

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

June/July 2012

Issue 08

Renewables – The Green Revolution

page 24



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Hull BID and Hull Marina Flying the Flag for City's Attractions

Hull BID is helping to pull the crowds into the city centre with a dynamic programme of activities.

Already the events programme has seen people flock to the city for the fourth annual Hull BID Fashion Week.

July sees the return of Yum! the Festival of Food and Drink, which will be closely followed by the Hull Trinity Music Festival, where 16 participating old town venues will host the best in local musical talent.

Half Past the Weekend sees cafe bars and restaurants along Princes Dock Street and in Princes Quay working together providing live entertainment throughout the summer.

Hull BID's ongoing work to keep the city centre safe and clean has undoubtedly played its part in helping the operators of Hull Marina claim a rating of four Gold Anchors in an international assessment scheme operated by the Yacht Harbour Association.

Derek Newton, Managing Director of British Waterways Marinas Limited, said the award recognised the hard work and investment ploughed into Hull Marina and demonstrated its facilities are now up there with the best in the industry.

"I can't think of any other marina in this country that has such a good location, with the city centre just across the road, and Hull BID helps us make the most of that." said Derek.

Hull BID City Centre Manager Kathryn Shillito said that, in addition to organising the events, Hull BID has supported the businesses with promotional literature, including a pocket guide to Hull's Old Town pubs.

"Fashion Week was well supported by the three shopping centres and large stores and importantly it gave independent retailers an opportunity to showcase some really unique fashions. The event helped promote the old town and particularly Holy Trinity Church as an alternative use venue. With more events to come it's great to see businesses working together to bring people into the city centre." said Kathryn

For dates and full details of all the forthcoming events visit www.hullbid.co.uk and www.eatdrinkenjoy.co.uk

Chamber 2013 Members' Directory and Diary

The Chamber has entered a partnership agreement with Excel Publishing for the publication of a combined Directory of Members and Diary for 2013.

The Directory, which Members will receive in early December 2012, will be a quality publication aimed at helping Members to contact each other and do business.

The publication will contain a diary for 2013, plus Members will be listed both alphabetically and under classifications of business headings. There will be useful information aimed at helping Members get the best out of their Membership and numerous other useful sections.

Staff from Excel will be contacting Members to offer opportunities to raise their profile by taking advertising space, which will promote your products and services to fellow Members. Taking space will also effectively support the Chamber, in that it supports the publication of the Directory.

For further information please contact Bruce Massie at the Chamber on **01482 324976** or at b.massie@hull-humber-chamber.co.uk

Hull BID Secures Funding for Pioneering Crime Prevention Project

Hull BID is stepping up the fight against crime in the city centre after securing more than £45,000 of new funding to launch a pioneering new project.

The money has been provided by the Community Action Against Crime Innovation Fund following a successful application led by Kathryn Shillito, Hull BID City Centre Manager.

It is being invested to supply 50 city centre businesses with CCTV systems and to train staff from those organisations in the principles and procedures of restorative practice.

Targeting retail crime using restorative practice has attracted international attention because of its unique approach which brings those harmed by crime and those responsible for causing the problem into supervised communication with each other.

The project is being delivered by Hull BID in partnership with Humberside Police and the Hull Centre for Restorative Practice (HCRP).

“It is important that people understand that restorative practice is not a replacement for the criminal justice system,” said Kathryn.

“People who regularly commit crimes will be dealt with in the usual way, but restorative practice is proven to help first-time or young offenders learn the error of their ways and deter them from pursuing a life of crime.”

Humberside Police and the HCRP will work with businesses offering advice on strategies to help reduce retail crime, and training sessions will be flexible to ensure minimum interruption to work schedules.

“Retail staff in the participating businesses will be equipped with the skills to deal with the sort of minor offences that they may currently be reluctant to report,” said Kathryn.

“It will help prevent re-offending, which in turn saves the businesses the time they spend going through the judicial system, but they will still have the support of the police if they need it, and particularly for more serious crimes and repeat offenders.”

Law Firm Takes on Three New Partners

Lincolnshire and Yorkshire law firm Bridge McFarland has appointed three new partners. They are dispute resolution specialist Rob Ripley, clinical negligence expert Louise Bush and private client lawyer Jacqui Johnson.

Mr Ripley joins Bridge McFarland’s dispute resolution department from Langleys Solicitors. He will be based primarily in Grimsby and Hull.

Louise Bush joined Bridge McFarland three years ago, since when she has solely practised, managed and built-up the firm’s clinical negligence department in Lincoln.

Jacqui Johnson joined the firm in Grimsby in 2008 and is an experienced private client solicitor. She is a past area chair of the Hull and Humber Chamber of Commerce North Lincolnshire Area Council and a past president of the North Lincolnshire Junior Chamber.



L-R Louise Bush, Rob, Ripley & Jacqui Johnson

Bridge McFarland’s managing partner Robert Edwards said: “These appointments reflect the firm’s commitment to continued investment in our future. All three colleagues are respected and liked by both their peers in the legal profession and by clients.”



Steps and a disabled lift at Kenilworth Castle, Warwickshire.

Chamber Member Helps Secure Access to Historic Sites

English Heritage turned to a Chamber Member to ensure good access to historic buildings.

Ian Streets, Managing Director of About Access, was invited to tender for the contract to conduct access audits of some of its most famous properties.

Ian won the work and visited Tintagel Castle and Pendennis Castle in Cornwall, Battle Abbey in Sussex, Kenilworth Castle in Warwickshire and Witley Court in Worcestershire.

He has now submitted a report which will help English Heritage further to develop its planned national programme of access assessments.

Ian, who is based at Anlaby, near Hull, said: “English Heritage is well aware of the legal requirements around providing access to its properties for as many people as possible and it takes a very pro-active approach to exceeding those requirements.”

His input will help English Heritage update the information on access to its properties in print and online, indicating the presence or absence of such facilities as lifts, ramps and handrails and of such potential hazards as steps, slippery floors and uneven ground.



Ian Streets

I.T. Workshop for the non-IT

Brought to you by



The I.T. Workshop for the non-IT column is to provide a way of providing you with some advice and tips as well as answering / demystifying topics you would like us to cover. Continuing the series, in this issue we're answering some questions received recently on updating old systems....



We've got an old system that everyone uses... do we have to replace it?

That's a massive question but the answer at this point is never an outright "Yes". Regardless of its age, the old system is in and working and familiar to all of your users.

We've been told to replace it? Is that not correct?

This depends on what is wrong with it. There are alternatives that should be explored first. It is often perceived that an old system must be replaced for one or many of the following reasons:

- It's not stable enough, it keeps crashing.
- We need newer facilities that aren't available in the old system.
- We need to get on the Internet, it doesn't have any Internet provision.
- We have to key information from other systems in to it; we want this to be automatic.

What options are there?

This depends upon the main reasons and specific circumstances – all of which should be explored by your IT team or consultancy before a new system project is commissioned.

For stability, a simple update of the hardware / purge and archive of old data may be all that is needed. All of the hardware should be assessed to check it is ok. Don't worry about the fact it needs an older operating system, it is easy to virtualize this on a newer piece of hardware.

If you need newer features, you should do a simple study across the business to see if the features are needed by everyone in your company. It may be that a simple side-by-side system can be implemented.

Getting information from your old system on to the internet should never result in a full replacement. In our experience, it's better to have a distinction between internet delivery and back office systems. We've been involved in many projects to manage data in and out of old systems for display through web based sites. Similarly, this type of project can be performed to create software to sit between other systems which handle the automatic transfer of data in and out of your old system.

Never underestimate the amount of human effort you have already invested throughout your company in the way that you use your old system and the time spent in managing the data within it.

If all you can do is change, things to consider:

If you decide to replace your system, ensure that you have budget to cover any extras such as the cost of retraining, additional modules, changes to the code to fit your business processes, expertise needed to move data and any additional hardware updates you may need.

Also, make sure that you are fully aware that, no matter how loyal and hardworking your staff are, there will be an inevitable dip in productivity and morale during the implementation of the new system.

A badly handled implementation can soon lose the support and trust of your staff; and can in some circumstances take many months of hard work to put right.

Getting in touch

If you've an area that you'd like us to cover in these I.T. workshops, please drop us a quick email explaining the topic you'd like to know more about. In particular, what aspects you're unsure of and we'll tell you what we think. If we use it in our article, we'll keep your details confidential.

itworkshop@bscsolutions.co.uk

About the Author: Simon Crosby

Simon's expertise is gained from many years' work in the IT industry and covers all aspects of IT projects and solutions, ranging from requirements gathering, analysis, solution design and project management. He specialises in designing and developing internet based business applications.

simon@bscsolutions.co.uk



Holiday Project Paves the Way for Olympic Success



Phil Ascough

Chamber Board member Phil Ascough has produced a book on the Olympic Games.

Phil, who works as a media and PR consultant, secured backing from publishing house Bloomsbury and the result, *The Armchair Olympian*, is now available in book shops and online.

The volume is a blend of narrative, trivia, quiz questions and quotes covering the highlights of the Games since the start of the modern Olympics in 1896.

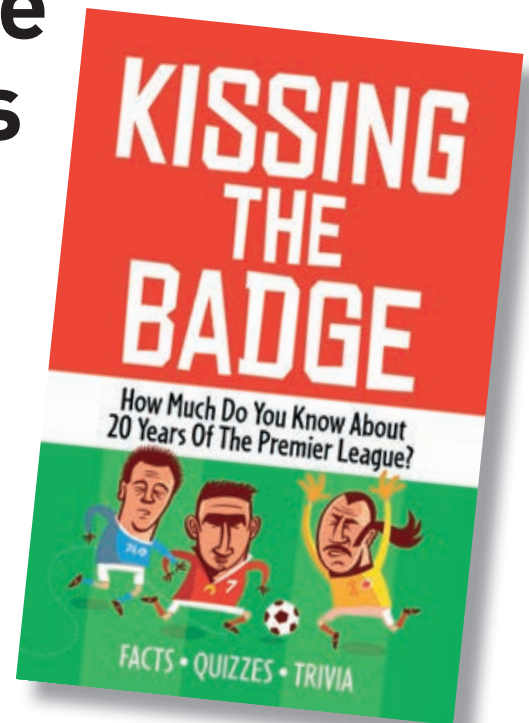
It is Phil's second book in his own name and under the Bloomsbury banner. *Kissing The Badge*, also available now, takes a similarly quirky approach to 20 years of the Premier League.

He said: "They were both holiday projects that came along at exactly the right time.

"I was given about a month to write each of them, so it was handy that I was able to get stuck into most of the research and writing for *Kissing The Badge* over Easter last year, when the combination of school holidays and Royal wedding led to reduced demand for business media and PR services.

"Much of the research and writing for *The Armchair Olympian* was wrapped up during the summer holidays, another time when business clients were not at their most active."

The project has already produced another Olympic spin-off, with Phil working with Hull-based Squires Media to produce a package of website articles for Eurosport, one of the official broadcasters at the Games.



Mum Cleans up on Job Front After 24 Years out of Work

A Hull mother-of-two who has been out of work for more than 24 years battled against the odds to secure a new job thanks to Pertemps People Development Group (PPDG).

Trina Plaxton had unsuccessfully tried several times to get back to work after battling depression and alcohol addiction, and bringing up her two children who are 17 and 23.

Now, local firm Minster Cleaning Services has hired her as a part-time cleaning operator. Single mother Trina said: "I am delighted as I feel I've got control of my life and things are really looking up for my family."

PPDG's Hull-based centre has already helped more than 100 jobseekers find work in the past six months..

Company Helps Celebrate Anniversary

Genesis Business Systems, in Hull, which has over the past twenty-five years built up a strong partnership with Pegasus Software, is helping it celebrate its 30th anniversary.

Pegasus, a leading supplier of accounting, business and payroll software, developed Opera 3 which can be fully integrated throughout an organisation, eliminating the need to run separate finance, payroll, CRM or service systems.

Luke Pykett, marketing manager at Genesis, said: "We are very proud to have a close long-standing relationship with Pegasus, which ultimately allows

us to offer our customers the best in business software."

Gray Rentals in Hull is one of the many customers to experience the benefits of Pegasus Opera 3 and Tracy Westwood, the company's service support manager, said: "This has significantly enhanced the speed and quality of service for our customers business needs, which is an ever increasing requirement."

Genesis is holding an information event on Wednesday, June 27 at its Goulton Street site to explain more about apps and how they can meet your business needs. For more information about Genesis IT or its work with Pegasus, call 01482 210999, e-mail info@genesisit.co.uk or visit www.genesisit.co.uk

** As part of the 30th anniversary celebrations, Genesis, in conjunction with Pegasus, can offer a saving of 30 per cent off the Opera 3 RSP when you trade-in a competitor solution. Terms and conditions apply and the offer runs until Friday 24 August 2012.*

Britcom Helps with Supply of Africa-Bound Equipment



A vessel was shipped out to Kenya loaded with heavy line used equipment purchased from Britcom International, the used plant equipment and truck exporter.

Two Terex TR70 Dump Trucks and a CAT 345BL Excavator left Britcom's East Yorkshire site en route

to Immingham docks to start their three-week sail to Mombasa before being transported to their final destination, Nairobi.

All three machines have been sold to a large construction company in Kenya to be used for material handling and excavation in a quarry just outside Nairobi.

Britcom, which is based at Market Weighton, can be contacted on **01430 871010** or visit **www.britcom.co.uk**

Show Your Support for the Armed Forces

Hull City Council is urging local businesses to sign up to Heroes Welcome, a national scheme which guarantees a warm welcome for serving and ex-British Armed Forces Personnel. The scheme is free to join and many businesses even offer discounts for the Armed Forces. Businesses display a Heroes Welcome poster to pledge their support.

Heroes Welcome is part of a greater drive from Hull City Council to support the City of Kingston Upon Hull's Armed Forces and Veterans' Charter.



The charter is a citywide approach from public bodies and partners to support the Armed Forces community in housing, health and wellbeing, education, training, employment and self employment. To find out more, go to **www.veterans-hull.co.uk**



Chris Medlin (left) welcomes Peter Drenon (right) to Alan Wood & Partners

Credit: Peter Drenon

Consultancy Announces key Appointment

Civil and structural consulting engineers Alan Wood and Partners has announced an appointment to its senior management team.

The consultancy, which also provides project management services, has appointed Peter Drenon in the role of director with responsibility for business development and improvement.

Alan Wood and Partners employs 50 staff across five offices spanning the Yorkshire and Lincolnshire regions. Recently shortlisted in New Civil Engineer's annual awards in the SME Consultant of The Year category, the consultancy works across a diverse range of sectors and major construction projects both locally and nationally.

Drenon's wealth of experience, gained from working with some of the country's largest consultancies, including most recently AECOM, makes him ideally placed to steer Alan Wood and Partners in its strategic growth plans.

He said: "Having spent a number of years working in larger organisations I am relishing this new challenge, being part of a smaller operation where I will be directly involved in influencing and formulating the company's strategy for growth and able to take a proactive approach to developing the organisation."

Chris Medlin, Alan Wood and Partner's chairman, said: "Peter's appointment, as business development director, is a strategic one which I am confident will take the company to the next stage of our detailed plans for organic growth."

Currently, the consultancy is working on local and national projects, including the redevelopment of the Humbrol site in Hull, and a number of cabin holiday parks and visitor centres throughout the UK for Forest Holidays and the Forestry Commission.

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I can add value on a non-executive basis at little risk as a freelance director.

Growth brings with it two key cash dynamics – the need for adequate working capital and investment capital to fuel and meet its retrospective and ongoing commitments, particularly to its suppliers, staff and HMRC.

Growth does not happen by accident however. Successful growth results from clear, strategic thinking, top down corporate planning and control, belief in the product, and an ability to positively react to unforeseen, unplanned, events whether economic or political.

I am non-executive Chairman of a radiotherapy 3D training software provider, Vertual Ltd of Hull, a 'spin out' business. The Company was incorporated in 2007. Its systems are 'big ticket' items yet it has made solid progress in implementing its international marketing strategy during a period of challenging global economic conditions.

Despite cuts in education budgets across the developed world and the associated delays and cancellations of new capital expenditure, through the building of robust relationships and investment in establishing distribution networks over a number of years, Vertual has succeeded in installing a total of 80 systems around the world, including in 2011 the installation of five of its largest systems to Australian universities providing training in radiotherapy.

Chamber members who are facing the challenge of revenue and capacity growth can tap into my experience of strategic expansion. They would also benefit from my commercial knowledge outwith the confines of a traditional finance and IT function. I have had Board Director experience of Treasury, Refinancing, FX, Turnaround Situations, Distribution, Property Dealing, Commercial Insurance, Purchasing and HR Retainers.

I look forward to meeting members at the forthcoming Expo on 12/13 June

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SHE Knows on a Mission with Revolutionary Training Facility

Training company SHE Knows has unveiled their revolutionary Mission Room training system at the Safety & Health Expo as a world first.

This unique system uses 360° images, video and sound to create a fully interactive and dynamic training environment and SHE Knows is the first private health and safety training company to offer it to clients.

Managing director Linda Crossland-Clarke said the Mission Room was one of the major attractions at the Birmingham NEC from May 15-17.

She said: "This marks a real development of our health and safety training provision and shows our commitment to pushing the boundaries of what SHE Knows can offer to our UK and international customers."

Developed by Aims Solutions, the Mission Room can be erected and taken down on a customer's site in a day. Inside the room are 360° panoramic stills and video with training content based on existing media, such as a site induction system, or unique



Linda Crossland-Clarke

new content bespoke training, such as a tour of a company's facilities, developed by SHE Knows for its customers using a video camera and project editing software.

Hull-based SHE Knows, founded in 2003, now has 15 staff with a £1m plus turnover. To find out more, contact the company on 0845 370 3727 or by email at info@she-knows.com

Elaine's Hard Work Rewarded with Rise to the Top



Elaine Dennison

Having been employed as a part-time receptionist at the birth of the business 16 years ago, Elaine Dennison has completed the transition to the boardroom at Garness Jones Chartered Surveyors.

In effect, Elaine has been working at board level of the Hull-based practice for some time, ensuring the operation behind the scenes has supported the main company function. She becomes Administration Director.

"Elaine's new title formalises the role she has developed and the work she has been doing," said Dave Garness, Managing Director of Garness Jones.

Elaine was born in Hull and joined Garness Jones on returning to the city in 1996, having managed the office of a small accountancy practice in Hampshire.

She was one of three part-time staff in a team of six, which included two surveyors, but now the business comprises eight surveyors in a team of 20. It offers specialist services in all aspects of commercial property and is recognised as one of the leading practices in the Humber area.

Elaine said: "I started off on reception, answering the phones and typing up valuations. As the practice has expanded and the demands on the administrative

Fundraiser Sets Himself Charity Goal

A Hull businessman has launched a campaign to apply his corporate fund-raising skills to benefit local charities.

MWS Business Management Limited has raised more than £100-million for businesses in the past 10 years.

Prior to that, Managing Director Melvyn Sadofsky developed a general Chartered Accountancy practice. He is now celebrating 40 years of running his own companies by committing to raising £40,000 for charity in the next 12 months.

He said: "We could have had a party, a lunch or a dinner to celebrate the occasion but we decided to do all of those things and more and try to raise money for local charities in the process."

Melvyn is preparing himself for challenges including a 40-kilometre cycle ride and a 'boss behind bars' event.

The MWS team are planning to assist the charities with 40 hours of community service each. There will be a golf day, a sponsored walk, and a team in the Humber Bridge half-marathon, with other events being added to the schedule.

The money raised will go to support local charities CASE Training and the Smile Foundation.

CASE works to improve the quality of life and increase the life opportunities for people with learning disabilities.

The Smile Foundation is raising funds for three East Yorkshire charities. The Hull Memory Clinic supports people who suffer from memory loss. Hornsea Inshore Rescue is an independently-run service which covers the Holderness coastline. Sunshine House in Hull provides a nursing resource from respite care to end-of-life care for children with life-limiting illnesses.

side have grown, I've taken on responsibility for accounts, credit control, HR, training and other aspects of the business.

"It's been a steep learning curve but in looking at the way the business has developed I realised I've actually undertaken every job within the company other than surveying."

Investment Puts SHEilds on Course for Healthy Expansion

A Hull-based health and safety training company is on course for expansion thanks to a £100,000 investment from Finance Yorkshire.

SHEilds Limited, which has its headquarters in Hessle, Hull, provides health, safety, environment and management training to businesses across the world through eLearning, classroom learning and NVQ courses.

The company, established by chairman Mike Shields in 2002, has offices in Dubai and India but was looking for funding to grow its Hull-based sales force and develop a new marketing strategy. Finance Yorkshire invested a £100,000 business loan fund to support the company's growth plan.

Mike said: "Whilst our business is growing overseas, we see expansion in the UK as just as important and are putting some of the investment into taking on five new members of staff from the local area.

"We are also using the investment to launch a new website and Customer Relationship Management system to help us organise our increasing number of clients and ensure they are getting the best possible service.

"We approached Finance Yorkshire after they were recommended to us and we were very pleased with how the investment turned out."



Caption: Mike Shields, chairman of SHEilds Ltd, with Finance Yorkshire investment manager Ian Atkinson.

Finance Yorkshire investment manager Ian Atkinson said: "It is always pleasing to see a company investing in the local community and we were happy to support SHEilds' plans to take on more staff at its Hessle head office."

Firm's Future Secured in Takeover



Left to right: Paul Rhodes (Express) and Neil Fisher (MD Airco)

Airco, the Hull-based market leader in refrigeration and air conditioning, has announced the acquisition of Immingham-based Express Refrigeration & Air Conditioning Ltd.

The acquisition, for an undisclosed sum, is a retirement deal and had Airco been unable to step

in, Express Refrigeration would have closed its doors with all jobs lost and the large contracts held by the company taken away from the Immingham area.

Airco has taken on all assets from Express Refrigeration, confirming it will be keeping on all staff at the Immingham-based firm.

Neil Fisher, Managing Director and Founder of Airco said: "Express Refrigeration is a wonderful company with a great reputation.

"When we heard the current owner wanted to retire, I decided straight away this was something I wanted to pursue for Airco, despite the fact we weren't actively looking for acquisitions at the time.

"Those who know me will realise I have a great affection for the Humber region and the deal has been extremely satisfactory for me and the current owner, who, whilst wanting to retire, didn't want his company, staff and contracts simply to disappear."

Samaritans Events are Organised in Anniversary Celebrations

Two events have been organised to celebrate The Samaritans - Hull 50th anniversary.

They are:

AFTERNOON TEA PARTY TO CELEBRATE THE DIAMOND JUBILEE, on behalf of the Samaritans on Saturday 23rd June at Heritage Landscape Centre, Gibson Lane, Melton.

ANNIVERSARY DINNER WITH GERVASE PHINN. The evening will culminate in an auction hosted by Blair Jacobs. Tickets are available for £35 each or £350 for a table of ten. To be held on Friday 14th September at the Mercure Hull West Hotel (formerly Ramada) Willerby.

To attend or to receive further information on either event please contact Lynne Hope on **01482 632218**

email: lynnehope@lynnehope.karoo.co.uk

QES Results: A Positive Start to 2012

Despite the latest statistics showing that the UK is back in recession, research from Hull & Humber Chamber of Commerce shows that the economy could be showing positive signs of recovery.

The Chamber's Quarterly Economic Survey has found that UK & Export sales and orders are all improving. UK sales increased by 10% on Q4 2011 to 41%, with export sales up 14% to 47% in the first quarter of 2012. The increase is even more significant in comparison to this time last year where increases in UK sales were at 20% and 25% for export sales.

Despite unemployment continuing to be a concern in the region, an increase was seen in the number of employers expected to increase their number of employees. 25% expected to see their employment increase in the next quarter compared to 19% last quarter. 23% have seen employment increase this quarter, which correlates with employers' predictions in Q4 of 2011.

It is concerning, however, that employers are continuing to experience more difficulties in recruitment. Last quarter 36% experienced difficulties, however this has now risen to 52%, with the main difficulty being recruiting at management level. It was positive to see, however, that there has been an increase, despite being small, this quarter in recruitment for full time positions at 70% (increase 3% on Q4 2011).

Cashflow balance has only seen a minor increase of 3% this quarter to 25%, however the balance between those who have seen increases and decreases is more encouraging than last quarter; and this time last year; as the balance is now positive and has increased by 22% on last quarter.

Investment is continuing to demonstrate improvements, for both plant/machinery and training, with 25% increasing in both. Business confidence is improving also, with turnover and profit expectations both on the rise.

A slight increase in companies operating at full capacity has been seen, now up to 26%. However this is still significantly lower than this time last year (40%).

A decrease has been experienced in those expecting to increase prices for the forthcoming quarter: 75% have confirmed they expect prices to remain the same. The main price pressures are overheads (54%) and raw material costs (35%). These have remained as consistent concerns over the past 12 months.

Hannah Crookes, External Affairs Manager, Hull and Humber Chamber of Commerce comments:

"This quarter's results show that the economy is showing signs of improvement locally, particularly in comparison to this time last year. Exporters are continuing to lead the way, and though domestic performance is weaker it is beginning to strengthen.

"In comparison to other regions across the UK, the Hull and Humber region effectively contributes to the improvements of the Yorkshire and Humber as a whole. Yorkshire and Humber saw the strongest manufacturing balances in the country for this quarter.

"It is positive that for the third quarter in a row now we have seen capacity utilisation increase, but it is still a concern that it has a way to go before matching what was seen this time last year, and thus a significant number of companies are still operating below capacity.

"Price pressures have not changed drastically over the past 12 months, with other overheads and raw material costs still being the primary concerns. It will be interesting to see how results compare in future quarters, and whether the positive changes begin to disappear again, reflecting high raw material costs and increasing competition that has been so apparent recently."

The results for Quarter 2 of 2012 will be available at the beginning of July.

No Retreat from Drive to Open Up Government Procurement to More Businesses, says BCC

Commenting on the action being promised by ministers on the future of public procurement, Dr Adam Marshall, Director of Policy and External Affairs at the British Chambers of Commerce (BCC), said:

"Businesses of all sizes will welcome ministers' renewed commitment to improve procurement. On-going communication with government on what it wants to buy, when it wants to buy, and how it wants to buy, will give many companies the confidence to invest, grow, and compete for contracts.

"This procurement pledge must now become a reality. There should be no retreat from the commitment to open up procurement to dynamic and innovative businesses across Britain's real economy. Whitehall needs to move swiftly to attract more small- and medium-sized companies as suppliers by providing better practical information, simpler access to opportunities, and shorter, clearer timescales.

"However, action from central government alone is not enough. Local authorities, NHS trusts, and other public bodies, which spend tens of billions per year, must get on board. Small firms are most likely to compete for local contracts. Yet bizarrely, businesses say these are often the contracts that come with the most tick-box questionnaires and bureaucracy. Smarter procurement must become the norm for the whole of the public sector, not just central government departments."

New CIM President appointed for the Humber Branch



David Beasley

David Beasley, Managing Director of Classlane Media Limited & Chief Executive Officer of VIPPlus Worldwide Limited has been appointed President of The Chartered Institute of Marketing in Humber.

Speaking about his appointment Dave said: "I was honoured to be invited to be the President of CIM Humber and help to locally represent the profession of marketing and its practitioners. I look forward to playing an active role in the development and

support of the branch activities. CIM Humber is already successful with an active membership and so I am hoping to build upon this to help make a difference."

The role of President is an honorary position and the tenure will be for a 12 month period.

More information on CIM Humber can be found at www.cim.co.uk/humber



HSBC has announced further support to UK business, following on from their £4billion International SME fund, with the launch of Global Connections, a global initiative from HSBC focused on highlighting the importance of international business in today's global economy.



*Ronald Martin – HSBC
International Commercial
Manager Hull and East
Yorkshire*

In the UK, the top 10 International and Innovative businesses could be awarded a share in £60 million worth of funding (up to £6million lending each) linked to a financial reward of up to £120,000 for the 10 finalists and £240,000 for final winner. The finalists will also be invited to take part in International Exchanges for networking and business development.

Through regular meetings with businesses, I am fortunate enough to see the huge entrepreneurial spirit that exists for business in Hull and East Yorkshire. They often talk to me about how international opportunities are critical to the future

success of their businesses; however their key question is how to identify and fund them. Our Global Connections initiative seeks to help UK businesses compete at the forefront of international trade. Not only can we help through providing funding but also through introducing them to other entrepreneurial businesses both in the UK and around the world. Once you bring businesses together, you can tangibly see partnerships forming as they share challenges, insights, and find synergies to help each other grow. It is a privilege to facilitate these connections and to help local businesses achieve success on a global scale.

At HSBC we've previously taken businesses from across the UK on 'Thought Exchange' trips in some of the world's most dynamic areas of economic growth – Hong Kong, Brazil, New York, United Arab Emirates and Paris - allowing them to meet other businesses and investigate international trade opportunities. This year's competition will be linked into a global initiative allowing even more businesses to connect, but the competition element will be unique for UK businesses. This is a great opportunity for businesses in our region to learn from other companies involved in international trade and put together a network that offers the chance to expand and grow on the global stage. The funding on

offer will also help enterprises build on their success by recognising where to concentrate their energies and which skills they need to develop.

We're inviting forward thinking, ambitious UK businesses to demonstrate the quality of their thinking and the ability to put that thought into action. We'll then be selecting a shortlist of 10 finalists, chosen by a panel of judges, and inviting them to attend one of two high profile International Exchanges in either the USA or UAE.

Back in the UK, all of the Global Connections finalists will be given the opportunity to build their business pitch, applying the insights gained on their International Exchange with the overall winner receiving a financial reward of up to £240,000.

Businesses will be able to submit an application detailing their business plans and funding requirements online at www.hsbc.uk/globalconnections by closing day Friday 13 July 2012.

HSBC 
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Boost Exports Further by Improving Language Skills and International Connections

A survey of over 8,000 businesses released by the British Chambers of Commerce, shows that exporting activity continues to increase.

However, the findings also suggest that providing firms with more training in foreign languages, and increasing their exposure to international companies would encourage more business owners to export. Economic growth relies upon British businesses being able to export more, so the British Chambers of Commerce is calling for more support for firms to help them trade internationally.

Language skills are vital to exporting

Knowledge of other languages is an important skill for exporters. 61% of non-exporters that are likely to consider trading internationally consider a lack of language skills as a barrier to doing so.

However, of those business owners that claim some language knowledge, very few can speak well enough to conduct deals in international markets. French is the most commonly spoken language, with 73% of business owners claiming some knowledge. However, only four percent are able to converse fluently enough in French to conduct business deals. This number drops significantly for those languages spoken in the fastest growing markets. In 2012, the IMF projects that the Chinese economy will grow by 9.5%, but just four percent of business owners claim any knowledge of the language, with less than one percent confident they could converse fluently.

Businesses with stronger international connections are more likely to export

Businesses that do export are more likely to have stronger social connections with overseas markets. When asked what led them to export, the top three reasons cited by current exporters were: collaboration with overseas partners (71%); a chance enquiry from outside the UK (57%); and previous work experience abroad (52%).

Those business owners that have lived abroad are more likely to export. 11% of current exporters have lived abroad for five years or more.

Commenting on the findings of the report, John Longworth, Director General of the British Chambers of Commerce (BCC), said:

“Exporting is good for Britain, so it is right that we should encourage current and future business owners to develop the necessary skills to trade overseas. We’re encouraged to see the percentage of firms exporting in our survey has increased from 22% in January 2011 to 32% in January 2012. Exports are equivalent to nearly 30% of UK GDP*, but more can be done to help businesses take the first step to exporting. Encouraging companies to boost foreign language skills with incentives like tax credits is just one way of making sure we continue to export best of British products and services around the world.

A renewed focus on language skills at school, as well as helping companies forge new connections overseas, could help ensure that current and future business owners are pre-disposed to thinking internationally.

“We are already the sixth largest trading nation on earth, and the third largest service exporter, but really to secure our future as a leading exporter we need to help companies take advantage of new markets. Giving businesses the opportunity to forge links with international firms, develop employees’ language skills, and providing compulsory education in languages for young people will transform many of the great businesses we have in the UK into success stories overseas.”

Contact the International Trade Department to find out more about the Chamber’s Language Services and how we can help improve your business’ language skills.

Email: itc@hull-humber-chamber.co.uk

Tel: 01482 324976



Chamber Members Win Queen’s Award For Enterprise In International Trade

Hull and Humber Chamber Members JSR Genetics, based near Drifffield, and Ramsden International, based in Grimsby, have both been honoured with the internationally-renowned Queen’s Awards in International Trade 2012.

JSR Genetics have won the prestigious award as recognition for their outstanding export success. The company has seen an overall growth in earnings of 117% over a three year period and this is the second time that they have received the Queen’s Award.

Mr Tim Rymer, JSR Chairman, said “We are delighted to receive this honour. The last decade has been particularly challenging for the UK Pig Industry and international breeding stock sales, not least with two foot and mouth outbreaks which effectively stop exports overnight for months, even years, depending on the destination country. I would like to congratulate the whole JSR team and our worldwide partners for their endeavour and support.”

This is the third time that Ramsden International has won the Queen’s Award and is a real recognition of the company’s outstanding and continuous achievement in international trade.

Sean Ramsden, Managing Director, said “We are all very proud. To win for a third time is an excellent achievement and is reflection of the excellent people we employ. We have invested heavily in our markets, the systems and the people, and the success of the business is based on the latter because we don’t really have any other tangible assets. Our assets are our people.”



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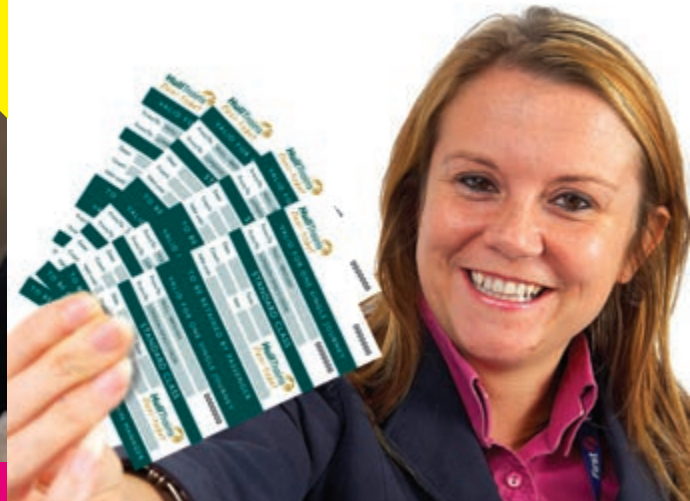
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2012 Chamber Northern Lincolnshire Business Awards

“A Right Royal Evening”

The Northern Lincolnshire Office of the Hull & Humber Chamber was proud to organise the Northern Lincolnshire Business Awards 2012, in partnership with Grimsby & Scunthorpe Media Group.

The Dinner and Presentation of the Awards, generously supported by Humberside Airport, took place at Grimsby Auditorium on Friday 18 May. This year's theme was the Queen's Diamond Jubilee and the evening represented a fantastic opportunity for the Northern Lincolnshire business community to get together and celebrate commercial success in the region.

Following a 'Champagne' Reception sponsored by Clugston Group and canapés sponsored and served by Grimsby Institute, guests heard from Malcolm Joslin, Vice President of the Chamber.

Guests enjoyed a three course Dinner with a Jubilee theme (thanks to Scunthorpe Members Fine Dining and Quality Catering) whilst Grimsby Institute students, dressed as Royal Courtiers, visited the tables with a Diamond Jubilee Lucky Prize Draw. The After Dinner entertainment this year was a 'Right Royal Variety Show' and featured performers from the West End musical *We Will Rock You*. Guests also enjoyed performances

from Chief Executive of NELC and Chief Probation Office at North Lincolnshire Council Adrian Evans as 'Two Old Soaks', as well as a wonderful 'Elizabethan to Elizabeth' fashion show, put on by Grimsby Institute's fashion students and songs from every decade of the Queen's reign, superbly delivered by Grimsby Institute's performing arts students.

The evening was hosted by Helen Fospero of GMTV. There were 12 awards this year and the thirty four nominees sat expectantly as tension mounted, waiting to hear who would be the outright winners in 2012 and who would be the runners-up. Chamber Chairs in Northern Lincolnshire, Richard Rowell of Forrester Boyd and Daryl Birden of Singleton Birch presented the trophies on behalf of Chamber to the worthy winners.

Special Awards were also presented to Ramsden International and Shand Engineering as our local Queen's Award to Enterprise winners and to Associated British Ports to mark the Centenary of Immingham Dock, Clugston Group received an award on the occasion of their 75th Anniversary.

The evening raised £2,350 to be split equally between two local charities, The Lindsey Lodge Hospice and Harbour Place.

Nominees' videos and footage from the presentations can be obtained through John Baxter

at juicemedia@live.co.uk and photographs from the evening from Chamber photographer Martin Steel at www.dmsphotographic.co.uk and www.thisisphotosales/grimsby. An Awards video can also be viewed at <http://youtu.be/pvxvtY06dsA>

The Chamber's thanks go to all our sponsors in 2012, particularly our partners in the Awards GSMG and to Grimsby Institute and Humberside Airport for helping make the Awards a success. A special thanks too to all our Chamber suppliers, particularly Saville Audio Visual for all staging and audio visual requirements. Everyone delivered superbly and we couldn't do it without you. Thank you.

The final word must be reserved for all this year's Winners and Nominees. Congratulations and a huge 'Well Done' on all your fantastic achievements and for making our Awards an event of which the whole of the Northern Lincolnshire business community can be proud.

For further information on the 2012 Awards or information on sponsorship of the 2013 Awards please contact Anne Tate at the Northern Lincolnshire Business Awards office on 01472 342981 or email a.tate@hull-humber-chamber.co.uk



Judging – Business Awards 2012 – Results

AWARD CATEGORY		WINNER	RUNNER-UP	RUNNER-UP
1	The e-Factor Award for Small Business	In The Pink Jewellery	Avert Fire (UK) Ltd	Abbys Wine Bar & Bistro Ltd
2	The ABP Business Growth Award	Natural Paving Products (UK) Ltd	Lynx Polythene Ltd	The Ashbourne Hotel and In The Pink Jewellery
3	The North East Lincolnshire Coldwater Award for New Business	Lynx Polythene Ltd	The Battery Warehouse Ltd	Carpet Chris Ltd
4	The North Lincolnshire HITEK Electronic Materials Award for New Business	Sixty Six Design	Rachel Perry	Placebook Minicabs
5	The North East Lincolnshire Economic Investment Award	Pattessons Glass Ltd	BOC	The Seafood Village
6	The North Lincolnshire Economic Investment Award	Minelco	Brocklesby Estate	Nisa
7	The Barclays International Trade Award	Humber Work Boats	Shand Engineering Ltd	Skymark Packaging International Ltd
8	The Grimsby Institute Training Excellence Award	Fabricom Oil Gas & Power Ltd	North Lincolnshire Homes	OSI Food Solutions Ltd
9	The Conoco Phillips Award for Excellence in Community Relations	Protouch Security Ltd	The Gill Payne Partnership	BJB Lift Trucks Ltd
10	The HBP Systems Innovation Award	Tow-Bars 2 Tow-Cars Ltd	Mobido Communications Ltd	Mediademom
11	The Wilkin Chapman Grange Business Person of the Year Award	Malcolm Eley Seachill - "The Saucy Fish Co"	Joanne Hill HBP Systems Ltd	Neil Turton Nisa
12	The Forrester Boyd Award for Business Excellence	Humber Work Boats		



Daryl Birden, Chairman of Chamber in North East Lincolnshire, meets Tollbar students

Three Excellent Chamber Networking Events

The Chamber held two Members' Network Luncheons and a Budget Breakfast for Members in March and April.

The first Network Lunch was held at the Ashbourne Hotel, North Killingholme, near Immingham on Friday 16th March. This is an excellent venue in a pleasant village and was well-attended, with 46 Members taking part in the Speed Networking session at 10.30am, with 58 sitting down for a quality lunch at 12.30pm.

The second Lunch took place at the Country Park Inn, on the Humber foreshore in Hessle, in the shadow of the Humber Bridge. This is also a scenic setting with ample room and facilities for the 60 Members who came to the Speed Networking and the 90 who enjoyed the lunch.

These monthly occasions allow Members to meet each other and build up their contacts, with a view to doing business in the future, whether it be on the day or in the years to come.

Both these Chamber events were kindly Sponsored by CO2Sense, who help businesses and public sector organisations to cut their costs, make money from renewable energy, and grow. CO2 Sense work with a range of specialist partners who can assist companies in using fewer resources, and to source energy from low-carbon sources, occasionally with funding available.

On 23rd March the Chamber held its annual Budget Breakfast in the Circle Suite at the KC Stadium, Hull. This was in association with Streets, a Top 40 UK firm of chartered accountants, tax specialists and

personal financial advisers. Streets have 11 offices around the UK, including in Hull and Lincoln. A hundred and thirty Chamber Members were present to hear Streets' experts review the announcements made by Chancellor George Osborne and provide businesses with guidance on the impact of the budget and action which needs to be taken.

The Chamber is very grateful to CO2Sense and to Streets for their valued support in providing Members with these successful business support events. For more information about all 20 annual Chamber events, please contact Janice Harrison on **01482 324976**, or at **j.harrison@hull-humber-chamber.co.uk** or, for south bank events, Anne Tate on **01472 342981** or at **a.tate@hull-humber-chamber.co.uk**



Young Enterprise students from Tollbar Business and Enterprise College find out about the world of business in the Chamber's magazine at the Members' Networking Event held at Ashbourne Hotel, North Killingholme, in March.

Chamber Events Diary 2012

■ Members' Speed Networking and Lunch

Friday 29 June 2012
Holiday Inn Hull Marina

■ Members' Speed Networking and Lunch

Friday 13 July 2012
Glanford Park, Scunthorpe United FC

■ The Journal Ladies' Day at Beverley

Wednesday 15th August 2012
Beverley Racecourse, York Road, Beverley, HU17 8QZ

■ Chamber St Leger Festival 2012 Ladies' Day

Thursday 13 September 2012
Doncaster Racecourse, Leger Way, Doncaster
Sponsor - Shere Print

■ Members' Speed Networking and Lunch

Friday 28 September 2012
Beverley Racecourse, Beverley

■ Chamber Bridlington & Yorkshire Coast Business Awards 2012

Friday 5 October 2012
The Spa, Bridlington

■ Members' Speed Networking and Lunch

Friday 19 October 2012
Forest Pines Hotel & Golf Resort

■ Members' Speed Networking and Lunch

Friday 30 November 2012
The Vikings Hotel, Goole

■ Take advantage of your Chamber Membership by attending the wide range of events we organise to help you to 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 Industry 'Robust Enough to Come Through Hard Times'

The conferences and exhibitions sector has long been a crucial part of the UK economy and has been working hard to weather the effects of economic downturn.

Despite difficulties for some sectors on which it depends, there are signs that the conferences and exhibitions industry is coming through recession in relatively healthy shape.

According to market intelligence provider Key Note, in its recently published review of the sector in 2011: "The exhibitions and conference industry is long established and relatively robust, with strong trade associations and good relationships between organisers, venues and suppliers. It has been able to capitalise on this through investment in improved facilities in many of its major venues.

"The events industry is dependent on the markets it serves. As some sectors recover, so will those events organisers which serve them strengthen — as new industries and service sectors form, the industry is well placed to provide the kind of trade and information environment that will help them flourish.

"The UK events sector is well established and experienced; it has been, and continues to be, well placed to expand, whether in specific market sectors or within developing economies globally."

That was underlined by another recent report, compiled jointly by the Events Industry Forum and the Business Visits & Events Partnership and presented to MPs.

It highlighted opportunities for growth in the UK Events Industry, which it suggested can grow from its existing £36.1 billion, to £42.2 billion in 2015 and £48.4 billion in 2020.

So what are you looking for if you are trying to organise an event? How do you make sure that it plays its part in that predicted economic growth?

Well, one of the key factors is a good location, somewhere that is easy to reach and that looks attractive for delegates. When assessing the venue you are looking for a number of other important factors. Can the venue cope with the numbers expected to attend, has it got a good meeting room, will it provide equipment like projectors and Internet access, are the staff friendly and flexible in helping you meet your needs?

The good venues are the ones that tailor themselves to provide the exact needs of the event organisers. One approach is to bring in a specialist company to do it. The staff at these companies will have encountered just about every problem presented by the process.

Similarly, specialist help is invaluable when staging an exhibition. Whether it is staff at venues or outside exhibition organisers, they will tell you that there is a lot to think about to make sure it runs smoothly.

Whatever the choice, it is vital that visitors can easily understand the layout and find their way around with the minimum of fuss. Large conferences and exhibitions can be bewildering events so adding to visitors' problems with poor layout can only detract from the success of the event.

One of the other things that makes an exhibition successful is a sense that something is happening, so it is useful to have staged areas for demonstrations and performances, or for companies to show their products

at work. Some organisers bring in the likes of musicians and magicians to add a touch of flavour. It may not be conventional but it all adds to the USP.

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Supporting Workers With Sight Problems

According to the Royal National Institute of Blind People (RNIB), everyone should have a sight test at least once every two years.

But a recent survey by YouGov showed that nearly a third of UK adults have failed to have their eyes tested in the past 24 months, putting themselves at risk of developing a range of potentially serious eye conditions, such as glaucoma.

Dr Joseph Feder, a board-certified ophthalmologist at the Aurora Health Center, said: "Not all age-related eye conditions are routine. At every eye exam, we are on the look-out for potentially devastating eye diseases such as glaucoma and macular degeneration. These diseases often begin 'silently' and, if left untreated, can cause blindness."

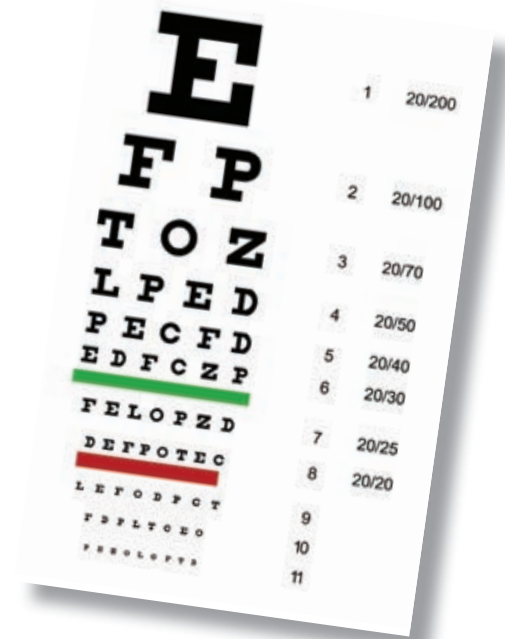
YouGov's research claims that failure to attend eye tests is down to a number of factors, including the

cost. Fourteen per cent of the 2,102 British adults questioned admitted they delay getting their eyes tested because they cannot afford the perceived cost.

Westfield Health's Chamber Primary Health Plan, which is available to all Members of the Chamber of Commerce, includes an optical benefit, which can help employers to meet their requirements. Employees can manage their eye care, book sight tests at their own convenience and claim back the cost of their tests and prescription eyewear up to the limit provided.

For more information about the Chamber Plan, visit www.westfieldhealth.com/chamber or call 0845 602 1629, available 8am to 6pm, Monday to Friday.

* Under the Health and Safety Executive Display Screen Equipment Regulations 1992, in a workplace where staff habitually use display screen equipment



such as computers, employers must provide eye tests on request and, in some cases, provide special glasses, too.

Tackling Depression in the Workforce



Depression is a common condition that affects both men and women, young and old. It's often triggered by a life-changing event – such as bereavement, divorce, illness or money worries – but it can also happen for no obvious reason.

The most common symptoms include intense feelings of persistent sadness, helplessness and hopelessness, and these are sometimes accompanied by physical symptoms, low energy levels and sleeplessness.

According to health experts, AXA PPP, who offer Chamber Members affordable private medical insurance, employers have a role to play in tackling the problem.

Dr Mark Winwood, Director of Psychological Services at AXA PPP healthcare, said: "The sooner a person with depression gets help from an employee assistance programme, their GP or a mental health charity, the easier it is to break the hold that depression has on them, allowing them to recover sooner. Because of the stigma associated with depression, many people avoid getting professional help."

Research shows that people with depression are more likely to turn up to work ill, meaning they're not able to engage properly or perform as well. Dr Winwood said: "This could cost you more than sickness absence in the long run."

Depression accounts for nearly 20% of all sickness absence in the workplace, making it one of the most common reasons for employees being away from Work. AXA says employers can help by creating a caring workplace culture that encourages people to seek help earlier. This can reduce absenteeism and lead to better health outcomes, improving both morale and productivity.

Dr Winwood said: "Encouraging your employees to look after their mental health may also help. Make sure they take lunch breaks, have a good work-life balance and exercise regularly."



Chamber Utilities Helps Businesses Avoid Costly Mistakes

Chamber Utilities has published a free Quick Guide and launched a Renewal Reminder Service to help Chamber Members avoid making costly mistakes on renewing energy contracts.

The 'Quick Guide to Out-of-Contract and Deemed Contract Rates' is available free to download from:

<http://www.chamberutilities.co.uk/whitepapers.aspx>

To register for the free Chamber Utilities™ Renewal Reminder Service, visit:

<http://www.chamberutilities.co.uk/renewal.aspx>



Pictured: (left to right) Alex McWhirter chief executive of Finance Yorkshire, James Newman chairman of Finance Yorkshire, with Mark Hickey of Ultimate Office

Hundreds Attend Finance Yorkshire Roadshows

More than 600 business leaders from across Yorkshire and the Humber attended a number of roadshows on the issue of finance for business.

Finance Yorkshire staged conference events in Sheffield, York, Hull and Leeds in March to highlight the funding opportunities available to small and medium businesses.

The £90 million venture capital and loan fund has already made significant investments to support growth proposals from companies throughout Yorkshire and the Humber.

Alex McWhirter, chief executive of Finance Yorkshire, said: "We've had an excellent first 18 months, investing more than £18million in 190 businesses. This substantial level of investment shows we are in the marketplace to provide funding for growth companies.

"A number of companies have said there is no provision of finance. I'd have to differ with that view. Finance is available for companies with good growth plans and exhibiting strong potential.

"My message to companies and those in the professional services sector would be, 'don't write off the availability of finance, come and speak with us as early as possible if you are looking for investment into your business'."

At each roadshow a number of businesses, which have received funding support from Finance Yorkshire, provided a detailed case-study of the investment they received.

Northend Creative Print Solutions and Boston Healthcare spoke at the Sheffield event, Cizzle Biotech and VR Software in York, KRL Group and Exquisite Cakes were at Hull, while Badgequo and Ultimate Office Solutions spoke in Leeds.

James Newman, chairman of Finance Yorkshire, said: "The roadshows have been a great success. We've had an excellent attendance at all the events, offering their views on our investment approach and asking useful questions, and we've had good feedback as well."

To watch a video of the Finance Yorkshire roadshows visit www.youtube.com/user/FinanceYorkshire/ featured

For more information about Finance Yorkshire, please visit www.finance-yorkshire.com or ring 0845 649 0000.

Why Choose Mediation?

It is often the first reaction to "call a lawyer" when negotiations have broken down or contracts have been broken.

This can be costly, time consuming and stressful. Commercial and workplace disputes can be resolved quickly in a constructive way by undertaking mediation with a third party; thus avoiding the need for protracted and expensive tribunals or court hearings.

Feelings can be very strong on both sides and this process allows each party uninterrupted time with the mediator to express those feelings with a view then to negotiating a solution.

The focus is on the future rather than the past. Mediation has been used in thousands of disputes helping people to reach an agreement, often in a matter of hours and, compared with the cost of tribunals and litigation, mediation is very economic.

What is mediation? It is a voluntary process by which an impartial third party helps people in a dispute to explore and understand any differences that they may have, the aim being to recognise each others' point of view, thereby reaching an understanding by mutual agreement.

Mediation is fast becoming the most popular method of dispute resolution. The courts are expecting that disputes will be mediated before going in front of a judge.

Choose Samantha Park Mediation, who has more than 20 years' experience in dispute resolution and is an accredited mediator with UK Mediation.

Contact: Samantha Park Mediation, Brough, East Yorkshire Tel: 01482 669029/ 07751457553

www.samanthapark.co.uk



A Green Vision for Hull and Humber

These are exciting times for the Humber region as the green revolution gathers pace and renewables projects take shape on both sides of the river.

Much of the work is based on onshore and offshore wind generation, partly because of the area's east coast location and partly because it allows companies to tap into traditional skills, such as engineering and shipbuilding.

Everywhere can be found significant ventures, ranging from the joint wind turbine manufacturing project by Siemens and Associated British Ports (ABP) in

Hull to a series of RWE npower Renewables wind farms and a project that will see a £5.1m fleet of workboats constructed in Paull to service offshore wind farms. That venture brings together two of Hull's traditional shipping firms in a joint operation between Rix Shipping and Dunston (Ship Repairs), which will see three vessels built at the Hepworths yard. Dunston is leasing the yard from JR Rix and Sons and creating a new company, Dunstons (Ship Builders), to carry out the work.

The ABP/Siemens proposal is based around ABP's proposed Green Port Hull development at Alexandra Dock, where the companies have agreed to work together to develop plans for a new Siemens offshore wind turbine manufacturing and exporting facility at the Port.

Proposals submitted by ABP and Siemens plc have already been given approval by Hull City Council's Planning Committee and negotiations to secure a

commercial agreement between the two companies continue, with a deal expected to be finalised later in the year.

Matt Jukes, ABP Port Director Hull and Goole and Chamber President, said: "The decision to approve the development of Green Port Hull takes us a very big step forward towards delivering this game-changing project for the port, the city and our region."

"This announcement means that Hull continues to trail blaze a path at the very forefront of the green energy revolution in the UK.

"While this is just one hurdle of several we still have ahead of us, albeit a very significant one, I would like to express my sincere thanks to the teams within ABP, Siemens and Hull City Council that have worked so hard to get us to this stage and also to the wider public and business communities whose continual and vocal support is so crucially important to the project".

Recycling Playing its Part in Green Revolution

Recycling is also important in the the green revolution happening in the area, according to local experts in demolition Sam Allon (Contracts) Ltd

Marina Allon of the company said: "We have been established for more than 90 years and have had to adapt the business to suit the needs of our ever changing economic environment.

"At Sam Allons we appreciate the need to be environmentally friendly. That is why, whenever we undertake any demolition or excavation work, great lengths are taken to preserve any materials from these jobs in order for us to recycle them. The recycled materials can then be re-used for businesses in the construction industry for roads, car parks etc or for the residential customer needing specialised bricks for work carried out at their homes.

"We have been recycling materials for a number of years and will continue to strive to find new ways and methods to go hand in hand with Hull 's greener vision

Dan McGrail, project manager for Siemens, said: "We are, of course, delighted that the plans have been approved, which is a major milestone in such an important project for Siemens in the UK. We continue to work with ABP to agree the commercial terms for the site and look forward to driving the remainder of the outstanding actions and continue to make good progress in the delivery timeline."

Another company pressing ahead with renewable schemes is RWE npower Renewables.

One project is the Goole Fields Wind Farm, sited south east of Goole, which will comprise 16 turbines, each standing at 124.8 metres high, and have a generating capacity of 32.8 megawatts (MW), enough green electricity to meet the average annual needs of thousands of homes each year. It is expected to be operational next year. RWE npower Renewables has also submitted a planning application to East Riding of Yorkshire Council to build 17 turbines 2km south of Old Goole, next to Goole Fields Wind Farm.

RWE npower Renewables is also investigating the potential for a wind farm near Hemswell Cliff, 13km east of Gainsborough, Lincolnshire. The project is

at a very early stage in the planning process with a decision expected later this year.

Another project is River Valley Wind Farm, comprising eight turbines near Spaldington, close to Howden, East Riding, with plans to be submitted later this year. Finally, North Lincolnshire Council planners refused planning permission for the resubmitted application for Saxby Wold Wind Farm, which has now gone to public inquiry. The number of turbines had been reduced from 18 to 16 at the site near the villages of Saxby All Saints, Horkstow and Bonby, North Lincolnshire, and the decision has now gone to public inquiry.

Mike Parker, Head of Onshore Development, said that the company was seeking to increase its UK onshore wind generation and sees Hull and Humber area an ideal location.

He said: "The area has good wind resource, which is helped by the flat landscape, which means the wind comes in from the coast and is not interrupted by hills. In addition, the Hull and Humber area has a strong background in the kind of skills we require, such as engineering.

"We believe that it makes more sense to have wind farms in clusters, which provide economic benefits to an area. It is only when we achieve the volume of energy generation that we truly see those benefits.

"A wind farm can provide investment in the local supply chain. Take Saxby Wold as an example. We estimate that £15m of the investment will be spent regionally.

"I believe the Hull and Humber area has companies with the aptitude and willingness to diversify into this new industry. Wind energy has moved from its developmental phase to something that is starting to come to maturity as we learn new skills and technologies that can be used offshore as well as onshore. We are standing on the cusp of the next stage."

The company acknowledges that its schemes are not always popular with people living near proposed sites, who protest that the developments would scar the landscape, but Mike argues that the wind farms are important for the local economy.

He said: "There are protests which are vociferous and articulate but if you look at any of the national surveys, they show that more than sixty per cent of people are in favour of onshore wind.

"Our local decision-makers are the gatekeepers of this industry. They have the chance to take decisions that have an economic benefit for the area. They have to feel empowered and confident enough to take those decisions."

There are plenty of spin-offs as well. For example, the renewable energy team of Andrew Jackson, the Hull and Grimsby based law firm, has recently secured more business in the sector. The team, which operates on a cross-departmental-basis to bring together the skills and strengths of experienced lawyers, has dealt with an agreement

for a major institutional landowner for a cable easement relating to a nationally significant offshore renewables infrastructure scheme.

The firm has also assisted an energy company in connection with disruption payments relating to the installation of a gas pipeline, and is working with North-East fishermen in obtaining payment from the energy company RWE, which is laying a gas pipeline off the coast at Hartlepool.

Onshore, it has completed work on the development of two new large-scale wind farms in North and East Yorkshire.

Andrew Oliver, head of renewables at Andrew Jackson, said: "We are seeing more and more renewables-related work coming in.

"The recent announcement that plans have been approved for the £210m Green Port Hull scheme will hopefully serve as a catalyst to attract other major suppliers and manufacturers, as well as a cascading effect down the renewables supply chain and spreading into the local economy generally.

"With our multi-disciplinary renewables team we are in a great position to assist those companies doing business in this exciting new sector."

With opportunity comes responsibility, according to Nadine Senior, Local Nature Partnership Development Officer of East Riding of Yorkshire Council, who said: "The green economy could be seen as simply an opportunity to profit from the growth in renewable energy around the Humber.

"Whilst this is a significant opportunity, and very important for the future of the area, it can mean so much more. The Government drivers behind the green economy also relate to addressing the major challenges that we face as a result of climate and other environmental change.

"The consequences of climate change are well known but the green economy also covers the resilience we have on the natural environment for the economic goods and services it provides. Without



Andrew Oliver, head of renewables at Andrew Jackson



Andrew Oliver, head of renewables at Andrew Jackson

these benefits the costs of providing man-made alternatives would be huge.

“The Local Nature Partnership (LNP) for the Hull and East Riding will be working to conserve and enhance these benefits for their role in the green economy. The LNP aims to work together with businesses to help the private sector to take account of the natural environment in their day-to-day business and to realise the benefits this can provide.”

Rich Hall, Northern climate and sustainability lead for PricewaterhouseCoopers LLP, said; “The opportunity brought by the renewables industry makes Hull an exciting prospect for existing organisations and inwards investors.

“Success within this rapidly evolving sector will be based on an organisation’s ability and efficiency across its strategy, structure, operational capability, culture and creativity. Innovation in products and services, alongside a sound value proposition, will be the cornerstones of competitive advantage. Financial credibility, leadership and a strong skill base across the whole organisation is ultimately what will make an organisation successful within this market place. “Organisations should ideally be considering their strategies now and question what the ultimate investment in renewables will look like. It is complex but that should not stop organisations assessing both the opportunity and threat brought by competitor action.

“We have seen significant investment already within the Humber and we look set to see much more given our strategic location for servicing the offshore wind sector.

“It is worth noting that despite the difficulties within the Eurozone, energy security was still at the forefront of the agenda at this year’s G8 summit, reflecting the fact that we have a potential energy gap that requires investment. The question then is how, and which, renewables will achieve the lion’s share of investment. There is a need for a renewable technology that can provide cost effectiveness and deliver at scale. Those organisations that can help achieve this will help drive growth at both an industrial and organisational level.”

Business Case for Renewables Still Strong

The Government is set to make announcements about further changes to the Feed-in Tariff (FIT) rates in the coming months, and it is expected that some will be cut. Despite this, investing in renewables could still be a profitable option for many organisations, according to the low-carbon expert company CO2Sense.

Joanne Pollard, Chief Executive at CO2Sense, said:

“Some of the tariffs are expected to be reduced over the next year, but businesses can still make good profits from renewable energy. With energy bills rising, having their own electricity supply could free businesses from some of these costs.

“And businesses should remember that the Renewable Heat Incentive (RHI) is still in place and available for biomass installations, ground source heat pumps and other low carbon heat sources. It’s important that businesses make sure they invest in the right renewables technology for their site, and are fully aware of the financial plan for any renewable installation.”

CO2Sense works with businesses to help them to develop renewable energy, and has invested in about 6% of the renewable energy capacity in Yorkshire and the Humber.

The new FiT rates for solar PV installations are due to be announced soon, with changes coming into place in July. Changes for other technologies, including wind and hydro, will follow in October. Those wanting further details about the changes or investing in renewables should contact CO2Sense on 0844 887 2202 or visit www.co2sense.co.uk



Joanne Pollard

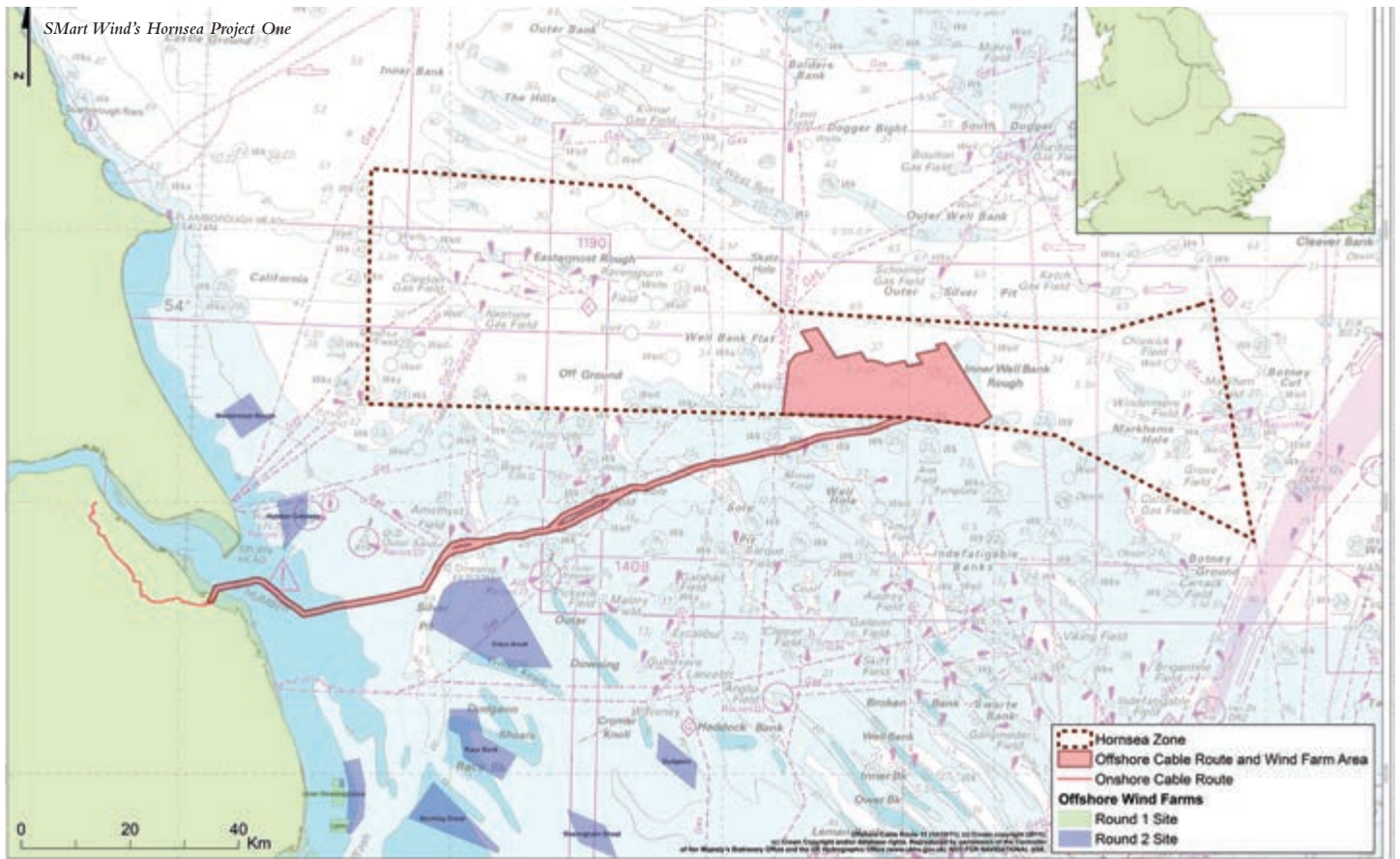
co₂sense™
carbon sense 2 commercial sense

Utility-scale wind power is one of the most commercially competitive forms of renewable generation available today. Consequently many developers, utilities and investors are looking to increase their portfolios. This makes for an exciting and opportune time for all local supply chains involved in these emerging renewable energy markets.

Mott MacDonald has been providing a diverse range of engineering services to both lenders and owners in the renewable energy sector for over a decade and brings this global experience to the local energy market. The breadth of technical, safety and commercial advisory services available from our local offices means

that we are able to work on many facets of energy generation projects. We’ve delivered this diversity of skills up and down the east coast of England and Scotland on projects including Lynemouth wind farm in Newcastle and the Humber wind electrical system in the Humber Estuary.

Cathy Travers,
Divisional Development Director,
Mott MacDonald



SMart Wind Ltd: Delivering New Energy - the Hornsea Offshore Wind Zone

SMart Wind Ltd. is the supply chain-led consortium specifically structured to deliver large-scale, offshore wind energy projects. SMart Wind combines the development expertise of Mainstream Renewable Power with the financial strength of Siemens Project Ventures GmbH, which brings with it the respective expertise of Siemens Wind Power as well as Siemens Transmission & Distribution Limited.

In January 2010, SMart Wind was awarded the exclusive development licence for The Crown Estate's Hornsea Round 3 Offshore Wind Zone, covering almost 5,000 square kilometres of Sea, off the Yorkshire & Humber coast. Indeed, if Hornsea were an onshore wind farm, it would stretch from Grimsby to Liverpool and if it were a standalone plc it would rank in the FTSE 100 with a market capitalisation in the region of £13 billion. Once built, the Hornsea zone will contribute 4% of the UK's total energy demand, create jobs and stimulate economic activity, and will help the UK lead Europe

toward energy security from low carbon sources.

Based on a modular philosophy of 'design one and build many', SMart Wind is developing and consenting the Hornsea zone as four smaller wind farm projects, each one including two wind farms and the associated offshore electrical infrastructure. This modular approach provides a far greater degree of predictability to both the supply chain and the investment community.

In December 2011, DONG Energy acquired a one third stake in Project One and reserved an option

over Project Two, effectively securing access of up to 2GW of the total Zone potential, for which the onshore Grid connection has already been secured via an existing 400kV substation owned by National Grid, located at Killingholme on the South Bank of the Humber Estuary.

Securing construction investment of this scale was a key milestone for SMart Wind, but securing it from DONG Energy is a considerable achievement in its own right too, as their expertise is second none, having constructed more offshore wind farms

to date than any other company. Headquartered in Denmark, DONG Energy is one of the leading energy groups in Northern Europe, employing approximately 6,000 people, with a business based on procuring, producing, distributing and trading in energy and related products in Northern Europe. This created revenues in 2011 of DKK 57 billion (EUR 7.6 billion).

SMart Wind and DONG Energy have already gained experience in working together on the Hornsea offshore Met Mast (Meteorological Measurement Mast), which was not only the first to be deployed in any of the nine zones awarded Round 3 Licences by The Crown Estate in 2009, but the Met Mast also uses the world's first 'twisted jacket' foundation for the offshore wind industry. This was designed by American company, Keystone Engineering. This novel foundation design, funded in partnership with the Carbon Trust and DONG Energy, established and proved new fabrication and installation methods which could potentially be 20% less expensive than current jacket designs. Through the Met Mast project, SMart Wind and its wider team of business partners have created wide-reaching benefits across the industry by taking the 'Twisted Jacket' design one step closer to commercial realisation.

But such is the scale and nature of the Hornsea Zone and the wider offshore wind opportunity that development and consenting alone is only half of the story. SMart Wind, along with numerous other local stakeholders from the Public, Private and Academic sectors, are investing significant time and resource into the parallel activity of local industry building and human resource development.

The recent 'green-light' on 9th May 2012 by Hull City Council's Planning Committee for the proposed Green Port Hull facility is not only clear recognition of the potential socio-economic benefits presented through offshore wind, but also the efforts being expended to realise them too. Green Port Hull is a joint development between Associated British Ports (ABP) and Siemens, with a view to becoming the production base for Siemens' next generation 6MW direct drive wind turbine, creating around 700 new jobs. This is not only great news for the Yorkshire and Humber region but for SMart Wind and the wider offshore wind industry too.

In terms of human resources, both of the SMart Wind partners have established a number of initiatives aimed at awareness-raising and sector-attraction within Schools and Higher Education Institutions.



For example, Mainstream and Siemens have collaborations underway with local universities, including University of Hull and at school level too, SMart Wind's Schools' programme, SMart Futures, goes from strength to strength, raising awareness about wind energy and the Supergrid, encouraging Year 9 pupils (13 and 14 years old) to consider the STEM subjects (science, technology, engineering and maths) as a good basis for accessing careers in renewables.

SMart Futures was designed in collaboration by SMart Wind, STEMNET and also Humberside Engineering Training Association (HETA), the 2012 winner of the Humber Renewables Award for 'Delivering Excellence in Training and Education' and since its launch in October 2010, thirty (30) schools from North and South of the Humber Estuary have participated, with almost 6,000 pupils and teachers taking part in awareness-raising presentations and nearly 1,800 students and teachers engaging in practical, hands-on technical workshops related to wind energy.

Beyond its original remit, SMart Futures has also been delivered into a Special Needs School near Hull, as well as at the 2011 World Skills Event at the London Excel Conference Centre. It has also been pioneered as an exemplar STEM activity for Science teachers at York University, undergoing initial teacher training and has itself been nominated for two national industry awards in 2012.

Looking forward at the Hornsea Zone development, the next stage is to complete the final two phases of a four-phase Public Consultation programme aimed at agreeing the preferred onshore and offshore cable routes linking the first 2GW of wind farms back to the Killingholme connection.

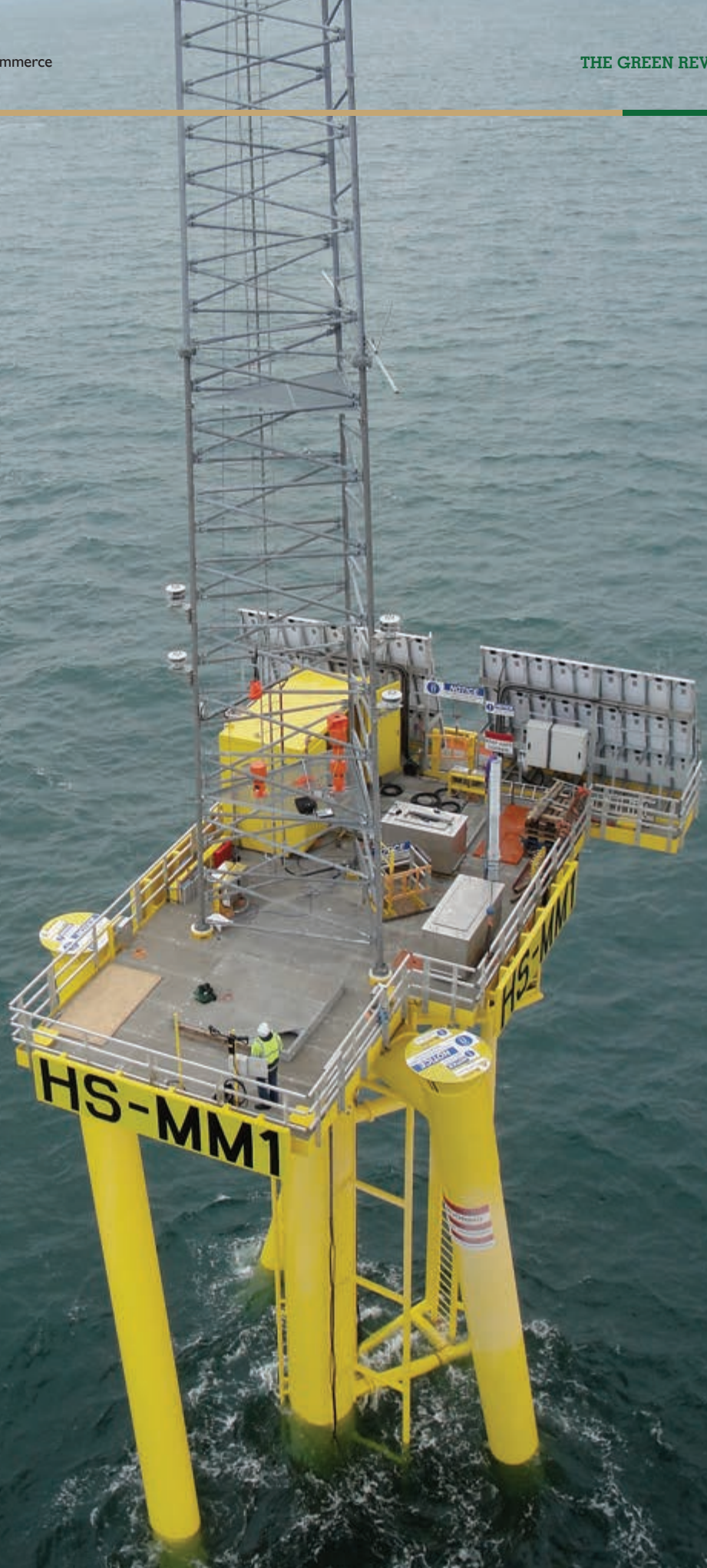
Successful consenting of Hornsea Project One will therefore be key to ensuring that the Yorkshire and Humber region develops into a supply chain SuperCluster capable of growing to deliver and export the widest possible value chain for offshore wind and the Supergrid.

Useful Links:

www.smartwind.co.uk
www.mainstreamrp.com
www.siemens.com
www.thecrownestate.co.uk
www.bwea.com
www.power.nsacademy.co.uk
www.thinkpowersector.co.uk
www.friendsofthesupergrid.eu
www.british-wind.co.uk



*SMart Wind's Hornsea Met-Mast &
Innovative Twisted Jacket Foundation*



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Another Company Pressing Ahead With Renewable Schemes

RWE npower renewables is one of the UK's leading renewable energy developers and is a leading player in the drive to generate more electricity from clean, inexhaustible energy sources - wind, rivers, and the sea.

It was detailed in a recent Bloomberg New Energy Finance report, issued in April 2012, that we are the largest investor in the renewables sector.

The UK is a very important part of RWE npower renewables' strategy and currently we have over 800 megawatts of renewable energy projects under construction and have more than 7,000 megawatts of renewable energy projects in the pipeline - we have every reason to be optimistic about the future.

During the last two years, we have invested almost £1 billion into renewable energy projects in the UK, and during 2012, we plan to invest a further £500 million. We have also invested nearly £2 million into local communities across the UK in the last three years through community benefit funds, which are offered to those communities living closest to a wind farm site, providing a valuable long term, sustainable and reliable source of income.

The investments made by RWE npower renewables are creating substantial new job opportunities, developing the supply chain and, very importantly, helping the UK Government achieve the EU target of supplying 30 percent of electricity from renewables, by 2020.

Construction of wind farms presents opportunities for local businesses and, whilst we must follow current legislation and go through a competitive tender process, it is normal to expect local suppliers and contractors with appropriate skills to be well placed to win some of the contracts.

An example of where local contracts have been placed comes from the Goole Fields Wind Farm in East Riding, which started construction in January 2012. Local firm, Wrights Civil Engineering Limited, were awarded the contract to build the new access road leading to site and M.Design Limited were also



awarded the contract to design and build the on site sub station. Two students from Goole College have also been offered part time jobs during their studies.

In the Hull and Humber region, we are looking to increase the UK's onshore wind generation by developing wind farms that are suitable for the area and environment. Currently we have four projects in planning and one in construction - together these could help make an important contribution to meeting the UK's energy targets.

The area has good wind resource, which is helped by the flat landscape and means the wind comes in from the coast and is not interrupted by hills. In addition, the Hull and Humber area has a strong background in the kind of skills we require, such as engineering.

It makes sense to have wind farms in clusters, which provide economic benefits to an area. It is only when we achieve the volume of energy generation that we truly see those benefits.

In 2012 Global View Systems Limited started to export their specialist marine safety system to over 20 countries. With a unique and MCA approved BNWAS product, the company based in Hull is taking a major slice of the market with its technology and approach.

The ethos of the company is very straightforward; build a single platform of solid state technology that can be adapted to cover many areas of safety, detection, control, and monitoring simply and efficiently in a matter of weeks rather than months or years.

With over 23 years' experience in Marine, and on/offshore installations the management team knew that with a raft of upgrades, compliance, safety and environmental legislation, many companies and operators were spending huge amounts of money upgrading infrastructure and cabling just to accommodate new requirements.

On a recent analysis for a shipping fleet it was calculated that the cost of the installation for each vessel was six times the cost of the actual product. With GVS's mesh wireless system the cost of the installation was more than halved and the disruption reduced from five days to just one day. Roll that over the fleet of 23 vessels and that gave the owners substantial savings. To put that into context it exceeded \$200,000 in savings for one client alone.

Technical Director Matthew Wright said "GVS are able, through its Net-Logic brand, to continue to develop our modular design concept using a mix of interchangeable communication methods. Ultimately this gives us the ability to offer far greater scope to problem solving and product development whilst controlling the development timeline effectively".

The core technologies include Mesh Network RF, standard RS485/ RS422/ RS232, WiFi and its newly certified Power Line Technology. Powerline communication perfectly encompasses the company's philosophy of 'No New Wires'.

The Powerline technology links into the main electrical supply to deliver the data signals. The technology works with single and three phase electrical infrastructures using the principles of inductive coupling to phase hop. In its current state the technology is ideal for control data communications, however the company is developing

higher data rate modules for Audio and Video applications. The technology utilises an internal battery back-up allowing the communication to proceed as the Powerline technology superimposes its signal onto the cable, rather than the mains supply the system. This will work in a 'dead-ship' situation.

The technology has been subjected to the stringent IEC60945 emissions and environmental testing required for marine applications and we are pleased to report it passed with flying colours.

The Net-Logic Watchkeeper utilises yet another innovative core technology for the company. The system is based on 2.4GHz Mesh networking principles which produce a robust and highly adaptive communication path. The Mesh network has the ability to self heal if a node within the network shows a fault with active re-routing of signals to their destination. Again the fundamental design principles are in place with the vessels requiring minimal disruption, additional cables and vessel downtime to complete the install.

Matthew said "Traditional bespoke systems are prohibitively expensive. This is largely due to the small numbers involved and the requirement for large sums of unappealing up-front costs. With Net-Logic, the building blocks are formed thus allowing robust solutions across large sites without the need for infrastructure changes".

The quality of the systems is matched only by the commitment of each engineer to adapt the customer needs into a robust and cost effective solution.

GVS is affiliated with two Major European Universities which allows access to on-going research and technology.

"The link to key knowledge bases is vital for us to keep up to speed with developments key to the sustainability of the company".

GVS remain committed to the area and are in active discussions with Hull College to establish an apprentice scheme to assist the development of talent young engineers.

Over previous years the company has created cost



effective solutions for the Marine and Gas Industries and the Renewable sector. The requirements are limitless as are the solutions the company provides.

One major obstacle many companies hit is the interfacing between differing systems; again Net-Logic overcomes many of these challenges with multiple inputs and outputs allowing 'handshaking' between other products, new or old.



What of the Future?




Matthew said “Strategically the management team of GVS have a very clear path, one of sustained growth and profitability built upon its Intellectual Property and base technologies”.

The company aims to build on its core skills in electronic design and, coupled with a deep understanding of commercial needs, the company sees little difficulty in meeting its targets. As Matthew states “We have a solid back catalogue of products and designs waiting to be released into the market”.

With GVS’s continued search for development partners specifically within the Hull and Humber region we predict a bright future for one of the region’s most innovative companies.




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Don't understand the fuss about *being sustainable?*

Talk to Heal & Oliver and we will help show how important it can be for business growth.



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www.healandoliver.co.uk
0795 742 1621

What does it mean to 'be green'?



Qu: We have all seen the headlines about 'going green', but what does it mean?

H&O: In truth, there are as many definitions as there are individual problems to solve. The challenges may not be new but they have gained increasing prominence, even during this time of austerity.

Qu: But if I don't know what it means, how do I know I need 'it'?

H&O: We are not advocating that businesses go looking for challenges but those that seek opportunity tend to be most successful.

By considering sustainability as an opportunity, so it is possible to create a gap between you and your competition

Qu: But being green is expensive?!

H&O: By replacing the word 'sustainable' with 'resource efficiency', does this change your perceptions? Being sustainable can be about doing more with less.

Qu: How do I find out more?

H&O: Post your questions to richard.oliver@healandoliver.co.uk for possible inclusion in the next edition of Business Intelligence.

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GREENING THE GREEN ECONOMY

A new Local Nature Partnership (LNP) is being developed for the Hull and East Riding area. LNPs will drive positive change in the local natural environment, taking a strategic view of the challenges and opportunities and identifying ways to manage it as a system for the benefit of nature, people and the economy. The natural environment can be

seen as a constraint to economic growth but in fact our economic success depends on a healthy environment and the sustainable use of natural resources.

LNPs and Local Enterprise Partnerships (LEPs) have complementary roles in helping to build a green economy and capture the value of nature. An

application has been made to Government for formal status for the Hull and East Riding LNP which has been developing over the last 6 months.

For further information or to be involved please contact Nadine Senior, LNP development officer, tel (01482) 391715 or email nadine.senior@eastriding.gov.uk



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P&O Ferries Converts Freighter to Head into the Wind

P&O Ferries, the UK's leading ferry operator, has made its first major investment in the energy market by converting one of its large ro-ro ships to act as an accommodation vessel for technicians working at an offshore wind farm in the North Sea.

The 23,000 tonne European Seaway has commenced a three month charter with GLID, a joint venture between Centrica Renewable Energy Limited and EIG. The ship has had hull access doors, cranes and boarding ladders installed during a short refit at the Arno shipyard in Dunkerque, France. Some of the vessel's cabin accommodation was also upgraded and offices for the charterers' managers were constructed on board.

It is the first contract P&O Ferries has secured in the wind energy market.

The ship, 180 metres in length and with enough cargo space for the equivalent of 120 articulated lorries, usually carries driver-accompanied freight on the high frequency Channel crossing between Dover and Calais.

But for the period of the charter, which commenced in April, she will be anchored seven kilometres off Skegness allowing technicians to live on board whilst undertaking maintenance and operations activities at the Lynn and Inner Dowsing Wind Farm Array.

The addition of access doors and specialist boarding and lifting equipment complements the ship's huge vehicle decks which make ideal storage space for containers, spare parts and equipment for the maintenance of wind turbines and their huge supporting structures.

The ship is being supplied on a time charter basis, which means she will be manned by P&O Ferries' deck, technical and catering crew providing hotel services to the offshore workforce.

John Garner, the company's fleet director, said: "The investment we have made in the European Seaway makes her the ideal ship for all offshore support work of this type. As the renewable sector grows, we are ideally placed to grow alongside it and we have every intention of securing further charter work for this ship and potentially other similar ships in our fleet."



Chris Laming, Brian Rees, Natalie Hardy, Michelle Ulyatt

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We were delighted to be involved with the 'Greenport' at an early stage by developing the masterplan visualisations and are excited that the Siemens project has been given the go ahead,



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The Value of Great Customer Service

Paragon Data Services (PDS) specialise in installing structured network and data cabling solutions.

From the inception of any project to the design and installation, PDS deliver complex cabling systems which improve their client's communications and data sharing.

The company's installations mean productivity and profitability can be improved.

With vast experience in developing networks to deliver comprehensive telephone, ethernet, CCTV and public announcement systems, PDS tailor the latest technological advances for its wide range of customers across the public, private and voluntary sectors.

One of the company's latest projects was to provide a bank of 14 monitors for Norwegian gas giant, Gassco, at its Langede Receiving Facility in Easington.

Since October 2006, gas has been brought into the UK direct from the Norwegian Sleipner gas field via the Langede pipeline, the world's longest subsea pipeline, owned and managed by Gassco.

The company needed a control centre where they could access a collection of complex CCTV and monitoring systems.

Ian Livingstone, Gassco's Terminal Manager, said: "Nothing was too much trouble, from the very beginning of what was always going to be a complex operation, we knew we were in safe hands when dealing with PDS.

"They understood exactly what we wanted and exactly how to deliver it on time and to budget. Their expertise made the process very simple for us.

"From an initial brief they developed an outstanding system that exceeded our expectations and went well beyond what we even knew was possible.

Not only that they future proofed it so it could be further developed should we need to.

"The service is first class and I wouldn't dream of going anywhere else in the future. Obviously in our industry, safety is paramount and their tender was considered in its approach to this important matter.

"PDS were a one-stop shop and brought in all the tradesmen needed under the guidance of their project manager. It helps only having to deal with one company, especially when they are so efficient."

With its headquarters at the Geneva Way Business Park in Leads Road, Hull, the company is ideally situated to cover its core client base across Yorkshire and beyond.

PDS was established in Hull and is run by a team of people who are incredibly passionate about the city and wider region. The company is committed to staying in the area, creating jobs for local people and promoting the city at every opportunity.

With continued growth across the last few years, those ambitions are being met with a continued increase in staff numbers despite the financial difficulties being faced by many firms.

Iain Bland, Managing Director.



Although having its base firmly rooted in the city, PDS has more recently been expanding its market across Europe and the Far East.

Managing Director Iain Bland said: "Our global reach is certainly growing with contracts recently secured in China as well as many countries across Europe, including Poland, France and Spain.

"This growth gives us greater experience and knowledge and only helps us get better at what we do.

"There are times when the engineers go above and beyond to deliver the projects. We pride ourselves on making sure our customers, through our expert knowledge, get the systems they need to help their businesses function efficiently and effectively."

Although specialising in the creation of new networks, the company's highly skilled staff can also move existing data and phone lines, repair and renew existing systems.

"Our greatest asset is the customer - at Paragon Data Services we treat each customer as if they are our only one."





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The Neptune Proteus, an example of how the Humber is leading the way in tidal stream energy.

Humber Researchers Catch Rising Tide on Turbine Boom

The Humber region is rapidly becoming a UK leader for research and development of marine renewable energy technologies.

Academics at the University of Hull are carrying out detailed studies of the way tidal stream turbines interact with conditions on the sea bed in a bid to maximise their efficiency. The future design of tidal stream energy generators around the world could be influenced by the research project.

Prof Dan Parsons and Dr Stuart McLelland, from the Department of Geography, and Dr Sergei Lukaschuk, from the Department of Engineering, are leading the team that is carrying out experiments as part of the £1m Research Council UK Energy Programme-funded project.

Using the Total Environment Simulator, an experimental facility run by the University at The Deep, Hull's award-winning aquarium, the team are modelling the effects of tidal stream turbines on fluid and sediment transfer under a wide range of environmental conditions.

Prof Parsons said: "Structures like tidal stream turbines installed onto the seabed require detailed environmental impact assessments so that we can predict and minimise their effects on the sensitive ecosystems around them.

"Using the Total Environment Simulator, we are able to model the effect of turbines on sand and fluids,

creating waves, flows and sediments that simulate real conditions."

Creating such models, he said, gave tidal technology developers the tools to be better able to predict the performance of turbines. The research also has implications for improving turbine efficiency and protecting sensitive marine ecosystems.

Following the first phase of the project, which is a partnership led by the University of Dundee, and includes the Universities of Hull, Liverpool, Strathclyde and Dr Laurent Amoudry at the National Oceanography Centre, computer simulations will be used to extend the work, with the ultimate view of deploying prototype devices at suitable UK sites, to test fully their effectiveness under real conditions.

Prof Stephanie Haywood, director of CASS, the University of Hull's centre for Renewable Energy and the Low Carbon Economy, said: "Our location in Hull has led to us building a unique body of marine and maritime influenced research expertise which is in demand around the world.

"The University is already engaged by some of the biggest names in the renewable energy sector. By taking a key role in influencing the design of more efficient tidal devices, we are once again demonstrating our position at the forefront of marine renewable energy technology."

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Chillipepper Property Ltd

New Chamber Member Chillipepper Property Ltd is an independent lettings and property management business, offering services to landlords in the Humber region.

Megan Davis, Chillipepper's owner, is professionally qualified and deals personally with all landlords, ensuring that any property or tenancy requirement is dealt with efficiently and effectively.

Chillipepper's fees are competitive with management of tenanted properties at just 8% of the monthly rent, and no VAT is charged on any of their wide range of services.

Visit www.chillipepperproperty.co.uk for more information on services.

Megan is available for advice or rental valuations on 01482 662624 or 07835 312776.

Delaney Marling Partnership Limited

Delaney Marling Partnership Limited is a Building and Property consultancy owned and run by joint directors Simon Delaney and Kevin Marling.

The company was formed in 2007 when both partners, who are chartered building surveyors, worked together at one of the region's largest employers. Now in its fifth year of trading, the company has recently moved to a larger office between Beverley and Hull, and has an office in Grimsby to help service clients on the South Bank.

Originally from the North West, Simon has lived in the area since 1997 and worked for a number of companies in the property sector before taking the plunge to start up Delaney Marling Partnership Limited 10 years later. Kevin is from this area and has worked in the property sector for all his working life. The company works in most property sectors for clients both locally and nationally. Clients range from members of the public buying/selling their homes to a range of local clients in various sectors, from Comet to Smith & Nephew.

For more information contact
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www.delaneymarlingpartnership.co.uk



Proudly Placebook

Placebook Minicabs is celebrating its first year in business. Fuelled by a mix of good old fashioned courtesy and smart business dress together with the use of modern methods and technology, Placebook is ready to encounter the next phase in its business life.

Owner Roy Boyington said: "Just now, our confidence is sky high. Being successfully shortlisted for the Chamber of Commerce Hitek Electronic Materials Award for New Business is a great accolade and we are really excited to have travelled so far in such a short time. I take this as confirmation, along with the positive comments our customers have made, that has proved that we have found a winning formula."

The idea of founding Placebook came about from a development of the guest house business run by Roy's wife, Placebook receptionist Karen.

She said: "Whenever we went to book a taxi trip for one of our guests we were always anxious to try and find a service offering that little bit extra that we ourselves believed should be provided."

In order to ensure that standards remain very high Placebook have developed a driver guide, coupled with high standards of professional driving, strict vehicle maintenance and regular safety checks.

PaymentSense – Every Transaction Counts

Mark Johnson of Hull provides chip and pin merchant services to small and medium businesses.

Any opportunity to reduce business costs at the present climate should appeal to most, with the added benefit that the savings would have a direct impact on bottom line profitability.

According to Mark, about 95% of businesses with which he has dealings have saved several thousand

pounds per year just by switching providers, which is easy with no disruption to the ability to process chip and pin transactions.

Mark provides capped rates, which means the price you see is the price you pay and is capped for the term of your contract.

Running alongside that is a 24/7 UK based call centre which is manned to provide round the clock service and, once approved, a quick

turnaround - usually within the week.

His company also offers free advertising on View My Local website for the first year, which can be extended for the duration of the contract for a small fee.

If you wish to make an appointment or would like more information please contact **mark.johnson@paymentsense.com** or call free on **0808 2849092**. More information is available on www.paymentsense.com

James Legal Launches New Department

Hull-based solicitors James Legal has established a new Private Client Department, with services provided by experienced lawyer Lindsey Nicklin.

The new department has been made possible by the success of the firm's Business and Commercial Services division.

The new private client side of the business will offer a wide range of professional services, including wills and probate, power of attorney, trusts and estate planning. In addition, the department will also provide conveyancing, alongside divorce, separation and co-habitation services.

Nick Miller, director of James Legal, said: "We are now expanding into new areas, and I'm delighted to welcome Lindsey to the team as part of our continued growth."

Before joining James Legal at the end of 2011, Lindsey spent three years working for CHTR Solicitors in Beverley, within the Private Client Department. Prior to that, Lindsey worked for seven years at Chris Hutchinson & Co.

Lindsey, who is head of the new Private Client Department, said: "I want to form long-term relationships with all my clients, by working with them and delivering cost-effective, easy to understand legal services."

The company was established in April 2009, by director and solicitor Nick Miller and is based at The Deep Business Centre in Hull.



Lindsey Nicklin

Law Firm Helps Student Develop Career

A lawyer with legal firm Andrew Jackson is mentoring a law student at Grimsby's Franklin College.

Marie Kell, partner and head of the commercial and intellectual property unit at Andrew Jackson, became involved when she heard that Franklin College was launching a Career Academy with law, business and finance as the initial focus.

A former student of Franklin College, Marie said: "When I heard about the programme I knew I wanted to get involved. It is a great initiative and I am sure it will make a real difference to students who have set their sights on a professional vocation such as law."

As part of her mentoring role, Marie visits AS Law and Citizenship student Edvarda Salinaite - who



Marie Kell with Edvarda Salinaite

is also studying AS Government and Politics - and provides advice and guidance on learning and skills development.

The programme, which is a UK-wide initiative with more than 120 affiliated schools and colleges,

aims to provide students with mentor support, as well as access to key lectures, workplace visits and internships.

Susan Else, curriculum manager for Law and Citizenship, said: "The Career Academy is an exciting opportunity for students and employers to engage with each other to their mutual benefit. It has proved really popular with students who recognise that there is a need to stand out from the crowd when moving from college to university or work."

With offices in Hull and Grimsby, Andrew Jackson offers legal advice to corporate and private clients across the following areas: agriculture and rural affairs, business immigration, construction, commercial litigation and dispute resolution, corporate and commercial, corporate investigation and governance, employment, family, health and safety, insolvency, personal injury, property, regulatory work, renewable energy, residential conveyancing, shipping and transport, and tax and trusts.





Photo (l-r) Tom Morrison, Rollits; Alastair Brookes, Hull College, Claire Anthony, Richard Field, Rollits; Steve Conlan

Rollits Launches iPhone App with Help from Graduates

Commercial law firm Rollits has launched an iPhone App with the help of Hull College graduates Claire Anthony and Steve Conlan.

Free to download from the iTunes store, the main features of the app include a 'Contact Us' section giving direct access to partners email and telephone numbers and a 'How to Find Us' button with directions to the firm's Hull and York Offices.

Claire and Steve graduated from Hull College in July 2011 and formed their own company Bear Hands Studio, which specialises in creating commercial iPhone and iPad applications. They were helped by the Net315 project which provides college students with the opportunity to make their business ideas a reality.

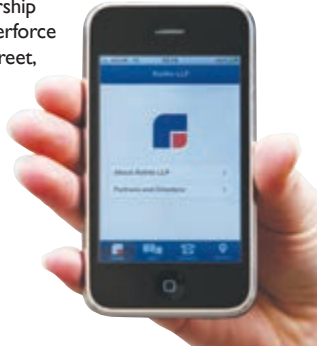
Pat Coyle, Client Relations Director at Rollits LLP, said: "We understand that the way in which people want to contact us is changing. It is important that clients are able to get in touch with us whenever they need to and this app provides fast, on-the-go access to our Partners at the touch of a button."

Claire Anthony said: "Working with Rollits has been such a great learning experience for us. This project

has helped us to develop our business skills and we are proud to have worked with such a reputable law firm."

Alastair Brooks, PM and Lead Enterprise Mentor of Hull College ERDF Project Team, said: "This experience has been of such huge benefit to Claire and Steve. Having the opportunity to undertake a corporate assignment straight from their degree has taught them so many valuable lessons."

Rollits is a trading name of Rollits LLP, a limited liability partnership based in Wilberforce Court, High Street, Hull.



Port Chosen for Wind Farm Project

Lincs Wind Farm Ltd has chosen Associated British Ports' (ABP) Port of Hull as one of its logistics bases for its Lincs Offshore Wind Farm.

Over the next few months, the port's Albert and William Wright Docks will be the focal point for the storage and distribution of transition pieces, installed as part of the wind turbine foundations for the new wind farm being developed in the Greater Wash area.

The project is being assisted by the Lincs Wind Farm-operated jack-up barge 'JBI 14', which arrived at the port on 8 March and is expected to operate from the port for the next few months.

Matt Jukes, ABP Port Director Hull and Goole, said: "We're delighted that Lincs Wind Farm Ltd has chosen the Port of Hull for this important project.

"This project is further evidence of the Port of Hull's excellent location by providing both sheltered deep-water berths and a suitable landbank for the offshore wind energy industry. It is a major step forward in Hull's ambition to establish itself as the premier offshore wind logistics hub in the UK."

Councillor Steven Bayes, Portfolio Holder for Economic Regeneration and Employment, said: "Hull's Green Port offer is creating confidence in the Port of Hull as a place to do business.

"For this type of operation to come to the Hull, using its existing marine engineering facilities, demonstrates the flexibility of established port facilities and what the city has to offer for similar operations needed for the renewables industry."

Superfast Broadband for North & North East Lincolnshire & Acorn



Plans to get the whole of the Northern Lincs area onto broadband - with 90 per cent on superfast broadband - are moving fast.

In October last year, North Lincolnshire Council was allocated £2.6m under the Government's BDUK (Broadband Delivery UK) rural broadband programme to develop the project on behalf of North and North East Lincolnshire Council. They are currently seeking to match this with European funding to maximise the investment.

The council has now submitted its 'Local Broadband Plan' to the Government. Once this is approved, it can start the procurement stage to find a company to deliver the broadband.

A project board comprising representatives from both councils is in place to steer the plans through and a team has been appointed to ensure delivery.

Having superfast broadband will be a major benefit to businesses and residents across the Northern Lincs area - helping stimulate economic growth and empower local communities.

Acorn Fund Continues to Expand

Having recently extended its loan service into the East Riding, North Yorkshire and North East Lincs, the Fund has now been accredited to offer Enterprise Finance Guaranteed backed loans. This allows it to manage larger loans which were previously considered too risky, provided viability is proven.

Enquiries should be directed to **01482 324976** or email mags.meyers@hullbdf.com

How you can help?

They need you to tell them what your broadband access is like now and what you'd like it to be. Is it too slow/unreliable? Once they have this information, they can tell the broadband industry what the demand for superfast broadband is in North and North East Lincolnshire.

If you wish to comment as a business, please complete this survey <http://www.shumberbroadband.info/bs>

If you wish to comment as a resident, complete this survey <http://www.shumberbroadband.info/residents/rs>

If you would like to find out more about the project, please contact Yvonne Thompson by calling **01724 296926** or email

yvonne.thompson@northlincs.gov.uk

They are keen to hear from anyone who would like to become a broadband champion to raise awareness of the benefits locally, or anyone who would like to be part of a case study demonstrating how poor broadband currently hampers your business.

Bishop Burton College Strikes Gold

Bishop Burton College has received the Investors in People (IiP) Gold Standard for its outstanding leadership, communications and excellence as a values-driven organisation.

The college joins the ranks of seven colleges and universities and one percent of IiP businesses in the UK to have achieved this exacting standard.

College Principal Jeanette Dawson said: "This reflects a tremendous amount of hard work by staff and is an important message that their role is valued and we aspire to improve continually our internal processes. This is truly outstanding."

Trust Earns Top 100 Ranking

The Goodwin Development Trust has been selected as one of the Best Companies to Work For in the Sunday Times' annual ranking of the best firms in the UK. In its Top 100 debut year, the Goodwin Trust charges straight up the rankings to Number 69.

Each year The Sunday Times celebrate the best small, mid-size and big workplaces in the UK by surveying the employees from participating organisations and asking them how good they think their employers are.

Goodwin is one of Britain's biggest social enterprises and is based in Hull, employing 250 people across the city, delivering 25 services aimed at tackling the social ills that blight communities.

Goodwin Chief Executive Peter McGurn said of the accolade: "As an organisation that is both of and for the community, this is a fantastic vindication of our belief that social motivation is an effective business driver in the creation of wealth and employment, with profit as a means to an end and not an end in itself."

Training Course Programme Secures Award

A Chamber Member's efforts to deliver accounts and admin training to businesses across the region helped it land an award.

Golding Computer Services was named by the International Association of Book-keepers (IAB) as the best centre in the UK for delivering the Level 2 Certificate in Computerised Accounting for Business.

Vic Golding, Managing Director of Goldings, received the award at The House of Commons from Fabian Hamilton, MP for Leeds North East and Honorary President of the IAB.

To find out more about the courses contact Di Garbera at Golding Computer Services on **03303 331 508**, email di@gcs-limited.com or visit: www.gcs-limited.com/sage.html



Jason Oxenforth of TVES

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My Top Five Tips for Spring Cleaning your Business

Sarah Whitfield,
General Manager Of Holiday Inn
Hull Marina

As the economic climate continues to worsen, businesses are looking to how they can survive the tough year ahead. Here, Holiday Inn Hull Marina General Manager, Sarah Whitfield, shares her top tips on spring cleaning your business:

1. The Personal Touch

Businesses need to develop strong relationships with contacts if they stand any chance of survival this year. In a world dominated by technology, face to face time is seldom achieved, so businesses should see this as an opportunity to diversify and stand out from the competition. Remember, people buy from people they like. Developing strong relationships with customers can also help to build trust – and in an increasingly cynical society, trust will be the cornerstone of business success in 2012. We recently launched our own training initiative called 'Project Foundation' - where by all Holiday Inn meetings and events staff are encouraged to bring their personality to work. The project includes the ethos 'Stay Real', a reminder to staff that they are individuals and so are our customers.

2. Making Innovation Easy for Employees

If you allow your staff to contribute to business development by creating an open culture you may gain some valuable customer feedback that would otherwise have been lost. Make it as simple as possible for employees to feedback any great ideas that they have or any insights that they gain from

dealing directly with your customers. Have a system in place to capture and act upon their feedback, making sure you recognise and celebrate any changes made that come from staff. In allowing your staff to innovate and celebrate business development, you make them a fundamental part of the business, which will reflect in performance and staff retention.

3. Focus on Customer Experience

With customers becoming much savvier about spending, it makes sense to ensure that your business is providing what people want. Within the hotel and hospitality industry, the big focus is in guest experiences that not only enhance the quality of a stay at the hotel, but also provide a point of difference. This is particularly important in areas where competition is fierce. If your business has a number of direct competitors locally, why not focus on what you can provide to customers that they can't? Customers will respond to services that are unique and add value – and will remember your business if you are providing a service they can't find elsewhere.

4. Face the Future, but Remember the Past

The key to success is to ensure your company stays relevant and keeps up with developments in your sector without losing sight of your heritage and the aspects of your business that make it unique. The biggest companies in the world know that promoting a business is about more than just moving product. Make sure that your business stands by its values and that customers have a clear idea of who you are and what you do.

5. Best of British

This sounds like an obvious statement – as all businesses will want to make the most of every calendar year. This summer will see some huge events take place in Britain, none more so than the Olympics. These events not only provide the UK with an influx of tourists, but will also see businesses of all sizes looking to make the most of Great British pride. You need to think this year about how your company can utilise some of the great events taking place throughout the year both nationally and locally.



This summer's school leavers are already planning their future pathways and have been applying for apprenticeships since January. We will be interviewing candidates over the next two months to provide you with a selection of high calibre candidates ready for interviewing throughout June and available for employment in July.

- Business & Administration
- Customer Service
- Warehouse & Storage
- Health & Social Care
- Engineering
- Refrigeration & Air Conditioning

The AGE funding grants will also be available for employers who are recruiting an apprentice for the first time or have not recruited an apprentice in the last 3 years (subject to meeting the criteria).



SUMMER TRAINING OFFERS

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JULY
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FURTHER SELECTION COMING SOON ...

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- (a wholly owned subsidiary of Hull and Humber Chamber of Commerce)*

For further details on Training and Recruitment please contact: Carol Gill on
01482 611896 or email: c.gill@chambertraining.com

MANAGEMENT QUALIFICATIONS NOW AVAILABLE

Level 2 NVQ Certificate in Team Leading
Can be taken as a stand alone QCF qualification or as a full apprenticeship framework.

Level 3 NVQ Certificate / Diploma in Management
The Certificate can be taken as a stand alone QCF qualification or as a full apprenticeship framework and the Diploma is apprenticeship only.

These qualifications are designed for those who are entering a management role, or who wish to gain a qualification that formally recognises their skills or those who lead a team and are responsible for its performance.

FUNDING AVAILABLE
Subject to individual criteria

NEW .. COMING SOON

National Accredited British Chambers of Commerce International Trade Training Courses

The BCC has, as part of its International Trade Group's business development plan, a stream of work around International Trade Training. They have committed to bringing together the wide yet disparate delivery of courses by Chambers under a single BCC brand, against a common country-wide and centrally assessed set of standards – BCC National Accredited Trade Training.

We have identified a core curriculum of six level 2 (VQ terminology) courses, which form the basis of a starting point for company employees to be able effectively to support their employer's opportunity or desire to begin exporting.

The 'core 6' courses are the initial and central component of the new British Chambers National Trade Training curriculum which will be accredited by BCC and delivered by the Accredited Chambers and their professional registered Trainers across the UK. They are the foundation stone of a wider BCC national accredited and promoted range of courses providing companies access to the widest range of Trade related skills in the fullness of time.

Further details for the core curriculum and course dates delivered by Chamber Training will be available soon and will commence ...
AUTUMN 2012



New Members

Peter Rowlands
A Company - 4th Battalion
 The Yorkshire Regiment
 Sutton
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HM Forces

Liz Parry
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 GRIMSBY
 01472 362944
Restaurant & Function Rooms

Ian Carling
AMF Bowling Holdings Ltd
 HULL
 0844 8263017
Ten Pin Bowling

Simon Miller
Arrow Self Drive
 HULL
 01482 329067
Vehicle Hire & Leasing

Megan Davis
ChilliPepper Property Ltd
 BROUGH
 01482 662624
Lettings & Property Management Services

Jane Hickson
Crosskills Florist
 GRIMSBY
 01472 360808
Florist

Donna & Buster Keanan
Crystal Venue Decoration
 GRIMSBY
 07593 411578
Venue Decoration

Paul Dakeyne
Dakeyne Photography
 COTTINGHAM
 01482 875995
Photography

Kevin Marling
Delaney Marling Partnership Ltd
 BEVERLEY
 01482 623955
Building Surveying and Property Consultancy

Jackie Kirkpatrick
Douglas Waste Management Ltd
 HULL
 01482 222545
Waste/Recycling

Steve Hopkins
Easy Access Social Care Ltd
 HULL
 01482 210952
Sport, Leisure & Recreation Based Health & Social Care

Mr Sean McCue
Estelle Ear Piercing Limited
 HUMBERSTON
 01472 812005
Ear Piercing Equipment Manufacturer

David R H Hill
Hill Enterprises Ltd.
 GRIMSBY
 07415 122700
Seafood Import/Export

Michael Podmore
Hollywood Bowl
 HULL
 01482 825656
Leisure/Bowling

Darren J Glew
Hurst Plastics Ltd
 HULL
 01482 790790
Manufacturer of PVC-U Door Panels and Composite Doors

Joe Duffy
JD Sports Development
 HULL
 01482 346341
Sports Coaching

Lisa Carter
Kenwick Park Hotel
 LOUTH
 01507 608806
Hotel

Martin Tabbitt
Kingstown Trading Ltd
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 07775 764465
Export Services, Trading & Consultancy

Naveed Choudry
Lazaat Hotel
 COTTINGHAM
 01482 847900
Hotel

Ian Buffey
Logan Teleflex (UK) Ltd
 HULL
 01482 785600
Provider of 100% Hold Baggage Screening (Airport Systems)

Simon Moloney
Marsden Direct Group Ltd
 IBSTOCK
 07872 461950
Print, Display & Exhibition

Mike Jones
Neogain Digital Limited
 HULL
 0845 519 6493
Internet Marketing

Mark Johnson
PaymentSense
 COTTINGHAM
 0808 2849092
Retail Merchant Services

Kate Williamson
PPS East Limited
 GRIMSBY
 01472 245554
Supply & Washing of Plastic Returnable Food Packaging

John Fannon
Premier Telecom
 LEEDS
 01943 884098
Mobile Telecom Solutions Provider

Julie Scott
Selby College
 SELBY
 01757 211097
Further Education College

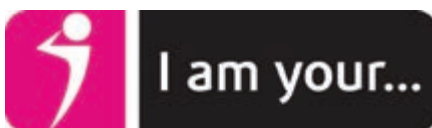
Paul Edward Grantley
St James Hotel Grimsby (Corus Hotels)
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 01472 359771
Hotel

Tony Carter
Switch2Leds - Energy Efficient Lighting
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LED Replacement Light Bulbs

Helen Bennett
The Business Network
 GATLEY
 0870 7517523
Business Facilitators

Victoria Gray
The Sugar Mill
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 01482 227222
Nightclub

Abigail Conway-Todd
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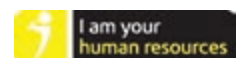
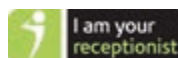
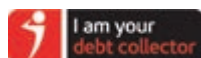
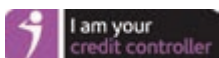
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LastWord



Name Vicky O'Grady
Company Cobus Communications Group
Job title Business Manager

After studying PR, Marketing and Promotion at University for three years and spending time with a PR company in London, Vicky moved back to Hull into a career within the media industry, working for the local newspaper in sales for almost nine years. Then three years ago she was offered the opportunity to work alongside her other half as Business Manager at the Cobus Communications Group, our region's leading independent telecoms provider. In her spare time, she enjoys painting and sketching portraits, walking her two Jack Russells and seeing family and friends.

What did you want to be when you were young?

I wanted to be a nurse. I had a plastic doctors bag with plastic syringe and stethoscope and I used to love doing imaginary house calls.

What could you not live without?

Red wine as I often enjoy a glass after work to wind down.

If you could build a house anywhere in the world where would it be?

It would have to be somewhere in America as I love the courteous people and the hot weather.

What makes you angry?

Manipulative and dishonest people. I like straight talking and genuine people whom I can do business with or spend time with outside of work.

If you could invite any two people to dinner who would they be and why?

The first would be Tony Curtis - the fifties actor. Good looking, charming and a painter; he would have lots of Hollywood kiss and tell stories that would keep me entertained. The second would have to be Sir Ranulph Fiennes who would have some fascinating adventure stories to share.

What is the best thing about this area?

The Renewables potential across our region is something to feel proud and passionate about and I also have to include the people here, as Yorkshire people are unique!

If you only had a £1 left in the whole world what would you spend it on?

Some paper, pencil and a rubber so I could sketch portraits which I love to do in my spare time.

What is in your opinion the greatest invention ever?

Penicillin, it's saved millions of lives.

What is most valuable lesson you have learnt in life?

To make the most of every day, stay positive and make sure those around you know how much you care about them.

If you could come back as an animal in your next life what would it be and why?:

It would have to be as a Jack Russell Terrier, as everyone that knows me, knows how mad about dogs I am. They are feisty little dogs with lots of spirit, not unlike myself.

Strawberry Finds its Entrepreneur

In December last year, one of Hull and East Yorkshire's largest marketing and design agencies advertised a unique job opportunity.

Strawberry had launched a mentoring programme which would give an entrepreneur the tools they needed to get an internet business off the ground. After a series of pitches and interviews with the applicants, Strawberry chose Tom Wade.

Tom, who is based in Leeds, saw the opportunity advertised on Twitter and knew it was right for him. He had been working at a web agency after graduating from University and has now left this role to focus upon his new business full time.

Jonathan Leafe, Strawberry's Managing Director, said: "Last year, after seeing figures released stating that 1 million 16-24 year olds were unemployed, we knew we wanted to do something about it. So we set



From left to right Strawberry Managing Director Jonathan Leafe, New Media Director James Greenwood, Tom Wade and Creative Director Dominic Love.

about looking for a young entrepreneur who needed help to get their internet business off the ground. Tom impressed us straight away and was exactly what we were looking for."

Tom said: "I'm always thinking of ideas and was desperate to be my own boss too – it was an opportunity too good to miss."



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***Offer available to business users only**, figures exclude VAT. Hiring example is based on a 36 month Audi Contract Hire agreement based on the Audi A5 Coupé 2.0 TDI 177ps Black Edition with a deposit of £2094+VAT, followed by 35 monthly rentals of £349+VAT and a contract mileage of 8,000 miles per annum. Mileage charge in excess of contract mileage 6p per mile. Vehicle condition charges may apply at the end of your agreement. Figures are correct at time of going to print and are subject to change without notice. All hiring is subject to status and available to over 18s in the UK only. Guarantees and indemnities may be required. We can arrange finance and hiring facilities for you. Model shown for illustration purposes only.



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