team in the future". Pauline Mitchell, SparkFund Programme Manager University of Hull.

www.spark-fund.co.uk

www.gov.uk/guidance/england-2014-to-2020-european-structural-and-investment-funds

www.assetfinanceinternational.com

Apples or Oranges? Psychometric Testing and Your Perfect Candidate

Selecting candidates is not as easy as you might think

In fact, according to a recent Employee Benefits and Trends survey, one third of new staff members will either fail to complete their probationary period or leave their employment within three months.

Why businesses fail to recruit their 'apple' or 'orange'

Selecting the right individual is a genuine challenge for employers and recruiting the wrong person can be a costly mistake. The smaller the company, the bigger the potential impact. However, by using a combination of cutting edge, high-value psychometric measures, alongside pre-defined profiles, the employer can gain substantial insight into a candidate's likely fit.

It makes sense to do everything possible to screen out unsuitable candidates. Focus instead on those who add value to your business, fit in with the team and have the right personality. Employ your top 'apple' or 'orange'!



Andrew Sidebottom, CEO and founder of Andrew M. Sidebottom Ltd

Businesses have been using psychometric testing with an outstanding success rate for over 70 years.

Andrew Sidebottom, Business Psychologist, has been providing high-calibre psychometric assessment services to both UK and International clients for more than 25 years. He says: "A key challenge facing business is matching candidates against job demands.

Understanding candidates' relative strengths is incredibly difficult. And trying to match personal qualities to the position on offer is even more complex."

"We provide focused, cutting-edge assessments to profile candidates against specific criteria relating to the vacancy."

"The online testing process is quick, secure and robust, and a comprehensive Employer report adds value to the selection process and the ongoing development of successful candidates."

Psychometric testing has genuine value and is used across the world by businesses large and small. Not without reason, virtually 100% of FTSE 100 companies employ psychometric testing during their recruitment process.

Find your potential 'apple' or 'orange' and invest in the future of your business. Visit www.psydebottom.co.uk for more information and sample reports, or call Andrew directly on **01482 847491**.

Record Results Boost Opportunities at Systematic

Family business Systematic have a mission of helping their UK clients win business and do business through their marketing, design and print projects. It seems the team are taking their own advice, having just reported the best year in their 43-year trading history, taking turnover to record levels.

The growth in Systematics' Creative Studio was a key driver in this result. The team of graphic designers saw a 19% uplift in their work over 12-months, which represents growth of over 50% in the last five years. An increasing number of Systematics' loyal clients acknowledge the return on investment that creative, brand consistent design can bring to their communications.

This progress coincides with news from the national business index, Natwest Markit PMI, which cites the regions around Systematic as the top performing for private sector output in the UK during August; Yorkshire and Humber, the East of England and East Midlands. Data indicates a strong correlation with recruitment, a trend that Systematic is also seeing.



Six members of team Systematic started new roles in September, with Carla Taylor, Holly March and Ryan Gryniecicz joining the Caistor HQ of Systematic and the internal promotion of Tracey Cook, Mark Wilkinson and Thomas Dyer also took place.

Managing Director Chris Robey commented, "We've evolved our brand over the last 18 months, trading simply as Systematic. This

represents the significant growth in our expertise, beyond the printed products that my father built the business around. Design services, promotional products and digital projects are increasingly relied on by our loyal clients, who tell us our support saves them time and money. Those are compelling drivers in business and staying focused on making our clients more successful seems to generate a win-win result."

What Exactly Have we Learned from Cyber Awareness Month?



With Cyber Awareness Month now at an end, we thought we would take some time to reflect on what we have learned in October. However, before anything, it is essential for businesses to take on board fully the importance of cyber security following the awareness month and not simply put the matter to one side and forget about it until next October.

As part of Cyber Awareness Month Intqual-pro have engaged with 247 small to medium sized businesses and charities to support their cyber risk management.

Of those companies:

- 232 were an active target of cybercrime groups conducting targeted spear phishing and invoice fraud at the current time.
- We blacklisted over 2500 malicious domains being used for criminal purposes.
- They had lost a total of over £550,000 to invoice fraud and cybercrime in 2018 to date.
- We helped to put in place processes in over 30 of the organisations to mitigate invoice fraud.
- 33 were selling online with insufficient website security.
- 78 were sharing servers with over 1000 other organisations, many of which would be considered high risk.
- 7 had exposed user credentials being bought and sold by criminal groups.

- All 247 made positive changes to improve their cyber security posture and reduce their cyber security exposure.

Looking back on these statistics, we regularly find that far too many businesses fail to realise the cyber security risks to their business and do not consider themselves to be a target. Many believe that measures such as anti-virus provide all the protection that they require, yet fail to implement effective awareness training or address cyber security culture. Your most vulnerable network is the human. Effective cyber awareness training is essential to stay as secure as possible.

The reality of the matter is that if you have money, data or a place of work, then you are a target of cybercrime. With the process of social engineering and spear phishing accounting for 85% of human error breaches, and human error accounting for 90% of successful cyber breaches, the need for a robust cyber awareness culture has never been greater.

Whilst many now understand this and are

beginning to develop a cyber-culture – which is of course a positive – it is too easy to take a regulatory approach to solutions, rather than a behaviours approach. Cyber security and information security are not the same thing – GDPR compliance will not protect you from a cyber-attack. Understanding your cyber exposure and existing vulnerabilities should be top of your priority list.

About Intqual-pro:

Intqual-pro continues to expand and have become an industry leader in the design, development and delivery of intelligence, cyber and security associated qualifications. Based in Bedfordshire, you can contact Intqual-pro on 01234 381158 or email Enquiries@Intqual-pro.com. Alternatively, you can visit their website www.intqual-pro.com.

**INTQUAL
PRO**

What Makes a Great Business Software?

For as long as I can remember I've been fascinated by what makes a good piece of software. As the first iterations of Windows and Apple OS were released, the world was awash with questions, ideas and brainwaves as to the utopian future computer software would bring.

Fast forward to 2018 and software is a major part of our lives, both personally and professionally, and for many of us, something we now believe we couldn't live without. But with many business software packages, including ours by the way, bringing a myriad of time and cost saving benefits, I wanted to share the four key components you need to consider to ensure any software is truly worth its investment.

Tailored Functionality

It may sound simple, but your software actually has to do what you need it to. A fully featured solution is a must, ensuring it can meet the needs of your business even when those needs may be subject to change as you grow and evolve.

I've seen many people get blown away by fancy marketing campaigns and sales teams who promise the earth, only to find out what they need simply isn't available - often after they've parted with their cash.

I'd always recommend taking the time to work out the objectives you need to achieve, mapping against your business processes where possible. As you engage in the buying process, ensure the functionality is all there, either by asking for a demonstration or taking a test drive of the system yourself.

In the end, to bring the benefits your investment deserves, the software needs to deliver. In the same way you would only hire a new team member who shows they can bring the desired output, make sure you put the software (and the provider) to the test first to ensure you have all the functionality you need!

Intuitive Design

With the functionality assured, you need to actually enjoy operating your new software and that often has a lot to do with the interface. Take some of the most popular email clients around such as Outlook or Google - the core functionality of what they do hasn't changed in a while, but they're constantly updating their interface to make the experience slicker.

We recently released a new version of OpenCRM, incorporating a brand new interface design to provide a modern and refreshing experience to our customer base. It's amazing what slight tweaks in colours, fonts and layout can do to make a big difference to the overall enjoyment of a system.

So, when you're looking at a new software

package, remember to ask yourself if the experience is a good one. The goal is to make your business life easier and more enjoyable. After all, if it's software that's central to your working day, you're going to be staring at it for many hours a week.

Failure to pick something you truly enjoy will leave you feeling a little miserable in the workplace and will most likely mean you're back on the market for a change in no time at all.

Customisation Options

In a modern business climate, organisations need to be dynamic and adaptable to stay relevant in their marketplace, so why should their software be any different?

The software you land on needs to have an inherent level of customisation to ensure it really does fit your business, both now and in the future. Let's take an example - imagine if in your business, you referred to your end users as 'clients' but your software system called them 'customers.' Seems like a small difference, but you can probably deal with it, right?

Wrong! Your systems need to fit your business, they need to reflect what you do, say and feel to give you and your team the most value. Even something as small as having the right terminology makes the user experience 1000x better and helps to slot straight into your business as though it was just another member of the team.

There are many 'off-the-shelf' systems out there that are highly malleable to give you and your business exactly what you need. If your needs are really unique, don't be afraid to ask about Custom Development options or even consider a bespoke software solution to give you the maximum benefit!

Integration Capability

With us all operating in such a technology driven landscape with so many different software packages on the market, one single system is never going to

do it all. You need your different software packages to speak with one another to provide a harmonious experience between different processes.

Whether it be as simple as capturing communications or more complex operations like syncing large data quantities, the modern software should always have the ability to work with others. If your data is held ransom in a single system, it's going to mean a lot of duplication of effort, with the initial benefits of taking the system on becoming completely redundant.

We live and operate in an interconnected world, so ensure whichever new piece of software you adopt has the power and functionality to collaborate with systems you're currently utilising. Combined with the previous points, a system that has the ability to be part of an overall integrated solution is really the key difference between being just a good piece of software, and being a great one!

To talk to a member of the OpenCRM team about how CRM software can benefit your brand, 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.

openCRM



Chamber and Brasenose College Oxford to Work Together in Caribbean

Chamber Chief Executive Dr Ian Kelly was recently Guest of Honour at Brasenose College, Oxford, High Table Dinner, arranged by the College's Grimbarian Principal, John Bowers QC.

In conjunction with the Latin America Centre in the School of Interdisciplinary Area Studies, the two organisations will be working, via the British Caribbean Chamber of Commerce, to explore hemispheric changes in globalisation which are impacting on the small island states of the anglophile Caribbean.

The Chamber is also leading a trade delegation to the Caribbean in January 2019, which is expected to include a series of high level meetings with key island Prime Ministers, Ministers and business leaders, in



L-R: Ian Kelly & John Bowers

pursuance of Britain's newly emerging trade agenda with the Caribbean post-Brexit.

Dr Ian Kelly said: "It's a genuine pleasure to follow in the footsteps of various Prime

Ministers and Archbishops of Canterbury as the Principal's guest – but most especially my favourite band The Beatles, who according to the photos, were here in the late 60s".

Talking Technology at Language Services Specialist

A leading language services company is investing in communicating by technology to bring together its thousands of clients, translators and interpreters.



Kirk Akdemir

AA Global, a key supporter of the Chamber's International Trade Centre, has started work on an app which will improve services for its clients in the public and private sectors and make life easier for its multilingual team.

Kirk Akdemir, Chief Executive of the company, which expanded to Hull from its first office in Worcester in 2011, said the latest investment will build on the benefits of the recent relocation of the Hull office and the recruitment of more staff.

He said: "We have made some significant appointments in recent years and we are now getting everybody organised in our new office in Hull. What the app will do is streamline communications between our office-based staff in Hull and Worcester and our thousands of translators and interpreters".

The app will also be used by AA Global's

clients to send the company information about an assignment and will enable them to book an interpreter using their handset.

The linguists will be able to use the technology to receive details of their assignments including information about the client and the job and satnav directions to help them find their destination. It will also enable the linguists to exchange information with AA Global about their earnings and expenses.

Kirk said: "We are working with increasing numbers of clients and we are getting around 3,000 bookings every month, so that's potentially 3,000 different times and locations and this will be a big help in terms of organising that workload.

"We have about 14,000 translators and interpreters who between them cover around 500 languages and dialects and this investment will make the whole business more efficient because they are all familiar with the language of technology!"



Reality Solutions Announce a Series of New Reseller Agreements and Product Investment

Reality Solutions are proud to announce new software reseller partnerships and investment in our own development packages, which has been taking place and confirmed within the past six months.

The companies we have partnered with pride themselves in Business Intelligence, Document Management, Stock Control and Bill of Materials software. We have also heavily invested in our own software development department and have launched four of our own Sage software add-on modules.

We are thrilled to partner with Pan Intelligence, Paperless and CIM50 software solutions. These companies have developed and updated their software continuously and offer a great solution for those Sage and non-Sage Users. We are also excited to showcase and sell our in-house developed Sage 200 Software Add-on packages. These bespoke add-ons include; a Contracts module, Direct Debit module, Timesheet Portal and Sage 200 Bespoke Pack containing individual add-ons designed to expand and enhance the default functionality of Sage 200.

We feel the synergy between the products we have brought on board and our own software add-ons have heavily improved our product portfolio. We believe these products should be an essential business tool for businesses either to accompany their Sage financial software or a standalone solution. We are looking forward to growing our relationships and deploying some of these fantastic products.

To learn more about the software solutions, contact our sales team at sales.team@realitysolutions.co.uk who will be happy to answer any questions, or set up a demo or a meeting. Alternatively, you can visit our website for more information. www.realitysolutions.co.uk



Just How Resilient is Your Company?

Do you ever give much thought to how long it will take your company to get back up to speed following a commercially damaging event? Have you ever properly considered just how long your company could survive if you can't pay the bills, or pay your staff? Have you considered the long term reputational damage to your brand if a catastrophe strikes? Perhaps you are thinking that your IT guys will get you up and running in a jiffy ... but have you really asked them what the worst case scenario could be? Maybe you are just winging it, fingers crossed and hoping for the best?

Enterprise resilience is so much more than just disaster recovery in I.T.

Most businesses will at some time have experienced the inconvenience of a power outage, loss of wifi and telecoms, a supplier going bust. Some unfortunate ones may have seen perfectly sound retail businesses destroyed with the disruption caused by local long term road and building works or complete re-routing of traffic away from their shop front. If you are considered a smaller customer by your supplier, and there is a shortage of a crucial product, it is likely that the bigger accounts will be given priority. What knock-on effect will that have to your own production line or customers? Do you have a Plan B or Plan C?

Enterprises, both private and public, are becoming increasingly interdependent, and in an ever changing world, having to anticipate change and learn how to adapt and overcome

in order better to ensure long term survival and success. As part of your risk analysis you have to look at every single part of your business, really drill it down and ask:

What if?

What is our contingency plan?

What are our priorities?

What essential services are paramount and what others can be left a little longer?

Who are the resilience champions in your team and how is it communicated?

Some larger organisations actually rent space in fully equipped units a few miles away, that their key members of staff can de-camp to in an emergency within a few hours, just to ensure a good level of business continuity.

With increasing regularity, both stakeholders and insurance companies are asking to see your Business Continuity Plan, and that is closely aligned with the Best Practice Guide of ISO 22301. They want to know you are compliant in every aspect of your business and have suitable, well rehearsed contingencies in place should the 'proverbial' hit the fan!

Thankfully there are companies out there who provide BCM Software to help pull it all together in a joined up fashion and demonstrate due diligence. Continuity2 (C2), Clearview and Sunguard are amongst other companies that specialise in this arena.

With so much global uncertainty at present, now would be a good time to take a closer look.



Is Your Business Ready for Making Tax Digital?

Businesses and landlords that are above the VAT threshold will be required to use digital software to maintain their records and to update HMRC quarterly, starting with VAT.

This is all part of the Making Tax Digital (MTD) legislation. The team at TurnerWarran Accountants can give your business the best advice on becoming compliant with the new MTD rules that HMRC have set for April 2019.

It is a significant change for many of us and means the end of the annual tax return to be replaced with a digital tax account where all your information will be stored in one place. This change in the way HMRC wants information from tax payers means that you may need to move from your existing desktop or manual record keeping and onto an online accounting package.

We at TurnerWarran are certified to offer a number of the best online accounting packages and will guide you and your business in choosing the one that suits you. We will also offer training and guidance on any of our online packages and we have in-house QuickBooks, Sage and Xero experts that will be ready to answer any of your queries.

If you would like to know more about digitally filing your records or Making Tax Digital don't hesitate to contact us by phone on 01652 650112 or by email on info@turnerwarran.co.uk. Make sure you also check out our website and social media for all the latest updates regarding MTD, HMRC and accounting news.

Glanford House, Bridge Street, Brigg, DN20 8NF - www.turnerwarran.co.uk - @TurnerWarran



East Yorkshire Recruitment Firm Unleashes its Staff's Potential Through its Training Academy in Conjunction with Thomas International

As a leading local recruitment consultancy, Emmerson Kitney is understandably passionate about not only recruiting, but also retaining and developing, the best staff.

Part of the firm's commitment to this is its on-going training programme, which comprises a blend of mentoring from senior leaders and the globally-acclaimed training from Thomas International.

"How do you begin to unleash an employee's full potential? How do you help all your staff to be as successful as the top performer? These are the kind of questions we asked ourselves when looking at how to develop further our in-house Academy," added Nikki Davies, Recruitment Manager, "and it's important to us that the team feel as though they're developing both within the role and on a personal level. Working in recruitment, we obviously appreciate how important staff development is to maintain a motivated workforce. We feel that it's one of the things about working here that really sets us apart from the competition."

The certified training courses delivered by Thomas International, a leading global provider

of people assessment tools and people skills focused training modules, are tailored to the business's needs and take Emmerson Kitney's staff on their own developmental journey. Earlier this year, many of the team completed either Thomas International's High Potential Trait Indicators, GIA General Intelligence, TEIQue Emotional Intelligence or the PPA Personal Profile Analysis Practitioner course, so are now qualified to use the globally-recognised assessment tool to help clients during the recruitment process. They are also developing the Academy 2 and a Senior Development Programme to help future-proof the business and ensure that succession planning is a key part of the business strategy.

Faz Balouchi, Accountancy & Finance Talent Manager, within SG Financial Recruitment (the sister company of Emmerson Kitney) commented: "I started at Emmerson Kitney with a background in business development, which is great for confidence building and learning how to build relationships with your customers, but there's so much about the recruitment industry that was new to me. So to be given so much support internally from the management team and being 'buddied' up with one of the senior consultants to show me best practice and help me learn the ropes was really important to me".



L-R: Collette Watson & Natalie Barnes, of Special Stars

Simon Says Local Charity Has the X Factor

Special Stars Foundation attended The Health Lottery Tea Party at the Savoy Hotel in London, hosted by Simon Cowell.

The organisation delivers a programme of sensory play activities for children and young people with learning difficulties and their families. The project aims to bring together parents and families, and give them the opportunity to provide peer support in a fun and informal setting.

The Health Lottery Tea Party celebrated groups and organisations in neighbourhoods across

Great Britain that are helping to make where they live an even better place.

The day showcased the incredible work that thousands of local charities funded through The Health Lottery are doing to reduce health inequalities. The event also celebrated over £100 million being raised through The Health Lottery for good causes.

The project - Sunday Club - is funded by People's Health Trust with money raised through The Health Lottery in Yorkshire and the Humber.

John Hume, Chief Executive of People's Health Trust, said: "Thanks to players of The Health Lottery an incredible £100m has been raised for good causes.

"It was important to celebrate the amazing work local charities and community groups are doing in their neighbourhoods, which wouldn't have been possible without this money."

Special Stars Foundation was one of over fifty charities attending the Tea Party, along with other supporters of The Health Lottery, including Ayda Field, Darius and Nick Ferrari.

Natalie Barnes from the Special Stars Foundation said: "We had so much fun at the Tea Party. We felt honoured to be invited to join so many incredible charities to celebrate £100m raised through The Health Lottery.

"It was a fantastic day and so amazing to be at an event with celebrities like Simon Cowell."

"We had so much fun at the Tea Party. We felt honoured to be invited to join so many incredible charities to celebrate £100m raised through The Health Lottery."

St Helen's Farm is the Goats' Milk that Makes a Difference

St Helen's Farm has been farming in East Yorkshire for more than 30 years and now employs 42 staff and supplies fresh goats' milk products to supermarkets across the country on a daily basis from its base in Seaton Ross.

It started producing goats' milk when its founders discovered that it was appealing to people who could not tolerate cows' milk, as it is nutritionally closer to cows' milk than any other alternatives, yet it has certain physical properties that set it apart.

St Helen's Farm is the UK's largest goats' milk producer and brand leader, with a 62% share of the fresh goats' milk market and 90% of the goats' milk yogurt market. In addition to its own farm, a total of seven other family farms in Yorkshire and the Midlands supply goats' milk to the company due to consumer demand. Products such as goats' milk, yogurt, cheese, cream, butter and ice cream can be purchased at Tesco, Sainsbury's, Waitrose, Morrisons, Co-op and other retailers across the UK, as well as online at Ocado.

In 2013, St Helen's Farm became part of the Kavli Group which is owned by the Kavli Trust,

a charitable organisation based in Norway which supports humanitarian work, research and culture in the UK and around the world. Each year, profits from the Kavli Trust are donated to local and worldwide causes and charities, including to those nominated by St Helen's Farm colleagues.

Paul Dunlea, Operations Manager at St Helen's Farm, said: "Supporting our local community and good causes is at the heart of everything we do at St Helen's Farm. Our goats' milk not only helps those who drink it by keeping them strong and healthy, but it also helps those who benefit from our status as an international charitable trust."

In 2017, more than £35,000 was donated to the nearby Ellerton and Aughton Village Hall for its extension project and this year, over £80,000 will be donated to causes within the local area.



Litonic Homes

Taking the headache out of housing, Litonic Homes offers a personal, attentive, professional service for landlords letting their properties, owners selling their houses, and tenants planning to rent a home in Hull.



At Litonic Homes, we understand that letting property, especially for the first time, can be a worrying experience. Therefore, as a landlord, you can be assured that your property will be in caring hands. Whether you require full management, letting and rent collection, letting only, or tenants found, we offer a competitive fee structure to ensure that you receive a return on your investment sooner rather than later.

Considerable local knowledge and property experience are essential when it comes to selling your most valuable asset - your house.

Here at Litonic Homes, we are fully committed to providing a top quality service to help you move to your new home as swiftly and smoothly as possible.

For tenants, our aim is to find you the perfect property to suit your needs, with minimum hassle. Moving house is stressful - let us take care of everything so that you can feel safe, stress-free and settled sooner.

Jelena Litosa, founding member of Litonic Homes explains, "We are a local business who provide a bespoke, friendly, accessible service. We do not charge VAT on top of our commissions and fees, making us affordable and accommodating in all senses of the word!"

Choose Litonic Homes to help you move forward in your housing journey - phone **01482 377 377**, email info@lionicshomes.co.uk, or find a warm welcome and more information at www.lionicshomes.co.uk

Top 50 Firm Ranking for Forrester Boyd

Forrester Boyd has maintained its place in the Top 50 UK accountancy firms with a ranking of 45th in the recently announced 2018 Accountancy Age Top 50+50 Survey League Table. It is the only independent firm based solely in the Humber and North Lincolnshire region to achieve this listing.

The firm, which has 10 partners, with branches in Grimsby, Louth, Scunthorpe, Skegness and Beverley, continues to be a major employer in the region with staff numbers totalling 170.

Practice Chairman, David Everatt, commented 'We are delighted with our achievement and would like to take this opportunity to thank our staff for their hard work and commitment in delivering high quality support to our clients with a personal service. It is only through continuing to meet and exceed client expectations that we can remain this successful'.

Client Focused Approach Cements Firm's Success in Leading Industry Guide

The research findings of the Legal 500, one of the leading industry guides to law firms in the UK, have once again placed Andrew Jackson Solicitors LLP as a top tier firm in the region.

In Legal 500's annual guide, published 29 October, the Andrew Jackson team is highly recommended across several practice areas for its legal work and client focused approach, with highlights including: -

- 34 lawyers are individually recommended, four of whom are recognised in the elite 'Leading lawyers' list, Legal 500's guide to outstanding lawyers nationwide;
- top tier rankings for corporate and commercial, commercial litigation, employment, family, commercial property and transport;
- recognition across a further 10 practice areas; and
- continued national recognition for shipping work in the London law firm section,

together with national recommendations for Dominic Ward and Andrew Oliver.

In the guide, the Andrew Jackson team is quoted as being "outstanding on all fronts when it comes to client care" whilst another source notes that the firm "excellent all-round firm".

Mark Pearson-Kendall, managing partner of Andrew Jackson, said: - "I'm absolutely delighted to read the feedback we have received in Legal 500's latest publication. Our rankings within this industry guide always matter a great deal to the team because the results take account of our clients' experience of the firm. To receive recognition across several practice areas, along with numerous lawyer recommendations, is a fantastic endorsement to have received from them.

"I am very proud of the team for delivering a strong and consistent client offering across the whole business. We are looking forward to continuing to grow and strengthen our client offer ever further with this collective focus as we approach 2019."

The rankings, which have been published in the 2018-19 edition of The Legal 500, are based on independent research including client feedback.



Mark Pearson - Kendall



Turpin Bookkeeping Services

From kitchen table to Enterprise Park, Liz Turpin's story managing her own business has been about going for the gamble and seizing opportunities.

Turpin Bookkeeping Services started out in Liz's spare room in 2011 after she had spent three years delivering advice to start-up businesses, but had long held accounting qualifications. From that moment, Liz and her team of now six devote their days supporting small firms with vital accounting functions. Seven years later their offices now sit on the Humber Enterprise Park in Brough and client locations range from Northumbria to Thailand.

The next opportunity arose when eldest daughter, Bel, jumped from a retail management career to full time accounting after helping on days off with admin within the business. Now as Business Development Manager, Bel has helped the now family firm to expand their services, which range from in-house bookkeeping to payroll, pensions and VAT returns, as well as yearend and self-assessment work.

They work around the client ensuring they are compliant with services that complement their business needs, whether that's to work at their premises or being a phone call away offering business and accounts advice.

Clients include sole traders, business start-ups, growing enterprises and established firms in a range of different sectors, including, but aren't exclusive to, Engineering, the care industry and renewables.

Contact: **01482 210876** or email liz@turpinbookkeeping.co.uk.



Still trying to 'do it all' for your business?

Why not let us tick off some of your 'to-do' list?

We aim to take the pressure of bookkeeping, VAT, accounts preparation and payroll off you to leave you free to concentrate on your business. Let us take the weight of the paperwork.

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To avoid kissing another frog please contact us on **01482 210876** or admin@turpinbookkeeping.co.uk

www.turpinbookkeeping.co.uk



Alexis Powell-Howard MA, System Prac., BACP (Accred)

Managing Director Fortis
Therapy and Training

I am proud to be the Managing Director of Fortis Therapy & Training, an award-winning business providing comprehensive, approachable mental health and emotional wellbeing services to businesses, organisations, schools, local authorities and private individuals. When I established the business in 2012, I had a vision for Fortis to be the leading provider of therapeutic support, delivering high quality, effective, and accessible wellbeing services to people of all ages, genders, and circumstances.

As Fortis operates services across Lincolnshire, Humber and Yorkshire, I work with a team of expert practitioners who are as passionate about the support Fortis provides as I am.

I believe the best way to approach mental health is in a pragmatic, educational, and engaging way, implementing a psychology-first framework in business. Organisational development and culture change programmes, such as our TRIBE for Business, incorporate interventions, training, mediation, reflective practice, and coaching to create environments that are productive, effective, and successful.

Throughout my 25 years as a Director and Leader, I have developed a reputation for being innovative, progressive, and collaborative in my thinking. I speak publicly at conferences for businesses, HR networks, law firms, schools, emergency services, and the Ministry of Defence. In December 2018, I gave my first TEDx talk at Lincoln's TEDxBrayfordPoolWomen event.

I am also the Head of Fortis Training Academy, using my experience as a Trainer and Lecturer to provide quality CPD and accredited, recognised qualifications.

Connect with me on LinkedIn, email enquiries@fortistherapy.co.uk, or call **01472 241794**. For more information, visit fortistherapy.co.uk.



Care to Talk Limited

Mobile phone and communications contracts for business.

It's all about the relationship!

I have been in sales all my working life and set up Care to Talk Limited in August 2015. The business was born out of a desire to deliver great and reliable customer service giving honest advice and creating a fantastic ongoing client relationship. Most of my customers are within the Hull and north Lincolnshire areas but some of my largest contracts are much further afield.

I work together with my clients to deliver a tailored solution and support them totally throughout their contract period. It really is about delivering a contract which works in the best way for the client. My customers are often as loyal to me as I am to them and that's what gives me the continued passion for the business and is just one of the reasons I really love delivering the Care to Talk vision.

"Alison (CTT) provides a personal and knowledgeable resource that simplifies the whole mobile management process to ensure you receive the best deal. Clear and concise advice with a keen eye on price and value for money, I can highly recommend the service."
Mark DeOwenley, Gear4Music Limited.

We keep it simple, we promise good service and we deliver on our promises.

Alison Ellis
Care to Talk Limited

01482 247347
07966 294753

www.caretotalk.co.uk
Alison@caretotalk.co.uk





Kevin Greene Photography - Award Winning Photographer 2018 – Different Style of Photographer

Kevin has over 10 years professional experience as a photographer. Kevin’s view is that engagement and wedding photography is more of a journey and relationship than ‘just a click of the camera shutter’!

Kevin states, “We all have ‘life milestone occasions’, like engagements and Weddings to Business Awards, family reunions, Proms and Society Balls. I connect with my customers in ways to make them quickly relax, share their ideas and stories and simply give me their best, from the second I bring out my camera! I strive to be a photographer who’s ‘easy to get on with!’ My respectful and friendly conduct is never compromised!”

Kevin holds full professional insurance,

is an Accredited member of the Society of Weddings & Portrait Photographers (SWPP now The Societies) and a member of Society of International School & Event Photographers.

Contact me today to book a no obligation consultation:

Tel No **07980 497164**

kgeventphotographers@gmail.com

www.kevingreenephotography.co.uk

Hull Truck Theatre Win Best Performing Arts Venue in Hull and East Yorkshire Award

We are proud to announce that Hull Truck Theatre have received the Best Performing Arts Venue Award in Hull and East Yorkshire at the SME News Yorkshire and the Humber Enterprise Awards 2018.

The Yorkshire and the Humber Enterprise Awards aim to recognise the small to medium companies that have a positive impact on their customers in one of England’s most instrumental economic regions.

The Yorkshire & the Humber Enterprise Awards operates under a merit-based judging system which ensures all shortlisted organisations, regardless of their size and/or longevity, are assessed fairly and thoroughly.

Katherine Benton, Award Coordinator, said:



“Home to one of Britain’s most diverse economies, and containing cities established as leading centres of trade, Yorkshire and the Humber boasts a collection of traditional and modern businesses who are dedicated to promoting excellence within their industry. I am

proud of all my winners and wish them the very best of luck for the future.”

Ruth Puckering, Interim Executive Director at Hull Truck Theatre, said:

“We’re constantly striving to fulfil our vision of being a pioneering and inspiring theatre with a unique northern voice. Making high quality work which resonates with our audiences is central to what we do, therefore being acknowledged as the Best Performing Arts Venue in the region is a real achievement.”



DFDS to Change its Freight Shipping Arrangement in Norway from 2019

DFDS has decided to expand and improve its route between Norway, Zeebrugge and Immingham.

Currently, the route is served by the side port/ container vessel Lysbris Seaways, which mainly carries paper from Norske Skog, and containers with various types of cargo.

The improved route will be served by a larger ro-ro vessel, Finlandia Seaways. This means that, in addition to containers and paper, DFDS will be able to offer sea transport for ro-ro cargo such as trailers, self-drives, machinery and a wider variety of project cargo between the hubs.

DFDS will add Brevik to the port rotation, in addition to the current ports of Fredrikstad

and Halden. This means that DFDS will be able to offer quick transport solutions from the continent and the UK to both the east and west shores of Oslofjord. With late-week departures from Zeebrugge and Immingham, and early-week arrivals in Norway, DFDS will offer the market a unique solution for all kinds of goods along the transport corridors.

This service will replace the current ro-ro connection between Ghent and Brevik from the middle of February 2019. This will improve the current schedule from Brevik, with both an import and export call. The reduced transit time southbound will open the way for the export of fresh fish from Norway to the Continent.

Customer service and sales contacts will remain unchanged.

The Schedule for Finlandia Seaways will be as follows:

DFDS Schedule Belgium-UK-Norway		
Port	Arrival	Departure
Zeebrugge	Thursday	Friday
Immingham	Saturday	Saturday
Brevik Import	Sunday	Sunday
Fredrikstad	Monday	Monday
Halden	Monday	Tuesday
Brevik Eksport	Tuesday	Tuesday

Funded Courses to Help Empower Your Business

Directive Training has secured funding to deliver courses in ICT, Maths and English.

We can provide your staff with relevant training to help them achieve more in their existing roles, enabling your business to thrive!

The training is intended specifically to focus on the most common gaps identified, which are job-specific and also general skills, including:

- problem solving
- oral and written communications
- advanced IT skills.

Developing the skills of your staff through training is a key factor to their overall performance, output and achievements, which will then positively impact on your business.

The training is designed to help you develop and improve transferrable skills in ICT, Maths and English. They will help you to function confidently, effectively and independently in your work and life in general. The course can range from Level 1 up to Level 2.

The qualification will help you to develop your ability in ways that make you effective to operate confidently in life, and to work in a wide range of contexts. It is also designed to equip you with increased confidence.

The courses are delivered at employer premises at a convenient time to work around your business commitments.

Funding is limited and places are already being taken up.

To find out more about the courses and funding eligibility contact Melisa at Directive Training on **07980 259686**, email melisa@directivetraining.co.uk



Excellent Pro6 / Women@1 Lunch

Seventy two ladies attended the recent Pro6/Women@1 Annual Lunch, held at The Ashbourne Hotel, North Killingholme. Following a Welcome Drink, the ladies sat down to enjoy a two course lunch before hearing from speaker Mel Tillett of Tilletts Clothing Ltd. Chamber Members Tilletts Clothing were winners of the Business Growth Award at the 2018 Chamber Northern Lincolnshire Business Awards. Mel gave a personal insight into her own and the company's journey. From a start as a tractor-driving farmworker at 16 she has gone on, with the help of daughters Grace and Nancy, to run a fast fashion online and bricks and mortar business which is fast gaining national recognition and respect in its sector. Wilkin Chapman administered this year's event and Partner, Teresa Thomas, hosted for the two groups. A charity raffle was held in aid of Wish



Members of the Pro6 and Women@1 Groups with Speaker, Mel Tillett of Tilletts Clothing
L-R: Claire Phillips - CK Jefferson Ltd., Anne Tate - Hull & Humber Chamber of Commerce, Lindsay Rubie - HSBC, Teresa Thomas - Wilkin Chapman, Mel Tillett - Tilletts Clothing, Julie Cook - Handelsbanken, Di White - LCS Group, Sarah Bainbridge - AP Robinson

Upon A Star and £555 was raised and handed over to fundraiser Jayne O'Flynn of Driver Hire. Anne Tate, Northern Lincolnshire Manager for the Chamber and Lead for Women@1 commented "It has been a very enjoyable and

inspiring event. Mel Tillett told her story in a very open, interesting and inspiring way and feedback from those who attended has been excellent. We are already looking forward to the 2019 event!".

McCann Chemicals Limited

McCann Chemicals Limited is based in Immingham and has been trading since 1998. The business was set up to fill a gap in the market for a chemicals distributor which can offer flexibility in terms of the type and quantities of chemicals supplied, short lead-times and out of hours deliveries, which many larger companies struggle to offer.

Having previously worked for several of the UK's leading chemical companies Les Horrobin, the company's founder, possesses an in-depth knowledge of the chemicals industry and has developed invaluable contacts across a wide range of business sectors. His belief in delivering a first-class and consistent service to customers over the years has resulted in the business recording year on year growth in terms of turnover and profitability, despite trading through a period of significant difficulties for the economy as a whole.

The products offered and the market sectors into which the company supplies continues to expand. Two years ago, the company acquired Hunter Chemicals Limited, which supplied mainly into the waste treatment sector. Hunter Chemicals is now a division of McCann Chemicals Limited and continues to grow within this market segment. In addition, 12 months ago McCann Food & Health was established, as a further division, to cater for an ever-increasing demand for food additives and health supplements, including probiotics. (ref: www.mccannfoodandhealth.com).



During the period of increasing sales, every effort has been made to maintain the high service levels expected by our customers. A major asset in achieving this has been maintaining a well-trained and motivated workforce. McCann Chemicals now supplies some of the largest chemicals businesses in the UK and Europe and succeeds in staying off competition from much bigger players due to the service and flexibility provided. This has also resulted in the business now providing stock management and procurement services for a number of customers in the UK and Europe.

Commenting on the company's future plans, Les said, "The Company strives to open up new sales opportunities, with an emphasis on providing value for money and a quality service. We have recently acquired ISO 9002

and BRC accreditations, as evidence of our commitment to quality, and have kosher and halal approved warehousing. We supply an increasing number of chemical and industrial companies, involved in sectors including biofuels, pharmaceuticals, beauty products, water and waste treatment as well as food and health. The company will continue to respond dynamically to changes in the marketplace and further develop its product range. By continuing to keep our eye on the ball, I feel that prospects for future growth are very encouraging."

Contact details: Address: Kings Road, Immingham, NE Lincs. DN40 2DW; Tel: **01469 577800; info@mccannchemicals.com; www.mccannchemicals.com; www.mccannfoodandhealth.com; www.hunterchemicals.co.uk.**



Chamber Members Receive Discounted Leisure Centre Membership

Through the Chamber, corporate memberships at East Riding Leisure offer amazing value as well as access to state of the art facilities and award winning sites - giving you all the benefits of our Premier membership but with a 25% reduction.

One membership unlocks access to all nine of our East Riding Leisure Centres on our Corporate Premier Membership for just £25 per month*.

Nine Tone Zone gyms, nine Swimming pools, sports hall use and over 500 exercise classes a week are included.

As part of your membership you can access our fantastic Healthplus programme of three individual appointments with a fitness coordinator to help set your goals and objectives and tailor your exercise programme, to help you get the most out of your membership. This is included at no additional cost.

Membership includes access to our boditrac scanners as part of your Healthplus programme. Used by elite sports industry, this body scanner measures over 20 individual elements to help you get an in-depth and accurate body measurement report, which can then link in with your exercise programme.

You can also access our health suites and saunas at our sites that have them. And you can enjoy discounts at our sites with a cafe vibe too.

Don't forget as a member you can refer a friend for a month's free membership! So why not contact us to discuss your corporate membership today on **(01482) 395223**.

Find out more about what our premier membership covers here **www.eastridingleisure.co.uk/join** * (minimum 12 month contract for our corporate membership)



Fighting the 'January Blues'

With winter upon us we think of crisp fresh mornings, time with family and friends, and Christmas trimmings, but, for many, it can lead to symptoms of depression. Many of us suffer with the 'January Blues', or even a diagnosis of Seasonal Affective Disorder, with the NHS estimating around 1 in 15 people being affected.

Cold and long winter nights, dark mornings, the pressures that festivities can bring, over-indulgence, and returning to work with the next holiday often not in sight, can leave us feeling less than 'okay'.

A decline in our sense of well-being can impact us across all areas of life, and from an organisational perspective it can leave us with significant difficulties in the workplace.

NHS services continue to experience high demand and often leave individuals without support whilst on a waiting list. Providing quick and easy access to psychological support can prevent further declines in health and the resulting likelihood of being signed off work.

The founder of Psychological Therapies in Hull and East Yorkshire, Dr Gerri Moxon (Clinical

Psychologist) is a strong believer that we live in a world of increasing demands, and to perform at our best, we need to feel at our best. This is a mantra that, as a service, we greatly believe in. For this reason we are seeking to promote awareness of mental health needs and offer psychologically informed occupational health options to enable organisations to support their workforce via training, consultancy and individual therapy options. Free resources are now also available via our website **www.psychology-hull.co.uk** to aid organisations in promoting positive emotional wellbeing and a psychologically safe work environment.

For further information or a no obligation quote please contact our offices on **(01482) 645374 / 07879 338550** or email us **info@psychology-hull.co.uk**

New Members

AFO Choir Limited

Helen Garnett
Barrow on Humber
01469 208406
Entertainment/Choir

Andrew M Sidebottom Ltd

Andrew Sidebottom
Cottingham
01482 847491
*Business Psychologist, Psychometric
Assessment Specialist*

Boxkik Strategic Communications

Tony Maguire
Settle
01729 825713
Communications

BRDM Limited

Brian Freestone MIH MBA
Hull
01482 947374
Property Development & Management

Clay10 Creative

Felicity Hulme
Hessle
01482 638420
*Digital Creative Design and Development
Agency*

DJC Oils Ltd T/A Pomegranate South Africa

Eric McKenzie
Hull
07470 117445
*International Trade of Carrier Oils
(Pomegranate)*

Gentoo Freight

Simon Leach
Melton Ross
07907 164795
Freight Forwarder

GKD Print Limited

Phillip Taylor
Hull
01482 325313
Commercial Printing Company

Hird Ltd

Steve Stockdale
Hull
01482 227333
Crane & Powered Access Hire

JayJay Media

Joe Sargieson
Brough
01482 667490
Video & Animation Production

LBC

Lorraine Braben
Grimsby
07972 461484
Human Factors Consultancy

Lincolnshire Showground/ Lincolnshire Agricultural Society

Sarah Duxbury
Lincoln
01522 522900
Events/Charity/Educational

McCann Chemicals Limited

L R Horrobin
Immingham
01469 577800
Chemical Distribution

Pipesco Limited

Duncan Wheeler
Stallingborough
01469 576677
Piping Design, Engineering & Fabrication

Sewerby Hall & Gardens

Stewart Ward
Bridlington
01262 673769
Visitor Attraction

Shorts Chartered Accountants

Scott Burkinshaw
Sheffield
0114 267 1617
Accountancy Services

Solis Marine Consultants LLP

Captain John Simpson
London
020 3794 3076
Marine Consultancy

South Pacific Agencies Ltd

Andy White
Hessle
01482 333377
Shipping & Fowarding

Tilletts Clothing

Melanie, Grace & Nancy Tillett
Grimsby
01472 566995
Retail

Tractair Limited

Judy Constantine
Brough
01482 576222
Air Brakes Systems

Trainload Limited/Collingwood Engineering

Jason Dear
Barton Upon Humber
01652 618668
Trainload - Rail Loading & Shunting Equipment

Winterton Rangers FC

Richard Smales
Winterton
07746 712 746
Football Club



**Name:**

Amy Jenkins

Company:

Tigers Events - The KCOM Stadium

Job Title:

Business Development Manager

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

My first role was selling Cast Iron Radiators for £6.20 an hour. In my spare time I worked as an events ambassador for BigglesFM promoting the station 104.8.

What do you always carry with you to work?

My phone (typical Millennial) it never leaves my side. I check my emails and LinkedIn constantly.

What is the biggest challenge facing your business?

The ever changing nature of the events industry, there's a lot of competition. We're very lucky to have a versatile, award-winning team and great customer retention at the stadium. We value all feedback and adapt our business accordingly.

What can you see from your office window?

Today I'm working from one of the Executive Boxes which has a fantastic view of the pitch!

If you could do another job what would it be?

I've always wanted to be a wedding or party planner. I'm happy to say I've achieved that!

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

Reflective - I always try to look back on, and learn from experiences.

Resourceful - I'm a big fan of LinkedIn and can usually call upon my network for referrals and advice.

Thinking outside of the box - I try to look at everything from a different perspective.

What was your biggest mistake in business?

There are no mistakes, only lessons.

What advice would you give to aspiring entrepreneurs?

Believe in yourself, be passionate and stay resilient "Develop success from failures. Discouragement and failure are two of the surest stepping stones to success."

Who do you admire most in business?

My partner, James. From a Graduate to Trade and Operations Manager for Tesco in just 3 years. He was also selected from 100,000 candidates to join their Future Leaders Development Programme.

Chamber Events Diary 2019

Members' Speed Networking and Lunch

Friday 25 January 2019
Oaklands Hall Hotel, Laceby, Nr Grimsby

Chamber Goole & Howdenshire Business Excellence Awards

Friday 22 February 2019
Goole High School Conference Centre

AGM / Members' Speed Networking and Lunch

Friday 1 March 2019
Healing Manor Hotel, Grimsby

Members' Speed Networking and Lunch

Friday 29 March 2019
Bonus Arena, Hull
Sponsored by: SoluTech Systems Ltd

Members' Speed Networking and Lunch

Friday 26 April 2019
Willerby Manor, Hull

Chamber Northern Lincolnshire Business Awards

Friday 17 May 2019
Baths Hall, Scunthorpe

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

Events with extra



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