

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

June/July 2019

Issue 50



Northern Lincolnshire
Business Awards 2019

Page 22-23



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BUSINESS INTELLIGENCE

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The Bootleg Beatles at last year's CASE seventies extravaganza

Save All Your Kisses for CASE at Seventies Extravaganza

A charity which has built a reputation for rolling back the years to bring retro pop stars to the region will this year present seventies chart-toppers and Eurovision winners The Brotherhood of Man for a major fund-raising event.

The band will be supported by Paul Bacon, a winner of the National Tribute Awards, as Ultimate Elton, for a glitz and glamour extravaganza to remember at the DoubleTree by Hilton Hotel in Ferensway, Hull, on Saturday 19 October.

CASE, which is based in Hull, supports people from the city and areas of the East Riding who have learning disabilities with help to improve their lives. Its team offers advice and training to help individuals build life skills, develop confidence, help each other and look forward to a more positive future.

The seventies showcase has become one of the biggest fund-raising events of the year for CASE, which in recent years has attracted big audiences for performances by The Real Thing and The Three Degrees, followed last year by The Bootleg Beatles.

Steve Rusling, Marketing Manager at CASE, organiser of the event, is expecting a livewire evening triggered by the dress code of black tie or seventies fancy dress.

He said: "I'm really looking forward to this year's event. I can't wait to transform the venue into a seventies Boogie Wonderland. Our seventies extravaganza will be like a disco dancing heaven!

"The original Brotherhood of Man line-up will be performing all their chart hits and Paul Bacon is renowned for looking and sounding like his idol. You simply won't find a closer tribute to Sir Elton John!"

Tickets, priced at £55 each, include a three-course meal and are on sale now. For details and to purchase tickets please visit the CASE website www.casetraininghull.co.uk or call on **01482 320200**.



A Hall that Rises to the Occasion

The fabulous Rise Hall near Skirlaugh has recently begun another chapter in its long history, which can be traced back to the Domesday Book of 1066 after being sold by property developer Sarah Beeny.

The TV star and her husband Graham Swift have sold Rise Hall to Dan and Helen Gill, recently, who run Leeds-based events and hospitality business, Dine. Dan and Helen helped the Beenys launch Rise Hall as a luxury wedding and events venue after its restoration. Dan said taking over ownership of Rise Hall was "very exciting".

The Domesday Book described the East Riding of Yorkshire estate as having around 720 acres of land, 30 acres of meadow and 40 acres of woodland. It was owned by Cnut, the son of Kark.

At various times in its history Rise Manor was tenanted by Franco de Fauconberg in the 1300s and was seized by the Crown in 1472, before eventually passing into the ownership of Richard Plantagenet, Duke of Gloucester, who later became Richard III of England.

Between 1815 and 1820 the Hall was rebuilt by Richard Bethell. He and his family, now led by Hugh Bethell, who lives next door, bought many surrounding properties and much land, expanding the estate around the Hall.

During the Second World War, Rise Hall served as headquarters for the operation of searchlight batteries and accommodated the armed forces officers manning them.



From 1946 until 1989 the Hall was then used as a convent school dedicated to St Philomena and hosted an order of nuns, the canonesses Regular of St Augustine, who ran boarding and day education.

The Hall then sadly fell into disrepair before being bought in March 2001 by TV presenter and property expert Sarah Beeny and her husband, artist Graham Swift, for £435,000. The couple set about restoring the hall, a process followed by Channel Four's 'Beeny's Restoration Nightmare' programme.

Since 2012 Rise Hall has been an upmarket wedding and events venue and is now recognised as being one of the best in the North of England. It is an idyllic, spacious venue available for exclusive hire and offering

a variety of meeting rooms, conferencing and dining spaces for up to 300 guests. It also has 30 bedrooms available for overnight stays. Rise Hall is conveniently located just 15 minutes from Beverley and Hull, for those that are day tripping.

Visitors can also escape into the Yorkshire countryside for a corporate retreat and enjoy the privacy of having the stately home to themselves for a couple of days.

With 29 acres of grounds there's plenty of space to arrange for some outdoor team building activities, followed by a delicious dinner, catered for by Dine.

Dr Ian Kelly, Chamber Chief Executive, who joined Sarah and her husband as they passed over the Hall to Dan and Helen Gill in early May, said "If my experience is anything to go by the team will ensure all corporate events run smoothly from concept to completion. Whether it is a company away day, team building or a luxury corporate retreat, Dine at Rise Hall have an excellent set-up to ensure guests leave feeling relaxed and reinvigorated".

For more information, give the team at Rise Hall a call on **0345 450 4545**, email risehall@dine.co.uk or visit the website at www.risehall.com



Alan Johnson, Patron of the Viola Trust, with Phil Ascough (left) and Norman Court (right), who are both involved in the campaign

Gin-Spirational Event Backs Campaign to Bring the Viola Home

A steam trawler which sailed from Hull more than 100 years ago was the toast of an event aimed at raising funds and awareness in an attempt to bring her back to the city.

Guests at the exclusive event held at 1884 Wine & Tapas Bar heard from former MP Alan Johnson, Patron of the Viola Trust, and from key figures at Hull City Council that a space has been reserved for the Viola trawler in the proposed Yorkshire's Maritime City project. They were urged to support the campaign

by making donations and by spreading the word about the benefits of the project, which include adding to the development of Hull as a world-class tourism destination and providing training opportunities for a new generation of marine engineers.

Businesses represented at the event included Andrew Jackson Solicitors, Rollits, RSM UK, Jelf, Genesis Business Systems, Adrian Smith Rating, LEBC and The Deep. Many took advantage of an immediate fund-raising opportunity by purchasing bottles of commemorative Viola gin, hand-crafted by Hotham's Distillery in Hull and launched at the event, which featured a gin-themed menu.

Mr Johnson said: "The Viola was the only ship

to have been involved in the First World War and the Falklands War. She would be a visitor attraction for whoever could get hold of her and we want her to come to Hull.

"It's good for engineering, it's good for tourism, good for the economy and part of our maritime heritage. I have got a TV company who are desperate to make a film about the Viola but they won't commission it until the funds are in place to bring her home."

To find out more about Hothams and to place an order for Viola gin please visit www.hothams.co.uk

To find out more about the Viola campaign and to make a donation please visit www.violatrawler.net

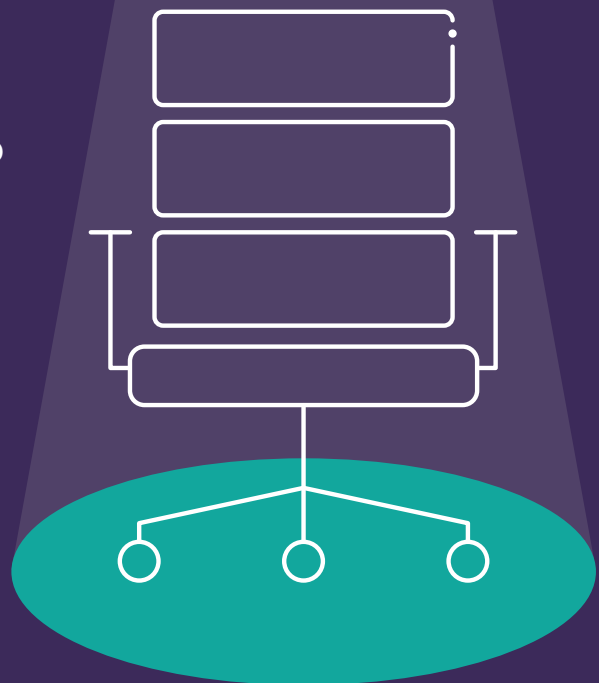
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Concerns over service & maintenance charges



By Mike Stoney Senior Solicitor in the
Commercial Property team at Wilkin Chapman solicitors

The next PPI furore – that is what the headlines have been screaming out when reporting on ‘unacceptable’ service and maintenance charges, being faced by some freehold homeowners after they have purchased homes on new estates. But if you are a developer or managing agent engaged in this sector, what is the reality of the situation? Mike Stoney, a Senior solicitor within Wilkin Chapman’s property team in East Yorkshire explains:

“There is no doubt that this issue is raising concern, with homeowners and some MPs reported to be pressing for urgent Government action.

For those within the sector, the controversial issue will be well known – developers, especially those with sizable projects and who do not wish to engage in the detail of managing the ‘public’ spaces around new homes, will hand over responsibility to a management company. Where those spaces are to remain ‘unadopted’, the relevant local authority will not be involved in any maintenance or repairs and instead that company, usually via an agent, will look to levy a charge on homeowners to ensure work is done.

In some cases, homeowners have complained they were unaware of this and have experienced poor service and unacceptable increases in what are usually annual charges.

Of course, this is normal practice for owners of leasehold properties, who will expect such charges as they own the rooms they live in, but not the structure of the larger building. Those purchasing freehold properties however do not, at first instance, expect it.

There is no way of avoiding these extra charges for freeholds once they have been set up. The public spaces within estates must be maintained by someone – otherwise the development will deteriorate,



and the individual house values and saleability will be affected - and in the long term that 'someone' is likely to be a management company.

With many smaller developers, the homeowners themselves may have a significant say and may form their own management company (after working with the developer to do so). Where this is the case, they will have collective power to appoint an organisation of their choice, agreeing charges and payment methods. This is a responsible way to deal with the situation, and one in which all are made aware of the necessary extra charges that come with buying their home.

When it comes to the larger estates, the direct involvement of

the homeowners can become more difficult and it is then when the developer may appoint a third-party. But issues will be avoided if – at point of purchase – homeowners are made aware of this and the responsible management company and its agent work with residents. In turn the residents, if properly advised by their own solicitors in the information provided, should not experience unexpected or unreasonable costs.

So yes, undoubtedly this issue has presented problems, but ones that perhaps could have been avoided had management agents and/or developers taken a more responsible approach from the outset – and to give things a sense of balance, many do just that. They are transparent

and up front with purchasers and come to a sensible compromise with a clear understanding of who does what, who pays for what and where responsibility lies. That happens from day one, therefore avoiding any problems.

Should the Government act to ensure complete transparency in this area? The answer is yes, stricter regulation may ensure there is no confusion and prevent annual fees rising unnecessarily. Is there cause for so much apparent alarm and negative publicity? That is questionable, with a vast majority of developers and managing agents in the region taking a responsible approach."

For further information, please contact **Mike Stoney** on **01482 398385**, email **mike.stoney@wilkinchapman.co.uk** or visit **wilkinchapman.co.uk**



Alex Burgess with
Hull FC Head Coach
Lee Radford

SoluTech Marks 18th Anniversary with New Showroom

A leading print management company is celebrating its coming of age with a gift to itself of a major office refurbishment, more staff and sponsorship of Chamber Expo.

SoluTech, which is well known for its photocopier, printer and support solutions as well as for the media activities of Managing Director Alex Burgess, will mark its 18th anniversary with a new showroom and an enhanced working environment – all supporting a better service for clients.

Alex, who has worked as a football commentator for a number of radio stations, said: "The business is performing beyond expectations which makes it a good time to improve what we do by investing in more sales staff and better facilities."

Alex clocks up 30 years in the copier industry himself this year and now leads a team of 15

at the office in Cottingham which is owned by SoluTech and which doubled in size in 2012 with the acquisition of the adjacent unit.

SoluTech has always served the Hull and East Yorkshire area and in recent years has extended its reach south of the Humber and further afield, including nationwide as part of its accreditation as a Sharp Business Partner.

Products range from desktop printers, scanners and copiers to the larger machines essential to a client base which embraces all the main business sectors. Almost all customers have a service contract to protect their investment, and that is backed up by expert advice and guidance.

The anniversary year will see SoluTech continue its support for the Special Stars Foundation and other charities, its sponsorship of Hull FC Head Coach Lee Radford and its close links with the Chamber.

Alex said: "Sponsorship of Chamber Expo 2019 is a great opportunity to show a large and influential business audience what we can do with an eye-catching display of our latest products – something we'll be able to do in our own premises once we open our birthday present!"

In loving memory of Anji Nair, a treasured colleague and friend who is greatly missed by all at SoluTech.



Will You Be a Winner in the War on Plastic?

The opening salvo was fired long before the Blue Planet II documentary, but just over a year ago, plastic became public enemy number one, even though it remains so pervasive in our lives. Plastic has been responsible for a huge number of advances over the years, but now it faces a dilemma. When is a plastic a 'bad plastic'? It would appear as though plastics can be separated into good and bad plastics based on the amount of use that you can get from them.

Single Use plastics = Bad,

Multi-use/recyclable plastics = Good

That therefore causes a significant challenge for the food and drink packaging industry which is probably at the centre of single use plastic, together with the food and drink retail industry.

Just rooting around in my bin and recycling, it's clear to see from the layman's perspective why the industry is facing such a massive problem. Over half of the plastic that my family use on a weekly basis is either, 'not currently recycled'; or 'check local recycling'. The same applies when you go to a fast food restaurant.

In their efforts to recycle, they are clearly trying to recycle cups, cup lids and straws, but most of the cardboard food packaging is going to waste.

There have been some significant changes over recent weeks and the appearance of Michael Gove on the One Show in April certainly highlighted the progress that was being made. A well-known fast food chain had contracted with a paper straw manufacturer in South Wales to help them remove all plastic straws from their outlets this year. There had been some fairly rigorous testing of the straws to ensure that they didn't disintegrate, so there may well

have been some R&D performed in improving the manufacturing process.

However, it is not just a problem for the food and drink industry, there is also a significant problem with the recycling industry as different councils responsible for the co-ordination of local recycling schemes have very different contracts with the various providers. This is such that moving from one council to another could see completely different things being able to be recycled. This was one point picked up on by Michael Gove who said HM Government were planning on bringing through some legislation for universal recycling across the country.

What's the solution for the food and drink packaging industry?

Well, I don't suppose it will be too long before consumers are expecting that all of the plastic being used in packaging is either recyclable or made from recycled plastic or, even better, recyclable and made from recycled plastic.

But is that going to be possible if most plastics can only be recycled a small number of times before they are downcycled into lower value products?

I suppose it's possible that more things may end up in aluminium or cardboard packaging, but is it practical? One of the main benefits with plastic is its weight and strength. So would more cardboard and more aluminium push up food prices?

This is where we go full circle back to who the winners might be. It may be those companies that are looking for innovations in plastics. Investigating whether it is possible to improve

the recyclability of plastics, such that they can be recycled more times before downcycling, can you protect the plastic before use, to prevent the absorption of the materials into the plastic that reduces its potential to be recycled?

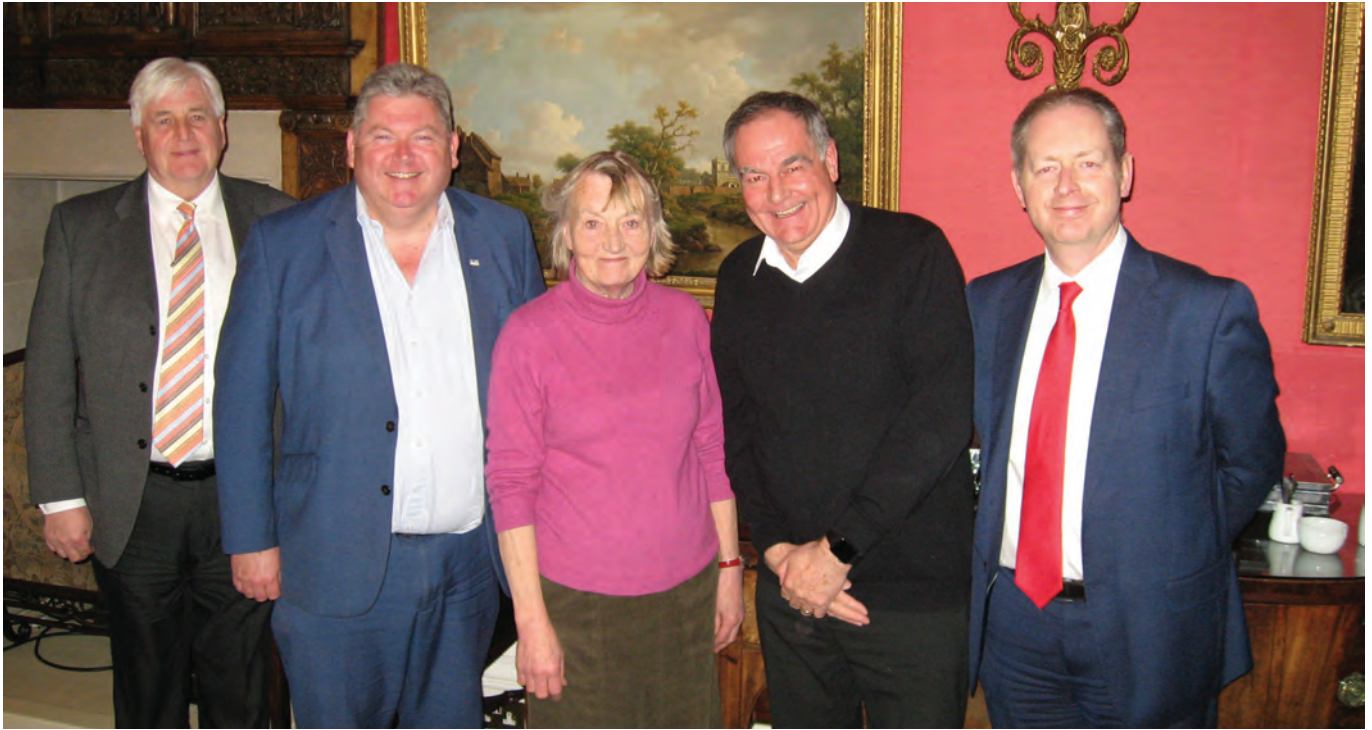
If you are thinking about innovating in plastics you might want to keep an eye on Innovate UK, the Government's Innovation Strategy supporter. If you are looking for some funding for a new project, but if you have already started one, then Research and Development Tax Relief will allow you to recoup roughly 25% of the costs back as a tax saving.

What's most important from the perspective of R&D Tax Relief is that you have to be trying to achieve something that is technically or scientifically challenging, you ultimately don't have to succeed. So, as we have already highlighted, anything that enhances the potential to recycle plastic more will certainly be meeting this brief.

There's nothing stopping you from obtaining a grant and then claiming Research and Development Tax Relief, you just won't get the best tax relief if you're an SME, you'll just get back around 10% of your eligible costs. If you think you might have a claim for R&D Tax Relief, or if you are thinking of applying for a grant from Innovate or Horizon 2020 (the EU funding body for collaborative R&D), then give us a call and we'll see if we can help you.

Call Simon on **01424 225345** to start giving you the extra ammunition to win the war.





Pictured at the meeting are Mrs Cunliffe-Lister (centre) with Dr Ian Kelly (second left) and Bridlington Chair John Hesp (second right) with Adrian Shaw (left) and Neil Waterhouse.

Chamber Thanks Distinguished Lord Lieutenant as Burton Agnes Hall Plays Host to Bridlington Members

Burton Agnes Hall, near Driffield, was the setting for the Spring meeting of the Chamber's Bridlington Members.

Hosted by the Lord Lieutenant of the East Riding of Yorkshire, the Hon Dame Susan Cunliffe-Lister, DCVO, Members discussed the issues of the day affecting Yorkshire's East Coast tourist spot, the local economy, transport and business, before handing over to Mrs Cunliffe-Lister to learn more about the role of Lord Lieutenant.

Having been in post since 2005 she outlined how she has helped to support the local community and arrange Royal visits during her time in office.

Mrs Cunliffe-Lister noted there are 99 Lord Lieutenants in the UK today, 35 in Scotland and 47 in England. A Lord-Lieutenant is the Queen's representative in the county and it is her duty to uphold the dignity of the Crown. As the Queen's representative in the county, the Lord-Lieutenant's role is non-political, the role is unpaid, and wears a badge when on duty.

Among her duties are organising Royal visits to the county and to meet and attend Her Majesty and Members of the Royal Family, plus visiting

Heads of State. She also advises on honour nominations, submits names to Buckingham Palace for attendance at one of Her Majesty's royal garden parties, presents awards to organisations and companies such as the Queen's Awards for Enterprise or the Queen's Award for Voluntary Service.

She presents awards to individuals, such as CBEs, OBEs, MBEs, when the recipient cannot for some reason go to Buckingham Palace. She may also present bravery awards and the Elizabeth Cross.

Mrs Cunliffe-Lister told the meeting how she had arranged Royal visits for Prince Charles to come to Bridlington, and for the Queen to visit Hull during the City of Culture year in 2017, as well as several visits by The Princess Royal.

She highlighted her work with the Armed Forces and told business leaders that it was well worth getting involved with and urged businesses to consider employing military veterans. She said the cadets also make great prospective employees because they are so well trained. She also works with the Advisory Committee

which appoints magistrates, as well as attending a lot of charity and civic events. She said it always amazed her to see the number of charities there are locally.

In paying tribute to the Lord Lieutenant, who will retire from her post in November, Chamber Chief Executive Dr Ian Kelly thanked her for her many years of service, adding that he knew of no better Lord Lieutenant in the UK. He said she was an outstanding role model for the Hull and East Riding region. Dr Kelly also thanked the Cunliffe-Lister family for supporting the International Jazz Festival at Burton Agnes in recent years and welcoming the Chamber's guests from the Caribbean.

Mrs Cunliffe-Lister said Lord Lieutenants have to retire at 75, and she had held the role for the last 14 years. The thing she had enjoyed most of all was finding out about all the things that go on in Hull and the East Riding that you would never normally hear about in the media. "There are some amazing businesses and people and it would be great to hear more about them in the Press," she added.

Bolus Technology Firm Appoints Veterinary Scientist to Bolster R&D Plans

Global trace element specialist, Agrimin, has shown further evidence of its commitment to research and development for the years ahead.



Callum Harvey

The Lincolnshire based firm has announced the appointment of an accomplished veterinary scientist, who will be commissioning and managing clinical trials.

From Glasgow, 29-year-old Callum Harvey has been confirmed as the company's Technical Manager, coming from previous senior roles at the Knowledge Transfer Network, and Harbro.

A graduate in Veterinary Bioscience, Callum will take a lead on all aspects of new product R&D activity, as well as multi-disciplinary specialists across Agrimin, including animal scientists, chemists, engineers, and regulatory experts.

He said: "I view this role as such a great opportunity to have a significant impact on the way in which specialist products are brought to market for our sector.

"It's really exciting to know I'll be working on every stage of the research and development, and getting a close understanding of what our clients truly want from the Agrimin products they have access to."

A member of the British Society of Animal Science, Callum will be based at the company's

head office in Kirmington, North Lincolnshire. Mark Armstrong, sales and marketing director, welcomed him to the role.

He said: "Callum's expertise and experience really speak for themselves.

"He brings with him such a wealth of knowledge about the field of veterinary science and will play a major role in our next stage of research and development activity.

"We're delighted to have him on board, and working alongside a team of real specialists in bolus technology."

Established in 1978, Agrimin has 40 years' experience in developing, manufacturing and marketing sustained release mineral, trace element and vitamin bolus technologies.

It has gained a reputation for delivering technically advanced products to its customer network, which now extends to over 30 countries worldwide.

Growing Success Sparks Expansion Moves

Human Resources and Employment Law specialists have announced further expansion, in line with the rising demand for their expertise.

Lincoln-headquartered Amica HR and its sister business Amica Legal now boast offices in four locations. This means they can provide slicker services to their growing list of clients beyond Lincolnshire's borders.

Amica HR offers a range of HR services and training to firms across a wide range of sectors and it launched a London office last year.

Directors David Grech and Suzanne Tricker said its base in Great Portland Street is proving a success, but they have now been encouraged to expand north.



David Grech and Suzanne Tricker

"Our London office is now established. We are attracting an increasing number of referrals from Hull area businesses – keen to out-source their HR needs – as Members of the Hull & Humber Chamber of Commerce, so we decided we needed to have an office closer to

clients in the Humber and Yorkshire regions.

"We are delighted to have opened at the Melton Business Park in North Ferriby. From this managed workspace complex, we can easily assist clients in the Hull area and benefit from easy roads access to Leeds, Doncaster and Sheffield."

Clients will also be able to tap into Amica Legal's services. Led by Head of Legal Services and Employment Lawyer Lucy Stones, this business helps firms which may be dealing with an employment dispute, allowing them to limit any litigation risk.

Amica has taken a stand at Hull & Humber Chamber of Commerce's Chamber Expo 2019, and staff are looking forward to chatting to visitors at the crowd pulling event. It takes place at Hull's Bonus Arena on June 5 and 6.



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Award-Recognition for Mental Health Providers

Fortis Therapy and Training win three national awards

A mental health service provider is being recognised locally, nationally, and internationally as it wins three prestigious awards.

Fortis Therapy and Training Ltd, who provide complete mental health and emotional wellbeing services to schools, organisations, and private clients, has been shortlisted for six accolades in recent weeks, highlighting the company's excellence in service and leadership.

At the Business Excellence Forum & Awards, held in Telford in April, Fortis was awarded 'Best Service-Based' business in front of 1,500 delegates from across Europe. On the night, Founder and Managing Director Alexis Powell-Howard was delighted to have found that the business had also been a finalist in the 'Best Customer Service' category, and a finalist for the 'CEO of the Year' award.

In May, Grimsby-based Fortis had a successful night at The Small Awards, which recognises small businesses up and down the country for their growth, creativity and commitment to their local communities. At the glittering London ceremony, Fortis was named the winner of the 'At Your Service' award for best small service

business, and were surprised with the big, overall award of the night, 'Best Small Business', chosen exclusively by the judges from the evening's finalists.

This followed Fortis' shortlisting for the Northern Lincolnshire Business Awards, where the business was nominated for the Pepperells Innovation Award for their pioneering whole-school and whole-organisational programme for positive culture change, TRIBE. Alexis was also shortlisted for the first ever Tillett's Business Woman of the Year award.

Alexis said: "I am incredibly proud of everything Fortis has achieved. We are a team of people who are passionate about providing the best service and support we can – treating people as people and not as a number. We work across all sectors and are having fantastic results and feedback."

This awards success follows an ambitious year for Alexis and the team, which saw the opening of Fortis Hull, the business' first dedicated space for therapy in the city, and the relocation of Fortis Scunthorpe to a larger space. The business started 2019 with expansion of



the team, recruiting ten further therapists and counsellors, and two new business administration staff.

Alexis said: "We have had a period of growth this year and so it has been important for us to be ahead in terms of meeting demand so that the clients, organisations and businesses we support continue to be our priority and we keep to our values ensuring excellent service."

Building Export Sales in the Southern Hemisphere

Simon Rehill, General Manager of Pulsar Instruments Plc - Yorkshire designers, manufacturers and suppliers of world-leading occupational noise measurement solutions for 50 years - has been travelling the southern hemisphere recently catching up with some of our trusted Sales Partners in the Antipodes and South Africa. During his trip he met with our partners SKC in South Africa, Accurate Instruments in New Zealand and Acoustic Research Labs in Australia.

Simon, who started out with Pulsar as Export Sales Manager, said: "I primarily joined Pulsar to help support our international distributor network and our growing worldwide business, it's great to put this into practice by visiting as many of our overseas partners as possible."

"I'm dedicated to growing our global distribution network and helping our export partners find the right markets for our noise meters, dosimeters and other sound measurement solutions" he said. "We believe the right way to do this is to train them in how to use our products face to

face so they can truly understand the potential that they offer customers in their markets." Simon added.

Pulsar Instruments has identified markets in Asia and Australasia as offering some of the greatest growth potential for our products. We've seen particularly strong growth in India and Thailand in the last year where demand for UK-made products still appears to be strong and has resulted in winning high value tenders worth thousands of pounds. We believe this same growth is possible in Australia, NZ and the RSA, as well as seeing new opportunities in the emerging markets around the world.

Whilst in Australia Simon was also able to meet with a new potential Sales Partner in Brisbane, train them in the products and discover opportunities to work together in the future to grow further our export business in the country. "We recognise, that our global network of sales partners plays a crucial role in the growth of our business and we are always looking for opportunities to work with companies around the world." he said.



Last year, Simon was also able to visit our sales partners in East Asia, including Hong Kong, Malaysia and Singapore, and also several of our European distributors with more visits planned for later this year.

To find out more about Pulsar Instruments please visit www.pulsarinstruments.com



Heald's Matador Range Excels in Double Crash Tests

Yorkshire-based manufacturer, Heald has announced the success of two crash tests for its award-winning, sliding bollard system, the Matador.

The firm based in Hornsea, East Yorkshire design and manufacture a range of products and solutions to protect high profile buildings and pedestrianised areas from the threat of vehicle attacks.

Heald's HT3-Matador 4, which has already been previously crash tested to PAS 68 standards, has achieved a new record with an IWA crash test against a 7.2 tonne N2A specification truck travelling at 80 kph (50 mph).

The IWA crash test is the world standard in crash testing and has been prepared by the Centre for Protection of National Infrastructure (CPNI) and British Standards Institution (BSI), with input from the US Department of State, and combines aspects of PAS68 and ASTM (American standard) crash testing requirements.

Whereas the latest configuration, the HT2-Matador 6, which consists of four central moving bollards and two fixed bollards to accommodate access for large vehicles or tight turning circles has also succeeded in its PAS68 crash test, halting a 7.5 tonne truck travelling at 64 kph (40 mph).

As Heald continue to innovate the patent-protected Matador range, which has recently seen the launch of an electro-mechanically operated range removing the need for oil to operate and up to a 60% reduction in electrical running costs, they have continued

to invest in crash testing to provide the market with a trusted solution to mitigate the risk of vehicle attacks. To date, Heald's Matador Range has been crash tested four times, with each test covering a variety of standards. After each test, the Matador continued to function, mitigating the risk of secondary attacks.

Due to its sliding bollard feature, the Matador range can be shallow or surface mounted making the product ideal for installing in locations where excavation can be challenging due to existing infrastructure such as underground cabling and drainage. The surface mount option is ideal for short term events such as festivals and Christmas markets, due to its rapid installation, while still providing the same levels of protection as its shallow mount counterpart.

Matador installations include a government facility in Melbourne, Australia and secures the perimeter of one of Norway's airports, New Orleans historic French Quarter and the Stavros Niarchos Cultural Centre in Greece. Surface mounted Matadors have also secured the World Snooker Championships and the London Olympics.

Commenting on the crash tests, Heald Managing Director, Debbie Heald MBE said, "As part of our commitment to providing products which push the boundaries we are committed to putting our Matador up against some of the most stringent tests on the market to ensure we can provide products which protect from the most extreme threats. The latest crash tests cement Heald's Matador as one of the world's most effective HVM bollards."

For more information visit www.heald.uk.com

The World of Property as an Investment

By John Scott Director and Adviser of Marcus Scott Mortgage Bureau.

With Brexit being much of the focus these last few months, insufficient property stock to meet the demand for rent and first-time buyers to the property market, plus the new rules where Landlords and Letting Agents will not be able to levy the charges on new tenants: Does this mean the initial plan to build a property portfolio for your retirement is starting to look a bit bleak?.

Then of course, we are just about to enter that last phase for landlords that own properties on an individual basis who will not be able to claim tax relief on their mortgage interest payments. Is the Buy to Let market on its way out and if so, what can replace it?.

Some landlords may wish to dispose of their properties if they find themselves losing income due to the change in the tax relief, which in turn will hit higher rate taxpayers even more. But for those that remain as basic rate taxpayers then the impact will have little or no effect unless they stray over the tax threshold. Then in steps HMRC and you will find that you have all the same issues of a Landlord with a greatly reduced income, which in effect will have a direct effect on your Retirement planning. Therefore, is the Buy to Let market on its way out and if so, what can replace it?.

For new and existing Landlords, the option is called a Special Purpose Vehicle (SPV) which is a Limited Company that is specific to property purchase. However, with existing landlords that consider selling their property to the newly formed Limited Company there are various considerations that need to be addressed and taking qualified Tax advice is recommended.

New and existing investors can open a Limited Company and commence property purchase as there is now an appetite within the lending world to meet this new demand, which in turn would now mean that the lost tax relief on mortgage interest payments can be offset. Plus, as a limited company you can structure it between the directors (example if one Director is already a higher rate taxpayer and the other does not work).

For more information: info@msmbureau.co.uk, and www.msmbureau.co.uk



Home-Grown Talent Rises Through the Ranks at Local Accountancy Practice



Adam Millson

Forrester Boyd, one of the leading independent accountancy firms in the Lincolnshire and Humber region, is delighted to announce

the recent appointment of Adam Millson as Manager at the offices in Eastgate, Louth. Adam grew up Skegness and studied at Skegness Grammar School for both GCSEs and 'A' levels. He joined the firm in April 2012 whilst working towards his AAT. He qualified with the ICAEW as a Chartered Accountant in August 2016 and today, manages a varied portfolio of clients in addition to having an in-depth knowledge of the education and charity sectors.

In his free time Adam enjoys playing football and competes in the Evo-Stik Division One East football league. Away from work and football Adam follows a variety of sports and likes to socialise with friends and family.

Adam joins three other staff members who have recently been appointed to the management team at the firm's Grimsby and Scunthorpe offices.

Louth partner, Alan Nesbitt, commented "Adam's appointment strengthens our

management team and continues our high quality support to our clients. This support will especially be seen in the area of academics, in which he has significant experience and knowledge. It is very rewarding to see staff coming through our training programmes and developing their skills and expertise. We believe in nurturing and developing home-grown talent and this appointment showcases the success of our approach."

Forrester Boyd is the largest regional independent accountancy practice in the region and recognised as one of the Top 50 practices in the UK. With the addition of the Wealth Management services offered, the firm offers clients a one-stop-shop for financial support and business advice.

The firm was a runner-up in the 2019 Northern Lincolnshire Business Awards for the Training Excellence Award which reflects the success of its training programme.

Fit4dogssuk Ltd Canine Hydrotherapy Centre Employee Shortlisted for 2019 Hull & East Yorkshire People In Business Awards

An Fit4dogssuk employee has been shortlisted for an award at the 2019 Hull & East Yorkshire People in Business Awards.

Competing against the best talent in the region, Zofia Thompson, Canine hydrotherapist at Fit4dogssuk has beaten the competition to make the official shortlist for the First-Class Service award.

Recognising and rewarding both businesses as a whole and their individual employees, the brand-new awards encompass companies from all areas of work, across all industry sectors.

The award **First Class Service**: recognises those who demonstrate a customer-first approach that has been recognised through feedback. They always possess a positive attitude, satisfy customer needs, and continuously strive to improve. Zofia Thompson is shortlisted for the award.

Zofia said "I'm super excited to be given this honour and opportunity to gain this award, it's such a pleasure to be recognised and noticed within the hydrotherapy business industry! I couldn't thank everyone enough for putting me through to be a finalist, it means so much to me and will push me throughout my career"

Founder of the Hull and East Yorkshire People in Business Awards, Jo Fleming, said: "There have been some outstanding entries from businesses of all shapes and sizes, and everyone who entered should be really proud of themselves.

"Narrowing down the shortlist was a difficult task, but we believe that we've chosen the best of the best that have the potential to be worthy award winners.

"Supporting talent in the workplace is essential, and the Hull & East Yorkshire People in Business Awards give both individuals and businesses as a whole the chance to gain recognition for their hard work."

Those shortlisted will now be judged by a panel of high-profile local business people, which have been selected for their wealth of experience in their chosen industry.

Taking place on Friday 12th July at the Doubletree by Hilton, Hull, the Hull and East Yorkshire People in Business Awards is sponsored by Wilberforce College, and has several special guests in attendance to enhance the theme of success within business. This includes 2008 Apprentice winner Lee McQueen,



Zofia Thompson

who will serve as compere for the evening.

Keynote speakers Rob and Paul Forkan will also be present on the night to tell their inspirational story of overcoming adversity after being left orphaned by the 2004 tsunami.

Tickets for the Hull & East Yorkshire People in Business Awards cost £70 each, or £650 for a table of ten. For more information, visit: www.heypibawards.com.

Sophie Dees, Business Development Director, Reality Solutions Limited

A friendly face to an unfriendly technology.

As the Business Development Director at Reality Solutions Ltd, Sophie aims to increase brand awareness, develops the product portfolio and enhances the business's overall image and growth.

Reality Solutions is a Hull-based company providing knowledge and expertise in the information technology, communications, and software industry sector. With a company mission to help local and national SMEs to improve their businesses and achieve success with the right software, support, environment, and strategies.

With a team of highly driven individuals, Reality Solutions has shaped Sophie's career. Starting employment back in 2012 after returning from a backpacking trip around several countries in Europe, with little technical and software sales experience, Sophie started her journey as a Sales Administrator. After four years, Sophie had achieved a Senior Management role and was named Operations Manager at Reality Solutions.

This initially sparked Sophie's passion, drive, and interest in Marketing as well as Sales. After completing a number NVQs and a Foundation Degree in Digital Marketing, Sophie now manages the Sales and Marketing Division and was named Business Development Director in January 2018, within six years of starting at the company.

Sophie is now an Associate of the Chartered Institute of Marketing, studying part-time for her bachelor's degree and implementing her own marketing strategies to help enhance the business brand, increase customer loyalty and staff retention.

With the help of instrumental individuals' creativity and her team, 2019 marks the start of a new Digital Marketing Strategy for Reality Solutions.

Sophie is a member of the Hull Business Culture, Women in Business and Chartered Institute of Marketing.



"The Tech industry is known to be a male-dominated industry; however, I believe this is slowly changing. This year is a big year for us and without my team, I couldn't have achieved what I have so far. The company has invested in me from a young age, despite gender, age or experience and I am grateful for the opportunity and career path they have steered me into."

sophie.dees@realitysolutions.co.uk

www.realitysolutions.co.uk

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Work Wise Women was Founded by Experienced and Like-Minded Business Women Lindsay Henson and Sarah Brattan.

In 2006 Lindsay and Sarah met for the first time at a business lunch in Grimsby.

They instantly found they had much in common and both recognised the need for local networking events for women in business that were fun and business focused. They soon arranged a meeting to discuss how they could start a group together and within a month the first meeting had been arranged.

That event was so successful and feedback confirmed that Work Wise Women was 'What Women Want'.

About Lindsay

Lindsay Henson began her career working as an Inland Revenue Tax Inspector in sunny Torquay back in 1992, and took the somewhat risky decision to turn her back upon the cosy 'job for life' and indexed linked pension, and move out of her comfort zone to become the proverbial 'gamekeeper turned poacher'. On the basis that 'everyone



deserves a defence' and armed with invaluable inside knowledge, she set up her own business defending those who fall foul of the Taxman.

About Sarah

Sarah started her career with HSBC Bank in 1985 and in that time has gained valuable experience in all areas of financial services, including successfully coaching and developing her team. After her 30 year career landmark in May 2015 she took the brave decision to leave the challenges of the rapidly changing financial marketplace behind, with all its compliance and regulation, to pursue her one true passion in helping local businesses as a self-employed consultant.

Between us we cannot stress the importance of building a strong network of business contacts in order to ensure success and so we meet once a month in Grimsby for dinner, networking with a guest speaker. We have our own annual women in business awards each June.

Lloyd Dowson Celebrate Two Top Accountancy Awards

Lloyd Dowson, Chartered Accountants, Tax and Business Advisors are celebrating after two of their staff, Danielle Keeping and Jess Close gained successes in their field.

Danielle Keeping won a top award at a recent Institute of Chartered Accountants Awards Ceremony.

Danielle was short listed for the award following the submission of a written application and completion of an interview, being part of the final seven.

Her achievements were realised when she fought off strong competition to be named 'Young Accountant of the Year'.

Danielle started at Lloyd Dowson in 2013 after completing a Maths degree at the University of York. She had already begun an accountancy course as she wanted to get a feel for the profession and following this study she knew she wanted to continue with a career in accountancy. In early 2015 the board at Lloyd Dowson offered Danielle a Chartered Accountancy training contract.

Danielle qualified as a Chartered Accountant in September 2018. Since then she has never looked back, championing 'Making Tax Digital' for Lloyd Dowson clients to ensure they are MTD compliant and co-ordinating a programme of client support and training. Her role at Lloyd Dowson also includes working with a variety of clients, managing audits, training staff members and developing as a senior member of the team.

Danielle said, "Winning the Young Accountant of the Year award is a huge honour and makes me proud to be recognised for all that I have achieved this year. I would like to say a big thank you to Lloyd Dowson for their continued support and for the opportunities I have received which

"Winning the Young Accountant of the Year award is a huge honour and makes me proud to be recognised for all that I have achieved this year. I would like to say a big thank you to Lloyd Dowson for their continued support and for the opportunities I have received which have played a significant role in helping me to win this award." Danielle Keeping



Danielle Keeping

have played a significant role in helping me to win this award."

Chairman of Lloyd Dowson, David Dowson added "We are extremely proud of Danielle winning this award. It is testament to the hard work and dedication that she shows to the profession and her role at Lloyd Dowson."

Jess Close from Lloyd Dowson, Chartered Accountants, Tax and Business Advisors in Bridlington and Scarborough, recently fought off strong international competition to win a prestigious award from the Institute of Chartered Accountants.

After gaining a first-place result for the Certificate Level Law exam as part of her Chartered Accountancy studies, Jess was invited to Chartered Accountants Hall in London to receive the award at the annual ICAEW International Prizegiving Ceremony.



Jess Close

Students had been flown in from all over the world including, China, Russia, Malaysia and Cyprus to attend the event and receive their awards.

Jess started at Lloyd Dowson in 2014 following the completion of A Levels at Hornsea school. She began an accountancy course at Hull College as she knew she wanted a career in accountancy. Jess continued her Association of Accounting Technicians studies with Lloyd Dowson, completing these in June 2017.

In early 2018 the board at Lloyd Dowson offered Jess a Chartered Accountancy training contract and she continues to make great progress with her studies whilst working with a variety of clients and supporting colleagues.

David Dowson added "Jess is a hardworking and extremely valuable member of the team who gives 100% to her studies. The result of her Law exam was fantastic, and we are extremely proud of her award success, particularly when she was up against international competition."

Jess Close commented "When I sat the exam, I never expected to be invited to Chartered Accountants Hall in London to receive an award for gaining the highest mark. The experience was overwhelming, and I still can't believe it!"



Beccy Smith, Managing Director of Lakeland Orthotics, with product demonstrator Malcolm the mannequin

Goldings and HCUK Secure More Funding for Accounts Courses

A training provider which won an award for courses aimed at helping firms safeguard their finances is now offering further tuition backed by a new round of funding.

Golding Computer Services is delivering computerised accounts and payroll courses having again been appointed by HCUK Training. The courses are available free of charge to eligible SMEs through the Humber LEP's investment of money from the European Social Fund and the Education and Skills Funding Agency.

Business testimonials last year helped to secure the title of Tutor of the Year for Goldings Director Di Garbera at the International Association of Bookkeepers' (IAB) Awards.

Beccy Smith, Managing Director of Hull-based Lakeland Orthotics, said the training was a key factor in enabling her to turn around her company after the loss of a major contract.

Now the plan is for is for gradual recruitment and for investment to modernise facilities at

the factory in Hull, which turns out products including off-the-shelf and bespoke ankle-foot orthoses, custom insoles and hernia support for customers including the NHS and major pharmacies.

Alex Atkinson, Head of SSW Operations at HCUK Training, said: "The Skills Support for the Workforce funding allows local SMEs to access fully funded training in a range of sectors and we have seen a positive impact across many businesses.

"Training is a key part of development and the new round of funding will enable us to extend availability until December 2020 and offer it in Greater Lincolnshire."

Goldings provide training face-to-face or as distance learning with full tutor support by phone and email.

Di said: "Some spread the training over a period of time and others do as much as they can straight away. Some do it as part of their work schedule and others fit it into evenings and weekends at home."

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

A New Age in Exhibiting?

Local exhibition and events supplier Pinx Display have been taking the national exhibition world by storm with their new model of helping companies to achieve a highly professional event presence without the big price tag.

Set-up by local entrepreneurs Phil Pinkney and Tony Dickens, Pinx Display was born from a realisation that businesses were paying over the odds for bespoke build exhibition stands, that were often destroyed once the event is over. They have been working with a large number of national clients to help them to make exhibiting not only cost effective, but re-usable and most importantly – high impact.

Phil adds; "We work with our clients to help them re-purpose their exhibition equipment for multiple events. This means the return on investment for their events is high, and they have a consistently professional presence".

The team at Pinx Display don't stop there for standing out from the usual contractors. Their clients receive a bespoke branded portal which displays all equipment available to them for use in their events including AV, furniture and even their own giveaways and literature for events and a simple online booking form. The team handle all details of the event from design to installation and breakdown, so when the client team arrives on the stand, they just have to do the job of selling.

Tony added; "One of the best features of our stands are our 4K LED screens where many of our clients can deliver their message via high impact video. This means panels don't need to be re-printed for different events saving cost and their presence is highly professional".

Pinx Display also specialise in other technology on their stands such as iPads and stands, charging stations, Near Field Communications (NFC) and all clients receive a free 3D visual of their exhibition stand.

To talk to Pinx Display about your next exhibition stand, get in touch.

info@pinxdisplay.co.uk

Tony: **07922 009264**, Phil: **07595 509562**





Tim Holt, left, with Steve Pitts

Agencia Acts to Improve Security in Overseas Business Markets

Agencia is stepping up its efforts to help overseas governments reform their justice systems by creating a specialist division and appointing a sector expert to lead it.

The company, based in Hessle, has established a Serious Crime Directorate to drive its security activities in territories around the world. It has also appointed Tim Holt as head of the new division following the success of a project in Kenya.

Steve Pitts, Agencia's Director of Justice, Security and Policing, said the Serious Crime Directorate was set up after the company identified a need to build confidence among developing nations working to improve their justice, policing and security systems – and among potential investors.

He said: "The Directorate is working on economic crime, anti-corruption and counter terrorism, helping to address the conflict, stability and security agenda and supporting the economy in these countries to make sure it is sufficiently robust."

Tim is a former police officer who became a financial investigator in 1996 and has wide experience in the sector, notably with the UK

Government's National Crime Agency (NCA). He has delivered asset recovery training for government officials and agencies in Trinidad, Kosovo, Macedonia, Montenegro, France, Belgium and Italy and has hosted training in the UK for Lebanese, Russian and Vietnamese groups.

He was recruited by Agencia in 2017 for a specific project to help authorities in Kenya tackle corruption and associated criminality, after the company was approached by HMRC on the strength of its success in driving criminal justice reform in countries including Malaysia, Croatia and Moldova.

Tim said: "It became clear that these issues are a common thread running through a lot of projects that Agencia is working on. The new division will strengthen our network of investigators and intelligence specialists and enable us to take a more focused view of instances of corruption, the causes and how we can deal with them."

Respected Defence Lawyer Returns to Williamsons

Criminal law specialist Robin Smith has re-joined Williamsons Solicitors following a 10-year stint with another firm.

He has clocked up 30 years in defence work after qualifying in 1997, spending the earlier part of his career with Williamsons which has the largest criminal law department in East Yorkshire.

An experienced advocate with a higher rights qualification, Mr Smith has represented clients at both the Magistrates and Crown Courts for offences ranging from traffic to murder.

He said: "It's great that so many of the same staff that I worked with before are still here and that everyone is so committed to getting the best for clients.

"The support provided to solicitors in the department is possibly the best in the region and one of the reasons why the firm has done so well in this area of law.

"There is a true team spirit and I look forward to a long future with my 'new' colleagues."

Bill Waddington, a director at Williamsons and head of the defence advocacy department, said: "Robin has a great reputation, a lot of experience and is a popular member of our team. We are very pleased to welcome him back."

In his spare time, Mr Smith enjoys life on two wheels, riding motorbikes and mountain bikes in East and North Yorkshire.

The firm has a head office in Hull with further branches in Beverley, Driffield and Bridlington. It employs 130 staff, 18 of whom work in criminal law.



Robin Smith



Jones Food Company – Winners of the Pepperells Innovation Award



Michelle Drury – Winner of the Tilletts Clothing Business Woman of the Year Award



Charlotte Hay – Winner of the Wilkin Chapman Business Person of the Year Award



Tim Strawson – Winner of the Jembuild Lifetime Achievement Award

Northern Lincolnshire Business Awards 2019 Put on Great Show in Baths Hall Big Top

The Northern Lincolnshire Office of the Hull & Humber Chamber of Commerce was pleased to organise the 18th Northern Lincolnshire Business Awards which culminated with the Awards Dinner and Gala Presentation Evening on Friday May 17.

The evening was hosted by Helen Fospero and Richard Askam and the Dinner was produced and served by The Baths Hall.

The Baths Hall in Scunthorpe was tented out for the evening to resemble a Big Top, helping guests immerse themselves into the theme of The Greatest Showman. Stephen Ellington, the technical manager at The Baths Hall treated guests to a spectacular musical light show to get the evening off to a great start.

After a superb four-course Dinner designed and served by The Baths Hall, guests enjoyed the Chamber's version of "The Greatest Showman" featuring West End performers as well as students from Grimsby Institute. Students from

North Lindsey College joined Grimsby Institute students in providing meet and greet and live music during the Drinks Reception.

Of course, the highlight of the evening was the presentation of the 2019 Business Awards. It was a good year with evidence of plenty of business growth and talent on the south bank of the Humber. There were 14 Awards presented on the evening. Of particular note were The Forrester Boyd Business of the Year won by FEL Group and the Jembuild Lifetime Achievement Award given to Tim Strawson, of Bradbury Group.

Thanks go to all the sponsors and supporters of the evening, particularly Phillips66, who were

the headline sponsor. Thanks also go to Sparq (part of the Saville Group) for sponsorship of the event's AV requirements and the tech team at The Baths Hall.

Simon Baxter of Juice Media provided our award nominee videos and Estuary Students TV our event video. Pictures from the evening are uploadable from www.nlincsba.co.uk free of charge.

The Chamber would like to thank all those who entered the awards, our sponsors and everyone who worked so hard to make the evening another great success.



Ongo – Winners of the DFDS Excellence in the Community Award



Fast Form Systems – Winners of the Hays Recruitment International Trade Award



Jembuild – Winner of the ABP Business Growth Award

All pictures from the evening are available for free upload from www.nlincsba.co.uk

AWARD CATEGORY	WINNER	EQUAL RUNNER UP	EQUAL RUNNER UP
The GCW Small Business Award	Tower Staff Construction	Laser Red	Eyewatch Security
The ABP Business Growth Award	JemBuild	Taylor's Family Butchers	Rocal Insulating Panels
The Wilkin Chapman Business Person of the Year Award	Charlotte Hay Healing Manor Hotel	Liam O'Leary Laser Red	Dean Bolton Eyewatch Security
The Hays Recruitment International Trade Award	Fast Form Systems	Henry's Health Hub	Infocus ID
The Bridge McFarland New Business Award	Taylor's Family Butchers	Dollie Jewellery	Hats & Tiaras
Franklin College Young Business Person of the Year Award	Joshua Walshe – Walshes Property Ltd	Danielle Howarth – Belton Kitchen and Visitor Centre	Katie Webb – Jones Dollie Jewellery
The North East Lincolnshire Business Development Award	ID Architecture Ltd	Fast Form Systems Ltd	JemBuild
The North Lincolnshire Business Investment Award	Ellgia	TSC Foods	FEL Group
The Grimsby Institute Training Excellence Award	FEL Group	Forrester Boyd	I Learn Education
The DFDS Excellence in Community Award	ONGO	Driver Hire Grimsby & Scunthorpe	Health Tree Foundation
The Pepperells Innovation Award	Jones Food Company	Ellgia	Fortis Group
Tilletts Business Woman of the Year	Michelle Drury – I Learn Education	Louise Coulbeck – JCS Fish	Alexis Powell-Howard Fortis Group
Forrester Boyd Business of Excellence Award	FEL Group		
JemBuild Lifetime Achievement Award	Tim Strawson – Bradbury Group		

Business Event Backs Daisy Appeal

A charity which has turned the Humber into a UK-leading region for the detection of cancer, heart disease and dementia set out its vision for tackling specific killer illnesses to an audience of pan-Humber businesses.

The Daisy Appeal highlighted early diagnosis of Alzheimer's as one benefit of the facilities which it is bringing to Castle Hill Hospital, Cottingham, to help patients throughout East Yorkshire and Northern Lincolnshire.

Leaders of the campaign also told business supporters at the DoubleTree Forest Pines Resort of the progress they are making towards swift detection of prostate cancer – the most common cancer in men.

In raising awareness of the Daisy Appeal the event also triggered donations of nearly £20,000 towards the charity's target of £8.2 million to build and equip the new Molecular Imaging Research Centre, which is under construction and due for completion in autumn this year.

Professor Nick Stafford, who launched the Daisy Appeal in 2002, said: "The next five years will see this geographical area become a centre for PET-CT development and the opportunities that will bring are immense.

"We built a partnership between the NHS, Daisy and the University of Hull which really does work. The PET market is increasing at a fast rate and there will be the opportunity to make a fantastic impact on a lot of medical advances over the next 10 years."

Prof Steve Archibald of the MIR Centre at the



Professor Steve Archibald (left) and Professor Nick Stafford with molecule models at the Daisy Appeal event at the DoubleTree Forest Pines Resort

University's Faculty of Health Services said the Jack Brignall PET-CT Centre is now scanning around 3,500 patients a year compared with around 1,400 in its first year. Around one-third of patients are from Northern Lincolnshire.

He said: "This would not happen without the

Daisy Appeal. The reason this is not happening elsewhere in the UK is that there isn't a Daisy Appeal elsewhere with the vision to bring partners together."

For further information on the work of the Daisy Appeal visit www.daisyappeal.org

JCS Fish Achieves Tough New BRC Global Standard



JCS Fish Quality manager Ann Rogers (centre) with factory manager Luke Gallagher (left) and commercial manager, Jack Coulbeck.

Family owned Grimsby seafood firm, JCS Fish, has become one of the first businesses in the Humber region to achieve accreditation to the new Issue 8 of the BRC Global Standard for Food Safety.

Auditing to the new standard started 1 February 2019 and JCS Fish undertook its annual BRC audit in the same month, receiving its AA Grade certificate last week. The BRC Global Standard for Food Safety is the most widely used of the commercial standards for assuring production of safe food, and a universal benchmark set by the UK's major retailers to identify suitable suppliers.

JCS Fish has been accredited to the BRC standard since 2008 and first achieved AA status in 2017. Quality manager, Ann Rogers, oversees the process. She says, "The new BRC regime proved tougher than any of those we've done before, with nine sections rather than the previous seven and an even stronger emphasis on achieving the right food culture in a business. I am so proud of the whole team, whilst QA is responsible for documents and training, we

couldn't achieve these standards without the co-operation and enthusiasm of everyone at JCS Fish."

JCS Fish specialises in the processing and supply of salmon products and continues to grow both its foodservice business and its BigFish Brand. It recently achieved an important new listing for its BigFish Salmon Fillets and Smoked Salmon products in As Nature Intended, a fast-growing London-based natural foods retailer with six outlets.

Director, Louise Coulbeck says, "It has been a great first quarter for our business, we're a close-knit team and it is a pleasure when we continue to achieve important accreditations such as our BRC AA status, which is a stiff test even for much larger organisations than our own."

Score (Europe) Limited Introduces Valve Repair Services to New Territory

Score (Europe) Limited is delighted to be expanding its territory, opening a new workshop in Saltend Chemicals Park, Hull, on 26th March, when invited guests were given the opportunity to visit the new workshop and discover Score's potential.

As the only valve and automation service provider onsite, the workshop has been established to support valve refurbishment with a fitting shop, machine shop, hydrostatic and gas testing test cells. Score will provide services including valve supply, repair, on-site services, testing and recertification to clients within the chemical park and to the surrounding area.

Score's vastly experienced technicians and supporting personnel provide local service with global knowledge to all sectors of the industry. Using state of the art equipment, it will ensure that your project is managed safely from start to finish. Score guarantees job execution on time, every time whilst maintaining the highest possible quality standards.

Score (Europe) Limited also provides a full range of on-site specialist services supporting pre-commissioning, commissioning, on-going maintenance and turnaround activities. These include Joint Integrity Management, On-site Machining, Welding, NDE and bespoke Engineering solutions.



Conrad Ritchie, Managing Director of Score International Limited said, "We have been trying to support the market from other locations for a long time, and although it has worked, if you don't have a local presence you will only get so far.

"What has been refreshing is how helpful everyone has been at Saltend. I think the other businesses really did want us to be here.

"We have the skills and the experience to take some of their problems away.

"The setup is a little bit different from what we have elsewhere. This is the first time we have been operational at the centre of a chemicals complex."

By moving into the area, Score is expanding

and strengthening its market position, and responding to increased workflow.

Hull is a further addition to Score Europe's many facilities throughout the UK and Europe.

Supporting all facilities, Score Europe's headquarters in Peterhead, Scotland, provides an encompassed Total Valve Management service, by also offering testing, engineering support, valve diagnostics, condition monitoring, inventory management, training and many more services to valve users all in-house.

Score (Europe) Limited is part of the Score Group of companies. Over 37 years, Score Group plc has expanded and now operates worldwide providing engineering services across five continents with over 30 locations.

Fancy a Staff Day Out With a Difference?



Then balance between the branches and swing through the tree tops at Go Ape, Normanby Hall, just near Scunthorpe.

"With five separate sections to the adventurous course, there's plenty to push participants slightly outside of their comfort zone" explained Deputy Manager Selina Barley, "whilst of course they're having great fun and creating long-lasting memories."

This Go Ape site, twelve miles south of the Humber Bridge, has been open just over a year, and has become a popular venue for corporate events and team building fun.

"Colleagues who normally might not interact, bond together as they make their way around the 840 metre course", Selina added, "reaching heights just short of eight metres. We've two stomach-turning Tarzan swings, and our longest super-speedy zip line is 140 metres long. It takes most people around two to three hours to complete the whole experience".

The Go Ape staff are also trained to deliver a range of ground based activities and development games, so whether you're a seasoned adventurer or you're just finding your feet in the great outdoors, you're certainly encouraged to 'live life adventurously'.

For details, visit GoApe.co.uk or email Normanby.Hall@GoApe.co.uk



L-R: Garry Taylor, Hull City Council; James Leeming, Highway England; Kathryn Shilliro, Hull BID and Brian Freestone of Frasers

Business Leaders Hear of Investment Making an Impact in City Centre

From the modernisation of Hull's 'gateway building' to a five-year project to improve Castle Street, major projects which can transform the city centre were presented to business leaders at the latest HullBID networking event.

BID members were updated on plans to revitalise the House of Fraser building in Ferensway, to deliver the Castle Street scheme with minimum disruption and to pursue projects including Yorkshire's Maritime City and a bright future for Whitefriargate.

The events give HullBID members direct access to decision-makers and the scale of the Castle Street project is such that James Leeming, Senior Project Manager for Highways England, has become a regular presenter.

He told the audience at the DoubleTree by Hilton Hotel in Ferensway that work on the new bridge is progressing behind the hoardings on Castle Street and the structure is on course to open in March 2020. He added that the same month will see the start of work on the road itself, with completion set for 2025.

Brian Freestone, representing the landlords

for the House of Fraser building, unveiled plans for 'Frasers', a mixed-use development which will retain the former department store on two floors and bring in other retail, leisure businesses and luxury serviced apartments.

Garry Taylor, Head of Major Projects at Hull City Council, outlined the city centre 'masterplan.'

He said: "How do we make the city really creative? Retail is great but it's everything else. It's working, living, leisure, enjoyment and creativity. Where we are today is we have a city that has all of that, but we can't stop. We have to change and evolve because that's what good cities do."

Kathryn added: "HullBID is also working with Hull City Council on a joint marketing campaign to reignite people's interest in coming into the city centre. There's a myriad of activity going on to promote the city centre."

Thank You For Holding

Radio producer and voice-over artist Sean Bell has diversified his sound services further, now also to deliver engaging On-Hold and Auto-Attendant messages for business phone systems.

"It started when I was asked to provide messaging for a KCOM 'smart coms' system," explains Sean, "then one project led to another, and over a short period of time the business has steadily increased, with me now servicing a number of VOIP suppliers.

Of course, in business it's not a good idea to keep your customers on-hold any longer than necessary, but whilst they are, it's an ideal way to keep their interest and pass on valuable, targeted information."

Sean's Thank You For Holding approach differs from some other suppliers as he sells his audio on a 'full and final' buy-out basis – there's no long term tie-in or monthly contract.

"Having written and produced thousands of effective radio campaigns over the last thirty years for radio stations and Advertising Agencies, I have a fantastic choice of voice talent to draw on, matched by an equally varied library of music and sound effects", Sean continued, "so I'm able to deliver ear-catching messages with specific themes and regional accents."

Though he very rarely voices his own jobs, Sean works with many other production companies around the world from his home studio in Hessle, voicing radio and TV commercials, training programmes and more - he's the 'brand' voice for Debenhams across Indonesia and Malta.

You can find more details at www.ThankYouForHolding.co.uk



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Mercedes-Benz Trucks Dealer Northside Notches a Prestigious Hat-trick

Consistently high levels of performance across all areas of its business carried Northside Truck & Van to the Mercedes-Benz Trucks Dealer of the Year title for a remarkable third year in succession.

Managing Director Russ Hallowes stepped up to collect the coveted trophy at the manufacturer's annual celebration of franchisee excellence, which was staged at Liverpool's Titanic Hotel.

"This is a fantastic achievement, especially given the tough competition we faced from the other 16 members of the Mercedes-Benz Trucks Dealer Network," declared Russ. "It underlines yet again our unwavering commitment to the brand we represent, as well as to our colleagues and customers."

Northside, which has now won the same award in four of the last five years, sells and supports the Mercedes-Benz Trucks range, as well as FUSO Canter light trucks, from a network of seven branches strategically located throughout Yorkshire and North Lincolnshire.

The prestigious accolade recognised another magnificent set of results during 2018. It was a year that saw a change of leadership – having previously served as Aftersales Director, Russ Hallowes was promoted to the top job in May – but no let-up in the company's relentless drive to provide customers with the industry's finest service.

Key to Northside's success is the company's philosophy of 'growing its own'. The Dealer is firmly wedded to a strategy of staff development; indeed, when members of its 551-strong team travel to Mercedes-Benz HQ in Milton Keynes, or to third-party providers, to attend courses, they do so in one of eight vans each bearing the pledge: 'Investing in training, investing in you'.

Russ, who began his own career as an apprentice technician, declared: "The ethos at Northside is that if you do right by your people, they'll do right by you. The customer will always be number one, but so, too, are those who work for this business. Our people are our greatest asset, and experience has proved that motivated, engaged colleagues are more



Northside's done it again! Managing Director Russ Hallowes, with trophy, and colleagues celebrate their third consecutive Mercedes-Benz Truck Dealer of the Year award

productive and – crucially – more likely to deliver customer satisfaction."

In the face of a challenging market, which declined 4.3% year-on-year, Northside Truck & Van registered more than 1,100 new Mercedes-Benz and FUSO vehicles with gross weights of 7.5 tonnes or above in 2018, as well as 200 used models.

Meanwhile, its aftersales team posted another highly impressive set of results, with workshop labour sales and parts sales up by 6% and 16% respectively. Northside's Service 24h emergency assistance technicians repaired 88% of the vehicles they attended at the roadside before sending the drivers on their way, while 96% of the trucks prepared by the Dealer for an MoT test by a Driver and Vehicle Standards Agency (DVSA) inspector sailed through first time.

Russ said the creation last year of new Group Aftersales Manager positions dedicated to Truck and Van – both roles were also filled by internal promotions – had provided heightened focus on meeting the needs of the two sets of customers.

Northside's workshop opening hours reflect its determination to deliver on Mercedes-Benz Trucks' Zero Tolerance on Downtime promise. Every one of its branches remains open through the night; six of the seven are also open on Sundays, and two of them – Leeds and Sheffield – only close on Christmas Day.

Mercedes-Benz Trucks Managing Director Mike Belk commented: "Northside is rightly proud of its admirable track record of staff retention and development. This is a business in which there is no 'them' and 'us'; instead, everyone is working to achieve the same goal.

"Rather than excelling in one or two areas, the winner of our Dealer of the Year Award must be a genuine all-rounder. Not only do they consistently exceed our targets in terms of vehicle sales and aftersales performance, but our research confirms that Russ and his team also deliver outstanding customer service. Northside continues to be a fantastic ambassador for the Mercedes-Benz Trucks brand."

www.northside.co.uk

Major Milestone Achieved in Property Sector

A local firm of Chartered Building Surveyors has reached a major milestone with five hundred residential property surveys.

Delaney Marling Partnership (DMP) established in 2007 and, despite the construction industry experiencing some of its worst years throughout this period; DMP has continued to grow, performing a vital role advising people in the Humber region on all aspects property related.

The team works on a variety of projects at any one time, from managing demolitions to full project management, dilapidations reports, asset management plans and residential property surveys.

Simon Delaney, Director of DMP says: "Five hundred properties seems like quite a lot! Especially when this only represents approximately fifteen percent of our business - on average forty-two each year since we started up."

"We've had the privilege of surveying some of the most amazing homes. For us there is nothing better than being able to inspect a home, looking into all of the nooks and crannies, searching for signs of any problems that have occurred or may potentially cost the owner in the future."

"Quite often we are able to put a client's mind

at rest if they've been concerned about cracks, smells and condensation, which sometimes appear much worse than they really are. We can confirm that no costly action is required. At the other end of the scale, it is also good to uncover an issue the untrained eye would not find - making a client aware of problems that could create expense in the future."

DMP is owner managed by Simon Delaney and Kevin Marling, and employ Alex Lowsley who is working towards his professional qualification with RICS as a Chartered Building Surveyor.

With over 50 years' combined experience, they attend school careers events talking to young people about the exciting career opportunities in the world of building surveying.

Kevin Marling continues: "We knew that our five hundredth residential survey was approaching but with a recent flurry of enquiries, mostly word of mouth referrals, we have achieved this slightly ahead of schedule."

"It does feel good to know how many people we have helped to make informed choices on what is arguably the most expensive purchase they will make in their lifetime."

"We have surveyed a huge variety of homes including Victorian terraced properties, farm



Kevin Marling, Alex Lowsley and Simon Delaney

houses and large medieval properties in Beverley. All of the houses we enter tell a story about its history and the people that have lived there over the years. It's a fascinating insight that most people won't get to experience."

"We are very grateful for all of the support we have received over the years from long-term and one-time clients alike and feel confident and excited about future growth."

In addition to residential surveys and commercial property matters, Simon Delaney is the surveyor to the Beverley Minster Old Fund, leading a small maintenance team to manage the fabric of the building of Beverley Minster.

Developer to Start Work on Transformation of Former Brewery Building



The Cooperage, which will be converted from a derelict building to stylish apartments.

A former brewery building in Grimsby is to undergo conversion into stylish apartments after developers secured planning permission for the £1.8 million project.

Adrian Smith, Director of Church Lane Humberston Ltd, said the renovation of the Cooperage in East Street should be complete

by February 2020 to create 20 apartments and two townhouses.

Mr Smith praised the efforts of Hull-based architectures and planning consultants Eznat and of the planning services team at ENGIE.

He said: "We knew it would not be easy to get planning permission and I am delighted that we can now move forward. ENGIE, who worked with the local authority, were very helpful and Eznat did a brilliant job."

The Cooperage was built in 1901 and made barrels for the Tower Brewery operated by Hewitt Brothers. The business became part of Bass Charrington but brewing on the site ended in the late 1960s and the building has been empty since then.

The apartments and townhouses will all have secure, gated parking and will benefit from innovative and unobtrusive heating and insulation systems to keep down energy bills. The building will also be bathed in a lighting

system designed to show its architectural features.

Mr Smith, who has appointed regional agents Stanifords to manage the lettings, said: "There is rising demand in our area from people in the offshore and renewables sectors and from young professionals. Overall the value of the investment is around £1.8 million."

Joe Bvumburai, Director of Eznat, added: "Many planning applications for the Cooperage had been rejected so we approached it carefully, partnering with Palmleaf Architects and working closely with the planning team and the conservation officer at North East Lincolnshire Council.

"We also invited Heritage England to the site to get their input and the result is something which will halt the decline of the Cooperage and deliver a development which is sympathetic and complementary to the building's history."

AA Global Celebrates Year of Achievement

Chamber Member AA Global celebrated a milestone year of expansion, recruitment and relocation by joining some of the best businesses in the region at the 2019 HullBID Awards.

AA Global was shortlisted in the Best Business Progression category and, although the company was pipped at the post by tech and gadget specialists Stuf, CEO Kirk Akdemir said the celebration was a symbol of a memorable year.

He said: "We've increased our staff to more than 30, with around 25 based in Hull, we've built an international team of around 14,000 translators and interpreters covering more than 500 languages and dialects, and we've relocated our office into the heart of the city centre.

"That all adds up to a year of achievement first and foremost because it translates into a better and more focused service for all of our clients. It was great to earn some recognition in the HullBID Awards. We were proud to reach the final and we congratulate the guys from Stuf who have built a remarkable business."

The judges heard how AA Global arrived in Hull in 2011 with just two people, having expanded from its headquarters in Worcester. Now, all but five of the staff work in Hull as AA Global assists major clients in the public and private sectors with services which include translating, editing and proof-reading documents and online content and interpreting face-to-face, by phone and in a live environment at conferences.

Kirk admitted the initial move to Hull was a tentative step, but now the business is thriving and he has moved to the area along with his



Pictured at the HullBID Awards from AA Global are (from left) Ignas Mikoliunas, Carol Jones, Kirk Akdemir, Burcu Akdemir and Andrei Sparling.

partner Carol Jones, a senior member of the AA Global management team.

He said: "A key factor was the warmth and openness of the regional business community

and citizens and that shone through at the HullBID awards. We would like to congratulate everyone who took part and made it such a fantastic occasion.

Are You Ready for the New World of Trade?



The Chamber's Customs Declaration Training programme is now underway. It is important for businesses to know how to meet customs requirements fast and efficiently after the UK leaves the EU, and this training will help prepare businesses and trade professionals for the future of trade.

The Hull & Humber Chamber of Commerce is offering the following classroom training sessions and times:

Wednesday, 5th June 2019
9.30am – 4.30pm

There are no pre-requisites for this course. Course content is based on the following topics:

- Introduction to trade
- Business responsibilities
- Export process
- Import Process
- Valuation
- Commodity codes
- Customs procedures codes
- Export and import controls
- Reliefs
- Preferences

Assessment: No formal exam will be taken, however delegates will get to complete

simulated forms to ensure they can complete simple customs declarations correctly.

As an alternative to the classroom training sessions, the Hull & Humber Chamber is now also offering:

e-learning modules

A secure online portal giving access to modules from any device. Choose a five hour fully digital option, or a three hour digital option combined with one of our classroom options.

For further information regarding Customs Declaration Training, please visit

www.hull-humber-chamber.co.uk/pages/training-services or contact
I.holt@hull-humber-chamber.co.uk



Good Travel Management Launch Partnership With Expense Management Company Fyle

It's a fact that over 80% of companies rely only on travel and expenses data that is entered by employees after the event or trip has occurred in order to gain visibility into spend and approve travel expenses.

For many companies, Travel and Expenses are disconnected, with expenses created manually on templated spreadsheets. This creates a huge duplication of work across the expense process by the traveller (expense submitter) and finance teams (expense allocator), as well as the manager (expense approver) involved in the process.

By nature of what Good Travel Management do as a Travel Management Company, our business processes are intrinsically linked to expense processes, and, with this in mind, we have decided to initiate a partnership with

intelligent expense management software provider, Fyle.

Fyle provide a frustration-free reimbursement experience to businesses with automated travel and expense management software, whilst increasing policy and compliance, automating receipt management and providing corporate credit card reconciliation.

Head of Sales, Account Management and Marketing Wayne Durkin commented on the partnership "Good Travel Management are looking forward to working in conjunction with Fyle to bring new and existing clients a seamless solution to their travel management processes, adding another layer to our existing client offering and further delivering value-added services to our clients that offer both efficiency and cost savings"

For more information on automating Travel and Expense for your business please contact:

E: sales@good-travel.co.uk

T: 0330 004 0520

Your ChamberFX

Foreign exchange and global payments solutions

As part of our ongoing efforts to help Members that trade overseas, Moneycorp have identified that many small and mid-sized businesses' ambitions for growth are being hindered by currency volatility and expensive international payments.

Let us help you protect your business against adverse rate fluctuations and minimise your international payment costs.

Whether you're importing or exporting, paying overseas suppliers or managing international payroll, with Moneycorp you'll benefit from:

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- **No transaction charges for making international payments**
- **No transaction charges for receiving international payments**
- **Free foreign exchange health check:** practical to help you protect your bottom line from rate volatility.
- **Free currency holding accounts:** no charges for opening an FX account. Currency accounts can cost up to £20 a month with high street banks.
- **Free tools & market intelligence**

For further information and advice on Hull & Humber's ChamberFX, please contact Lorraine Holt at l.holt@hull-humber-chamber.co.uk or call **01482 324976**.

Service delivered by Hull & Humber Chamber of Commerce in partnership with TTT Moneycorp Limited.

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Colleges' Successful Institute of Technology Bid

East Riding College is one of seven regional colleges that have received the green light from the Department of Education to work with two local universities to develop the Yorkshire and Humber Institute of Technology (IoT). This is one of only twelve IoTs nationally, which are designed to improve the provision of training in higher level technical skills to employers.

The IoT will bring investment of circa £10million of capital funding into the region for partners to invest in industry-standard equipment and to provide higher level technical training. This massive training boost will enhance employment opportunities and ensure highly qualified employees for the regions' employers. For East Riding College this will mean further investment in high tech facilities at the College's Flemingate campus in Beverley.

Other further education providers who are partners in the bid include lead applicant York College, Askham Bryan College, Bishop Burton College, Craven College, Scarborough TEC and Selby College. The collaborative partners will work alongside the University of Hull and the University of York St John, to deliver the IoT in Yorkshire and the Humber.

In order to succeed, the collaborative bid required significant levels of employer

support. Digital and Engineering businesses ViSR, CATCH, Skipton Building Society, GB Recruitment and ENGIE Fabricom recognised the need for investment in education to address their wider skills shortages and have been signed up as employer partners to be involved in designing the appropriate curriculum, supported by research from the universities. These employers will be part of the governance of the Yorkshire and Humber IoT to ensure continued collaboration and long term benefits for the region.

Helen Wooldridge, Assistant Principal at East Riding College said, "We are so pleased to see our collaborative bid succeed in attracting extra investment in skills training in the region. What this means for the East Riding is investment that will see the future workforce acquiring higher level skills in the engineering and technical sector that employers in our area

demand, and for which there is a projected skills shortage."

Alison Birkinshaw, Principal of lead applicant York College said, "We are delighted to have the opportunity to work with Further and Higher Education providers to develop this prestigious Institute of Technology. This is a once in a generation, transformational opportunity which will focus on developing higher level technical skills across the York, North Yorkshire, East Riding and North Humberside area."

"The work we do will be supported by significant capital investment and will improve the level of skills, increase productivity, and make a real difference to the success of the region. We are hugely grateful to our employer partners for their support in putting together this bid and are really looking forward to making our plans a reality."



Don't Let a Cyber Attack End Your Business - it's Time to Protect to Survive!

Did you know that every minute of every day a British business is hit by a cyber-attack?

By Andy Price, Managing Director, Coversure Insurance Hull

That the average cost of repair for a small business is £3,100 or that 25% of small businesses hit by an attack cease trading within six months?

Cyber-crime is a growing menace in the UK, with a recent report showing that the number of businesses experiencing an attack has risen from 40% in 2017 to 55% in 2019. With Hull aspiring to become a 'smart city' and with 5G set to make the Internet of Things a reality, now's the time for businesses to protect to survive.

To help you do that, here's Coversure Insurance Hull's top five tips to protecting your business from the online bad guys:

- Watch which devices you connect to your network – phones, laptops, USB drives, even children's toys, all of these can be connected these days and if they can be connected, they can be attacked. So think twice before connecting them to your network.
- Be wary of public or unsecured Wi-Fi connections – we all do it; see the chance to save data on our devices and use any old unsecured Wi-Fi. Don't. These are as private as a postcard, getting personal data is simple and getting into your device can be easy for the wrong people too. Always use trusted, secure connections.
- Don't put off software updates – these updates matter and installing them promptly can help keep you safe. The NHS Wannacry hack of a couple of years ago was due to out-of-date and insecure software. Also make sure your virus protection software is up to date.
- Choose secure passwords – it's incredible, but a recent survey revealed that the password 123456 is the password for 23m platforms. Use a distinct, hard to crack password, ideally one comprised of letters, numbers and symbols.
- Get cyber insurance – prevention is always better than cure, but if you are caught out then a low-cost cyber insurance policy can pay for the cost of network repairs, data recovery and any compensation claims you may face for damage to another's network.

According to the latest Financial Times and ICSA survey, 80% of FTSE 350 companies consider cyber-attacks their biggest management concern, while 90% are increasing spending on cyber risk mitigation. It would seem wise for smaller organisations to follow their lead, before it's too late...



Competition winners Scott Pilgrim (left) and Alison Rolfe, from BIMsense, with Nick Miller from James Legal

Opportunity to Hear from Inspirational Speakers at James Legal Event

The James Legal Inspiring Business 2019 campaign to support SMEs across the region enjoyed a cracking start back in March with the announcement of the 2018 competition winner at a seminar that was bursting at the seams with inspiration.

Delegates gathered at the Hallmark Hotel in North Ferriby to witness pioneering Hull company BIMsense be crowned the winner of the James Legal Inspiring Business 2018 competition, and hear two fascinating presentations from hypnotherapist Sheila Granger and Tony Bowler, who runs The Business Culture Hull.

The second event of this year's campaign is due to take place at the Hallmark Hotel on June 19, and if you're quick there's still time to book your free place via Eventbrite. Two more inspirational

speakers will be sharing their stories – former Mr Universe and fitness entrepreneur Mark Bowering, and Beverley Building Society Chief Executive Karl Elliott.

This year, another seven partners are joining James Legal for their third Inspiring Business campaign, which will offer one lucky business a support package worth more than £20,000.

BIMsense Co-founder Scott Pilgrim said: "We were really thrilled to be chosen as winners. Our business development will require a lot of support so every element of the prize will

be incredibly useful. We're very much looking forward to working with all the partners."

Nick Miller, Solicitor and Managing Director of James Legal, said: "The reason we hold this annual campaign is because we want to inspire and connect local businesses and business people, we believe in giving back and supporting our local community."

So, if your business is doing something special, request your competition application form by emailing inspiringbusiness@jameslegal.co.uk

Up to 78% Off Business Breakdown Cover for Members from Chamber Partners the AA

Running a company with vehicles at its heart means that staying still isn't an option.

The AA's business breakdown cover will make sure your drivers get back on the road quickly – and with minimum disruption – if the worst happens. All you need to do is choose the right level of cover for you.

Which vehicles can be covered?

Whether you just have a single vehicle or run a whole fleet, the AA can cover your cars, vans, trucks and more – as long as they're 3.5 tonnes or under. If you're not sure if your vehicle would be eligible, you can call the AA on 0800 55 11 88 to check.

What does cover include?

You can choose from the following options for your company's vehicles:

Roadside

Repair or recovery to the AA's choice of appropriate local repairer.

Relay

Transportation of vehicle, driver and up to seven passengers to a UK mainland address if prompt local repair is not possible.



Relay Plus

Extended Relay service to include one of three alternative arrangements for driver and passengers; car hire, accommodation or public transport services.

Home Start

For breakdowns at or within a quarter of a mile of your home address.

Accident Management

Takes the hassle out of arranging repair, recovery and insurance claims after an accident or vandalism.

Up to 78% off business breakdown cover for Chamber Members†

Visit theAA.com/business and ask for a quote, using reference code 0360.



Why We All Need to be Aware of the Customer Relationship

It's easy to think your customers are happy, after all, they've not come out and said that they aren't. But how do you know for sure?

Let me give you an example.

You go to a restaurant and everything is fine... not great, but not terrible, just adequate. The wait staff asked if everything was ok and you said that it was, mainly because there wasn't any one thing you didn't like, it was more a combination. Or maybe you just didn't want to cause a scene.

Either way, you don't say anything. And then because it wasn't a very big deal, you don't review them online (positive or negative) or make any comments on social media. You never go back, maybe tell a few close friends and leave it at that.

As far as the restaurant is concerned, you were a contented customer who just didn't tip very well. But they don't get your repeat business. Or any recommendations.

Now of course Customer Relationship Management is much more than just monitoring the levels of complaints and negative feedback. Most people won't say that they are unhappy – unless they're REALLY unhappy - but they won't stay as your customers.

So how do you know what they're thinking?

Well, to be honest, most customers will tell you how they are feeling if you approach them in the right way.

Think back to the waiter or waitress at that restaurant, let's say you knew personally or maybe they used to work at your regular coffee shop. Either way, when they asked how you were doing, you might have answered more honestly. And they could have acted to improve your evening.

By having a 'real' customer relationship, you are more likely to get an honest appraisal of your product or service. That's why it's so important to develop a strong bond between you and your customers.

Now of course different types of businesses will need different approaches to building their relationships.

Some have a very larger number of customers who will need easy communication channels that allow them to access large numbers of customer feedback in an appropriate way, building a customer community creating these touch points. Think Amazon or Apple.

Others are dealing with a less 'vanilla' implementation of their product or service and this will necessarily lead to a more customised conversation. Think about hiring someone to



install your new kitchen, you want to get to know them a little bit more than the person ringing you up at the hardware store.

The point is that whatever your market and whoever your customer, a business needs a relationship management strategy.

Not something built 'on the hoof' that just fits the work pattern or personality of your sales team. Your business needs real, in-depth analysis of who, how, and why you should be communicating to deliver best value for your customer. Because this in turn strengthens the ties between you and your client.

Good customer relationships are built on value, which has a two way benefit.

Your customer wants to feel respected and know that their business is loved by you and all your team. You want to know that your customer is getting the appropriate value from your product or service and in turn will remain loyal and act as an advocate for your business with their peers.

How best to do this?

Being totally honest you can use a Rolodex, spreadsheet of your interactions, or a dedicated Customer Relationship Management (CRM) system.

They all offer a level of management that will help you track how the relationship is progressing. Obviously a dedicated CRM system is going to offer you a wider range of features that have been written specifically for this task, but go with whatever works for your team.

But please please please, do find a way to record the information you will need to track and therefore improve your relationship with your customers.

It's certainly worth taking a little time to assess your requirements, desired results, and options for meeting both.

From my experience, there are a few things you need to keep in mind:

- 1 How much data are you going to be collecting?
- 2 What do you need that data to tell you?
- 3 Who should have access to what?
- 4 What about outside the sales team?

There's also GDPR to consider when you're collecting personal data.

This is where a more dedicated system can come into their own, with a framework to start in and guidance as you expand.

Most CRM systems will save you much more time than their cost, ROI is generally recognised as at least 8 times the spend and in a lot of cases it's a lot (lot) higher.



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

openCRM

Visit Chamber Expo 2019 – at the New Bonus Arena!

Gain Contacts and Business!



Wednesday 5th and Thursday 6th June 2019 Bonus Arena, Hull, HU1 2PZ

- Come and network at Chamber Expo 2019, the region's premier and largest business event.
- Small number of exhibition stands are available.
- You can visit with as many colleagues as you wish.
- There'll be three free Speed Networking sessions over the two days.
- There is ample parking and it's free to enter Chamber Expo 2019. No registration is required and there will be excellent networking opportunities. Just turn up!

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

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

Organised by the Chamber and now in its 23rd year, the annual Expo will be attended by over 1500 business people, from all types and sizes of company.

With 94 exhibition stands all on one floor level, it's the ideal opportunity for companies of all sizes to showcase their products and services and to meet hundreds of business people from across the length and breadth of the region.

Exhibitors have chosen from several different sized stands.



*Photo Courtesy of
Kevin Greene Photography*

Three Speed Networking sessions will also be held. These are fun and are very beneficial for people looking for new contacts and sales. The sessions will be held over the two-days of the Expo, and are free. Speed Networking ensures that you meet around 20 people per session – contacts you may otherwise never have made.

Free Wi-Fi is provided.

All business people are welcome – you do not have to be a Chamber Member to attend. The aim is to have as many companies at the event as possible.

The Chamber is indebted to SoluTech – Official Expo Sponsor 2019 for their support of the event. SoluTech are the expert suppliers of photocopiers, printers & scanners to businesses across the Humber region.



For more information call Bruce Massie or Janice Harrison at the Hull & Humber Chamber of Commerce, on (01482) 324976, or alternatively, email b.massie@hull-humber-chamber.co.uk www.hull-humber-chamber.co.uk



Pictured with her certificate is Lillian Monaghan with (from left) Nathan Ellis, Farrah Drury and Connor O'Hara.

Salon Apprentice's Hairdressing Students Prove they are a Cut Above in National Competition

Chamber Training's Salon Apprentice students proved they are a cut above the rest when they entered the National Hairdressing Federation's Blackpool Hairdressing Competition.

One of the Salon Apprentice learners, Lillian Monaghan, received a second place certificate in the First Timers - Blow Dry category. Lillian is employed by Independence Hair Design in Hedon and her employer Sarah White was extremely proud when she heard the news.

Three Salon Apprentice learners, Connor O'Hara, Farrah Drury and Lillian Monaghan entered the First Timers - Blow Dry and Nathan Ellis, the first barber Salon Apprentice has trained, entered the Male Fashion Look - Cut and Fashion category.

Chamber Training's Carol Gill said: "The students are encouraged to enter the competition as part of our enrichment and development activities.

Four of our first year learners entered the competition which took place on March 11. Two of our tutors travelled to Blackpool with them.

"Everyone was delighted when the results were announced and this was an amazing achievement for Lilli and also for Salon Apprentice's first attempt in a national competition.

"We aim to inspire all of our learners to be the very best and to achieve distinction level.

Patricia Whiting, Salon Manager at Salon Apprentice, congratulated the students who took part. "They all did us proud and for Lilli to be awarded a certificate was the icing on the cake.

Salon Apprentice, on Jameson Street, Hull, above the Lush store, is open to the public and is the hairdressing training department of Chamber Training (Humber) Ltd, a wholly owned subsidiary of the Hull & Humber Chamber of Commerce.

The Salon is a City & Guilds accredited training provider in its fourth year of delivering Hairdressing and Barbering apprenticeships at Levels two and three along with a full-time college course.

All Salon Apprentice's students are employed by local salons in Hull and East Riding. Learners

undertaking the full-time course are supported with individual learning and social needs, along with employability skills to help them gain future employment with local salons once they have completed their course.

Carol added: "We are recruiting now and would encourage school leavers to contact us early if they are interested in a hairdressing apprenticeship as we have limited places available. We would also recommend any salons who are thinking of recruiting an apprentice this year to also get in touch as soon as possible as it provides them with the opportunity of interviewing a selection of candidates and carrying out trial days to find a match for their salon.

For more information on Salon Apprentice, or a career in hairdressing or barbering, please contact Carol Gill on **01482 611896** or email **c.gill@chambertraining.com**

INTERNATIONAL TRADE CENTRE

Training Course Programme 2019/2020



The Chamber's International Trade Centre has the following international trade courses scheduled 2019/2020.

Customs Declarations Training		Wednesday, 5th June 2019
Export Documentation / Understanding Export	BCC Accredited	Thursday, 13th June 2019
Customs Warehousing and Special Procedures		Thursday, 27th June 2019
Customs Procedures and Documentation	BCC Accredited	Thursday, 11th July 2019
A Beginners Guide to Exporting		Thursday, 22nd August 2019
Incoterms	BCC Accredited	Thursday, 26th September 2019
Letters of Credit and Methods of Payment	BCC Accredited	Thursday, 17th October 2019
A Beginners Guide to Exporting		Thursday, 7th November 2019
Export Documentation / Understanding Export	BCC Accredited	Thursday, 5th December 2019
Incoterms	BCC Accredited	Thursday, 23rd January 2020
Import Procedures	BCC Accredited	Thursday, 27th February 2020

We do regularly update our training programme according to demand and international economic relations. If you would like to discuss any of the above or if you have particular training requirements, please contact Lorraine Holt at l.holt@hull-humber-chamber.co.uk

INTERNATIONAL TRADE CENTRE

IN PARTNERHIP WITH



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Jacques Berghorst (rear) of Dunlop Oil & Marine at The Deep in Hull with guests (from left) Adam Brown, Daniel Okoye, Saifulbahari Abdul Hamid, Deonarine Nanan and Lewis Sanderman

Oil And Gas Leaders Come Together for Major Conference at the Deep

A global leader in the manufacture of hoses for the oil and gas industry underlined its commitment to costs and environmental concerns as it welcomed delegates from around the world to a technical conference, which included a tour of The Deep.

Dunlop Oil and Marine Ltd, part of Continental AG, told delegates how they make high-tech hoses which are more durable and robust at their factory in Grimsby.

Jacques Berghorst, Sales & Marketing Manager at the Grimsby site, said: "The Tetney Monobuoy, which transfers crude oil from tankers in the Humber to a refinery at Immingham, is the first in the world to use sensors based on technology developed by Dunlop Oil & Marine's engineers to monitor location and behaviour of the hoses in the water."

"We had developed double carcass hoses in the 1970s as a safeguard against leaks and the newest technology is smart hoses. The future is about getting information about the hoses straight to your work station from a cloud-based portal, telling you how long it will be before the hose needs to be replaced."

Dunlop Oil & Marine supplies around 40 per cent of the international market and is recognised

as the leader in innovation. Its 46th annual conference took place at the DoubleTree Forest Pines Resort and at The Deep, with more than 100 delegates from 37 countries also visiting the factory in Grimsby.

Kam Zandiyeh, General Manager of Dunlop Oil & Marine, said: "We decided to come to The Deep because it is a different experience for our guests and it is a good fit with the priorities of our industry."

Freya Cross, Business and Corporate Manager at The Deep, said: "This was an opportunity for us again to meet the needs of very influential guests, who expect the highest standards. It was particularly pleasing that Dunlop Oil & Marine selected us to host such an important part of their proceedings."

New Members

43 Clicks North Ltd

Michael Ellis
Hull
01482 326248
Digital Marketing

Broadgate Safety Consultants Limited

Mark Dalton
Beverley
07756 612761
Health Safety and Fire Consultancy

Colyer Associates

Mrs Pam Colyer
Pickering
01723 850085
Wealth Management

InfoLore Ltd

Stella Jacobs
Grimsby
03333 444617
*GDPR Compliance
(Audits, Training & Consultancy)*

Keyhole Creative Limited

Suzanne Brown
Bawtry
07879 556155
*Video, Web Design, SEO, Graphic Design
& Digital Marketing*

Leila Howden Translations

Leila Lister
Hessle
07825 047726
Translation

Lincolnshire Refugee Doctor Project CIC

Muna Abu-Jaber
Spilsby
01790 754734
*Medical Education NHS Community
Interest Company*

Marcus Scott Mortgage Bureau Ltd

Marcus Chisholm
Scunthorpe
01724 231274
Mortgage and Protection Advisors

Pinx Display Ltd

Tony Dickens
Willerby
07922 009264
Exhibition Services

Pocklington School Foundation

Susan Kay
Pocklington
01759 321200
Education of Children Age 3-18

Resolution

Sylvia Priest
Scunthorpe
01724 376002
Video Production & Software Development

The Business Culture Hull

Tony Bowler
Hull
07590 643337
Business Networking Group

Turner & Townsend

Michael Grace
Leeds
0113 2584400
Construction & Management Consultant

W.N.C. Limited

Richard Askam
Market Rasen
07778 163815
Speaker Coaching



Name:
David Chamberlain

Company:
Ellgia

Job Title:
Head of Group
Marketing & New
Business Development

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

Apprentice printer and the staggering amount of £35 per week. £5 a week to my mum for house keeping, £2 fuel for my moped and the rest of the £notes got rolled up and put under the bed.

What do you always carry with you to work?

Phone, Diary & Business cards, you never know who you'll be lucky enough to bump into. Oh and a BIG smile I love my job.

What is the biggest challenge facing your business?

It's a huge challenge to stay ahead of the competition, but also to make sure that you stick to your core skill set. There's plenty of other companies out there offering a similar service/s but not with the same CSER as yourselves so it's easy to get distracted and consider changing tact but you have to trust your moral compass and continue along the path you set out from the start.

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

To get the Bl**dy 'B' word sorted out so businesses can plan for the future and look to move forward. (rant over)

What can you see from your office window?

Waste, lots of beautiful waste. All ready to be processed into fuel to help power this Great Nation of ours.

If you could do another job what would it be?

Professional Golfer.

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

Attention to detail, persistence, and there's no 'I' in Team.

What was your biggest mistake in business?

Fortunately I've not made any (I don't think) but I put that down to my first employer who said 'Look after people on the way-up as you may need them on the way down'.

What advice would you give to aspiring entrepreneurs?

Be brave, back yourself and don't be afraid to fail. And remember what doesn't kill you makes you stronger and there's always the second bite of the cherry.

Who do you admire most in business?

There's 2 really. Steve Crook MD of Ellgia for creating an unbelievable Business model from a standing start and having the courage in his convictions. And Jack/John Lavington (depending on his mood) who suffers from honesty Tourette's and has been my go to man since I started with the Business.



Chamber Events Diary 2019

Chamber Expo 2019

Wednesday 5 & Thursday 6 June 2019
Bonus Arena, Hull
Official Expo Sponsor 2019 - SoluTech

Speed Networking and Lunch

Friday 12 July 2019
Forest Pines Hotel & Golf Resort, Brigg,
Scunthorpe
Sponsored by Ellgia Limited

St Leger Ladies Day with the Chamber

Friday 12 September 2019
Doncaster Racecourse

Members' Speed Networking and Lunch

Friday 27 September 2019
Rise Hall, Skirlaugh, East Yorkshire

**Chamber Bridlington & Yorkshire Coast
Business Awards**

Friday 11th October 2019
Bridlington Spa

Members' Speed Networking and Lunch

Friday 18 October 2019
Ashbourne Hotel, Immingham

Members' Speed Networking and Lunch

Friday 29 November 2019
Mercure Grange Park, Willerby

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

www.hull-humber-chamber.co.uk



Have you tested your emergency plans?

Are you confident that in the event of an emergency you have suitable response to preserve life and property?

Testing emergency plans is essential – whether you are office-based, work on a power station or remote location.

Reviewing and testing can identify whether;

- Plans are robust and workable
- Perceived risk levels are reflected
- Your response level is adequate
- Key staff are fully briefed
- Roles, lines of responsibility and communication are clearly defined
- Your response team is competent

The knowledge HFR Solutions holds in this area is unrivalled. It has allowed us to develop advanced methods of preparing for operational incidents and emergencies.

Our comprehensive service includes;



Emergency response plan creation



Testing and reviewing response procedures



Rescue plans and consultancy



Table top, on-site and offshore exercise simulation



Competency training



Advanced medical response and training

This will help your organisation prepare, prevent, protect as well as respond and recover in the event of an incident or emergency.

To discuss how HFR Solutions can help test your emergency plans, please get in touch today.

t 01482 398521

e customer@hfrsolutions.co.uk

<https://hfrsolutions-booking.co.uk>

www.hfrsolutions.co.uk

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